



**The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately.**

**This is only a summary.** For more information about your medical benefits coverage, or to get a copy of the complete terms of coverage, visit [acshic.com](http://acshic.com) or call Highmark at 877-258-3123. For more information about your prescription benefits coverage, visit [www.optumrx.com](http://www.optumrx.com) or call 855-798-0776. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at [www.HealthCare.gov/sbc-glossary/](http://www.HealthCare.gov/sbc-glossary/) or call 877-258-3123 to request a copy.

| Important Questions                                                       | Answers                                                                                                                                                                                                                                                                                                                     | Why This Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>What is the overall <u>deductible</u>?</b>                             | \$200 individual/\$400 family <u>network</u> .                                                                                                                                                                                                                                                                              | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .                                                                                                                    |
| <b>Are there services covered before you meet your <u>deductible</u>?</b> | Yes. Office visits, <u>preventive care</u> services, <u>emergency room care</u> , emergency medical transportation, and <u>urgent care</u> benefits are covered before you meet your <u>network deductible</u> .<br><br><u>Copayments</u> and <u>coinsurance</u> amounts don't count toward the <u>network deductible</u> . | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> . |

|                                                               |                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Are there other <u>deductibles</u> for specific services?     | No.                                                                                                                                                         | You don't have to meet <u>deductibles</u> for specific services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| What is the <u>out-of-pocket limit</u> for this <u>plan</u> ? | \$0 individual/\$0 family <u>network out-of-pocket limit</u> , up to a total maximum out-of-pocket of \$9,450 individual/\$18,900 family.                   | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.                                                                                                                                                                                                                                                                                           |
| What is not included in the <u>out-of-pocket limit</u> ?      | <u>Network</u> : <u>Premiums</u> , balance-billed charges, and health care this <u>plan</u> doesn't cover do not apply to your total maximum out-of-pocket. | Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Will you pay less if you use a <u>network provider</u> ?      | Yes. See <a href="http://www.Highmarkbcbs.com">www.Highmarkbcbs.com</a> or call Highmark at 877-258-4123 for a list of <u>network providers</u> .           | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ).<br><br>Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |

Do you need a referral to see a specialist?

No.

You can see the specialist you choose without a referral.



All copayment and coinsurance costs shown in this chart are after your overall deductible has been met, if a deductible applies.

| Common Medical Event                                          | Services You May Need                            | What You Will Pay                                             |                                                           | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                     |
|---------------------------------------------------------------|--------------------------------------------------|---------------------------------------------------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                               |                                                  | <u>Network Provider</u><br>(You will pay the least)           | <u>Out-of-Network Provider</u><br>(You will pay the most) |                                                                                                                                                                                                                                                                            |
| If you visit a health care <u>provider's</u> office or clinic | Primary care visit to treat an injury or illness | No charge<br><u>Deductible</u> does not apply.                | Not covered                                               | You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for.<br><br>Please refer to your <u>preventive</u> schedule for additional information. |
|                                                               | <u>Specialist</u> visit                          | \$20 <u>copay</u> /visit<br><u>Deductible</u> does not apply. | Not covered                                               |                                                                                                                                                                                                                                                                            |
|                                                               | <u>Preventive care/screening/immunization</u>    | No charge<br><u>Deductible</u> does not apply.                | Not covered                                               |                                                                                                                                                                                                                                                                            |
| If you have a test                                            | <u>Diagnostic test</u> (x-ray, blood work)       | No charge                                                     | Not covered                                               | <u>Copayments</u> , if any, do not apply to Diagnostic Services prescribed for the treatment of Mental Health or Substance Abuse.<br><br>Precertification may be required.                                                                                                 |
|                                                               | Imaging (CT/PET scans, MRIs)                     | No charge                                                     | Not covered                                               |                                                                                                                                                                                                                                                                            |

| Common Medical Event                                                                                                                                                                                                                                 | Services You May Need                          | What You Will Pay                                                                                                        |                                                        | Limitations, Exceptions, & Other Important Information                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                      |                                                | <u>Network Provider</u><br>(You will pay the least)                                                                      | <u>Out-of-Network Provider</u> (You will pay the most) |                                                                                                                                                                                       |
| <b>If you need drugs to treat your illness or condition</b><br><br>More information about <b><u>prescription drug coverage</u></b> is available at from Optum Rx at <a href="http://www.optumrx.com">www.optumrx.com</a> or by calling 855-798-0776. | Generic Drugs                                  | \$8 <u>copay</u> (Retail)<br><br>\$12 <u>copay</u> (Home Delivery)                                                       | Not covered                                            | <u>For retail pharmacy, you can receive up to a 34-day supply.</u><br><br><u>For Home Delivery, you can receive up to a 90-day supply.</u>                                            |
|                                                                                                                                                                                                                                                      | Brand-Name Preferred Drugs                     | \$35 <u>copay</u> (Retail)<br><br>\$50 <u>copay</u> (Home Delivery)                                                      | Not covered                                            | <u>Specialty Medications are administered through Optum Rx's Specialty Pharmacy via Home Delivery only with a maximum supply of 30 days.</u>                                          |
|                                                                                                                                                                                                                                                      | Brand-Name Non-Preferred Drugs                 | \$60 <u>copay</u> (Retail)<br><br>\$90 <u>copay</u> (Home Delivery)                                                      | Not covered                                            | <u>Certain Medications may be eligible for a copay manufacturer's assistance program. Please call Pinnacle at 844-660-0277 for more information about eligibility and enrollment.</u> |
|                                                                                                                                                                                                                                                      | Specialty Drugs                                | \$8 <u>copay</u> (Generic Specialty)<br><br>\$200 <u>copay</u> (Brand-Name Preferred and Brand Name Non-Preferred Drugs) | Not covered                                            |                                                                                                                                                                                       |
| <b>If you have outpatient surgery</b>                                                                                                                                                                                                                | Facility fee (e.g., ambulatory surgery center) | No charge after <u>deductible</u>                                                                                        | Not covered                                            | Precertification may be required.                                                                                                                                                     |
|                                                                                                                                                                                                                                                      | Physician/surgeon fees                         | No charge after <u>deductible</u>                                                                                        | Not covered                                            | Precertification may be required.                                                                                                                                                     |

| Common Medical Event                           | Services You May Need                   | What You Will Pay                                              |                                                                | Limitations, Exceptions, & Other Important Information                                                                                         |
|------------------------------------------------|-----------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                |                                         | <u>Network Provider</u><br>(You will pay the least)            | <u>Out-of-Network Provider</u> (You will pay the most)         |                                                                                                                                                |
| <b>If you need immediate medical attention</b> | <u>Emergency room care</u>              | \$125 <u>copay</u> /visit<br><u>Deductible</u> does not apply. | \$125 <u>copay</u> /visit<br><u>Deductible</u> does not apply. | <u>Copay</u> waived if admitted as an inpatient.                                                                                               |
|                                                | <u>Emergency medical transportation</u> | No charge                                                      | No charge                                                      | Out-of- <u>network</u> : Subject to <u>network deductible</u> .                                                                                |
|                                                | <u>Urgent care</u>                      | \$20 <u>copay</u> /visit<br><u>Deductible</u> does not apply.  | Not covered                                                    | The <u>Copayment</u> , if any, does not apply to <u>Urgent Care</u> Services prescribed for the treatment of Mental Health or Substance Abuse. |
| <b>If you have a hospital stay</b>             | Facility fees (e.g., hospital room)     | No charge after <u>deductible</u>                              | Not covered                                                    | Precertification may be required.                                                                                                              |
|                                                | Physician/surgeon fees                  | No charge after <u>deductible</u>                              | Not covered                                                    | Precertification may be required.                                                                                                              |

| Common Medical Event                                                             | Services You May Need                     | What You Will Pay                                   |                                                        | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                  |                                           | <u>Network Provider</u><br>(You will pay the least) | <u>Out-of-Network Provider</u> (You will pay the most) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>If you need mental health, behavioral health, or substance abuse services</b> | Outpatient services                       | No charge after <u>deductible</u>                   | Not covered                                            | Precertification may be required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                                                  | Inpatient services                        | No charge after <u>deductible</u>                   | Not covered                                            | Precertification may be required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>If you are pregnant</b>                                                       | Office visits                             | No charge                                           | Not covered                                            | <p><u>Cost sharing</u> does not apply for <u>preventive services</u>.</p> <p>Depending on the type of services, a <u>copayment</u>, <u>coinsurance</u>, or <u>deductible</u> may apply.</p> <p>Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.)</p> <p><u>Network</u>: The first visit to determine pregnancy is covered at no charge. Please refer to the Women's Health <u>Preventive</u> Schedule for additional information.</p> <p>Precertification may be required.</p> |
|                                                                                  | Childbirth/delivery professional services | No charge                                           | Not covered                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                                                                  | Childbirth/delivery facility services     | No charge                                           | Not covered                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Common Medical Event                                                  | Services You May Need            | What You Will Pay                                   |                                                        | Limitations, Exceptions, & Other Important Information                                                                                              |
|-----------------------------------------------------------------------|----------------------------------|-----------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                       |                                  | <u>Network Provider</u><br>(You will pay the least) | <u>Out-of-Network Provider</u> (You will pay the most) |                                                                                                                                                     |
| <b>If you need help recovering or have other special health needs</b> | <u>Home health care</u>          | No charge after deductible                          | Not covered                                            | Precertification may be required.                                                                                                                   |
|                                                                       | <u>Rehabilitation services</u>   | No charge after deductible                          | Not covered                                            | Limit does not apply to Therapy Services prescribed for the treatment of Mental Health or Substance Abuse.<br><br>Precertification may be required. |
|                                                                       | <u>Habilitation services</u>     | Not covered                                         | Not covered                                            | -----none-----                                                                                                                                      |
|                                                                       | <u>Skilled nursing care</u>      | No charge after deductible                          | Not covered                                            | Precertification may be required.                                                                                                                   |
|                                                                       | <u>Durable medical equipment</u> | No charge after deductible                          | Not covered                                            | Precertification may be required.                                                                                                                   |
|                                                                       | <u>Hospice services</u>          | No charge after deductible                          | Not covered                                            | Precertification may be required.                                                                                                                   |
| <b>If your child needs dental or eye care</b>                         | Children's eye exam              | Not covered                                         | Not covered                                            | Coverage is available if you purchase vision coverage through ACSHIC.                                                                               |
|                                                                       | Children's glasses               | Not covered                                         | Not covered                                            | Coverage is available if you purchase vision coverage through ACSHIC.                                                                               |
|                                                                       | Children's dental check-up       | Not covered                                         | Not covered                                            | Coverage is available if you purchase vision coverage through ACSHIC.                                                                               |

## Excluded Services & Other Covered Services:

**Services Your Medical Plan Generally Does NOT Cover** (Check your policy or plan document for more information and a list of any other excluded services.) These Services may be available under your dental or vision plan. Please visit [acshic.com](http://acshic.com) for more information.

- |                       |                                |                            |
|-----------------------|--------------------------------|----------------------------|
| • Acupuncture         | • <u>Habilitation services</u> | • Routine eye care (Adult) |
| • Cosmetic surgery    | • Hearing aids                 | • Routine foot care        |
| • Dental care (Adult) | • Long-term care               | • Weight loss programs     |

**Other Covered Services** (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- |                     |                                                                                                                             |                        |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------|
| • Bariatric surgery | • Infertility treatment                                                                                                     | • Private-duty nursing |
| • Chiropractic care | • Non-emergency care when traveling outside the U.S. See <a href="http://www.bcbsglobalcore.com">www.bcbsglobalcore.com</a> |                        |

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform), or the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov). The Pennsylvania Department of Consumer Services at 1-877-881-6388. Other coverage options may be available to you, too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim appeal or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact:

- Your plan administrator/employer.

### Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

### Does this plan meet the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

—————To see examples of how this plan might cover costs for a sample medical situation, see the next section.—————

## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

### Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

|                                               |       |
|-----------------------------------------------|-------|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$200 |
| ■ <u>Specialist</u> <u>copayment</u>          | \$20  |
| ■ Hospital (facility) <u>coinsurance</u>      | 0%    |
| ■ Other <u>coinsurance</u>                    | 0%    |

#### This EXAMPLE event includes services like:

Specialist office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
Diagnostic tests (*ultrasounds and blood work*)  
Specialist visit (*anesthesia*)

|                           |                 |
|---------------------------|-----------------|
| <b>Total Example Cost</b> | <b>\$12,700</b> |
|---------------------------|-----------------|

#### In this example, Peg would pay:

| <u>Cost Sharing</u> |       |
|---------------------|-------|
| <u>Deductibles</u>  | \$200 |
| <u>Copayments</u>   | \$20  |
| <u>Coinsurance</u>  | \$0   |

#### ***What isn't covered***

|                                   |              |
|-----------------------------------|--------------|
| Limits or exclusions              | \$70         |
| <b>The total Peg would pay is</b> | <b>\$290</b> |

### Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

|                                               |       |
|-----------------------------------------------|-------|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$200 |
| ■ <u>Specialist</u> <u>copayment</u>          | \$20  |
| ■ Hospital (facility) <u>coinsurance</u>      | 0%    |
| ■ Other <u>coinsurance</u>                    | 0%    |

#### This EXAMPLE event includes services like:

Primary care physician office visits (*including disease education*)  
Diagnostic tests (*blood work*)  
Prescription drugs  
Durable medical equipment (*glucose meter*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$5,600</b> |
|---------------------------|----------------|

#### In this example, Joe would pay:

| <u>Cost Sharing</u> |       |
|---------------------|-------|
| <u>Deductibles</u>  | \$200 |
| <u>Copayments</u>   | \$40  |
| <u>Coinsurance</u>  | \$0   |

#### ***What isn't covered***

|                                   |                |
|-----------------------------------|----------------|
| Limits or exclusions              | \$3,500        |
| <b>The total Joe would pay is</b> | <b>\$3,740</b> |

### Mia's Simple Fracture

(in-network emergency room visit and follow up care)

|                                               |       |
|-----------------------------------------------|-------|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$200 |
| ■ <u>Specialist</u> <u>copayment</u>          | \$20  |
| ■ Hospital (facility) <u>coinsurance</u>      | 0%    |
| ■ Other <u>coinsurance</u>                    | 0%    |

#### This EXAMPLE event includes services like:

Emergency room care (*including medical supplies*)  
Diagnostic test (*x-ray*)  
Durable medical equipment (*crutches*)  
Rehabilitation services (*physical therapy*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$2,800</b> |
|---------------------------|----------------|

#### In this example, Mia would pay:

| <u>Cost Sharing</u> |       |
|---------------------|-------|
| <u>Deductibles</u>  | \$200 |
| <u>Copayments</u>   | \$200 |
| <u>Coinsurance</u>  | \$0   |

#### ***What isn't covered***

|                                   |              |
|-----------------------------------|--------------|
| Limits or exclusions              | \$10         |
| <b>The total Mia would pay is</b> | <b>\$410</b> |

Note: These numbers assume the patient does not participate in the plan's wellness program. If you participate in the plan's wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact Highmark at 877-258-3123.

The plan would be responsible for the other costs of these EXAMPLE covered services.

Insurance or benefit administration may be provided by Highmark Blue Cross Blue Shield which is an independent licensee of the Blue Cross and Blue Shield Association. Health care plans are subject to terms of the benefit agreement.

To find more information about Highmark's benefits and operating procedures, such as accessing the drug formulary or using network providers, please go to [DiscoverHighmark.com](http://DiscoverHighmark.com); or for a paper copy, call 1-855-873-4108.

Pharmacy benefit administration is provided by Optum Rx. For more information, please visit [optumrx.com](http://optumrx.com) or call 855-798-0776.

## Discrimination is Against the Law

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. The Claims Administrator/Insurer does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex assigned at birth, gender identity or recorded gender. Furthermore, the Claims Administrator/Insurer will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity, or recorded gender is different from the one to which such health service is ordinarily available. The Claims Administrator/Insurer will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual. The Claims Administrator/Insurer:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Civil Rights Coordinator.

If you believe that the Claims Administrator/Insurer has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: [CivilRightsCoordinator@highmarkhealth.org](mailto:CivilRightsCoordinator@highmarkhealth.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

If you speak English, language assistance services, free of charge, are available to you. Call 1-888-269-8412.

Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al 1-888-269-8412.

如果您说中文，可向您提供免费语言协助服务。請致電 1-888-269-8412。

Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số 1-888-269-8412.

한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. 1-888-269-8412 로 전화.

Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyong tulong sa wika. Tumawag sa 1-888-269-8412.

Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами языковой поддержки. Звоните 1-888-269-8412.

إذا كنت تتحدث اللغة العربية، فهناك خدمات المساعدة في اللغة المجانية متاحة لك. اتصل على الرقم 1-888-269-8412.

Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-ticheri, ki la pou ede w. Rele nan 1-888-269-8412.

Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez au 1-888-269-8412.

Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń 1-888-269-8412.

Se a sua língua é o português, temos atendimento gratuito para você no seu idioma. Ligue para 1-888-269-8412.

Se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Chiamare l'1-888-269-8412.

Wenn Sie Deutsch sprechen, steht Ihnen unsere fremdsprachliche Unterstützung kostenlos zur Verfügung. Rufen Sie 1-888-269-8412.

日本語が母国語の方は言語アシスタンス・サービスを無料でご利用いただけます。 1-888-269-8412 を呼び出します。

اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان رایگان با تماس با شماره 1-888-269-8412.