




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 coverage, or to get a copy of the complete terms of coverage, call 1-866-882-2034 or at www.bcbstx.com/ut. 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/ or call 1-855-756-4448 to request a copy.

| Important Questions | Answers | Why This Matters: |
|--------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall deductible? | For UT Health <u>Network Provider</u> : \$500 Individual/\$1,500 Family For <u>In-Network</u> : \$500 Individual/\$1,500 Family For <u>Out-of-Network</u> : \$1,800 Individual/\$5,400 Family | 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 deductible. |
| Are there services covered before you meet your deductible? | Yes. Services that charge a <u>copayment</u> , emergency room services, certain <u>preventive care</u> , and <u>diagnostic test</u> (x-ray, blood work) are covered before you meet your overall <u>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 https://www.healthcare.gov/coverage/preventive-care-benefits/ . |
| Are there other deductibles for specific services? | Yes. Bariatric surgery <u>deductible</u> \$3,000/person. Progyny fertility services: \$1,000. <u>Prescription drug deductible</u> \$200/person. There are no other specific deductibles. | You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services. |
| What is the out-of-pocket limit for this plan? | Overall Limit: For UT Health and In-Network: \$9,200 Individual/\$18,400 Family; Out-of-Network: Unlimited. Coinsurance Limit: UT Health and In-Network: \$5,000 Individual/\$15,000 Family; Out-of-Network: Unlimited | 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 out-of-pocket limit? | <u>Premiums</u> , bariatric <u>deductible</u> , <u>balance-billing</u> charges, Progyny fertility services and certain <u>specialty drugs</u> considered non-essential health benefits, and healthcare this <u>plan</u> doesn't cover. | 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 network provider? | Yes. See www.bcbstx.com/ut or call 1-866-882-2034 for a list of <u>network providers</u> . | You pay the least if you use a <u>provider</u> in UT Health <u>Network Provider</u> . You pay more if you use a <u>provider in-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>). 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 <u>specialist</u> you choose without a <u>referral</u> . |

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

| Common Medical Event | Services You May Need | What You Will Pay | | | Limitations, Exceptions, & Other Important Information |
|--------------------------------------------------------|--------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | UT Health Network Provider (You will pay the least) | In-Network Provider | Out-of-Network Provider (You will pay the most) | |
| If you visit a health care provider's office or clinic | Primary care visit to treat an injury or illness | \$20 <u>copayment</u> /visit; <u>deductible</u> does not apply | \$30 <u>copayment</u> /visit; <u>deductible</u> does not apply | 40% <u>coinsurance</u> | Virtual visits are available, please refer to your <u>plan</u> policy for more details. |
| | <u>Specialist</u> visit | \$40 <u>copayment</u> /visit; <u>deductible</u> does not apply | \$50 <u>copayment</u> /visit; <u>deductible</u> does not apply | 40% <u>coinsurance</u> | None |
| | <u>Preventive care/screening/immunization</u> | No Charge; <u>deductible</u> does not apply | No Charge; <u>deductible</u> does not apply | 40% <u>coinsurance</u> | 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. No Charge for child immunizations <u>Out-of-Network</u> through the 6th birthday. |
| If you have a test | <u>Diagnostic test</u> (x-ray, blood work) | No Charge; <u>deductible</u> does not apply | No Charge; <u>deductible</u> does not apply | 40% <u>coinsurance</u> | <u>Deductible</u> and <u>coinsurance</u> may apply if rendered in a facility setting. |
| | Imaging (CT/PET scans, MRIs) | \$150 <u>copayment</u> ; <u>deductible</u> does not apply | \$150 <u>copayment</u> ; <u>deductible</u> does not apply | \$150 <u>copayment</u> plus 40% <u>coinsurance</u> | <u>Deductible</u> and <u>coinsurance</u> may apply if rendered in a facility setting. |

* For more information about limitations and exceptions, see the plan or policy document at www.bcbstx.com/ut.

| Common Medical Event | Services You May Need | What You Will Pay | | | Limitations, Exceptions, & Other Important Information |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | UT Health Network Provider (You will pay the least) | In-Network Provider | Out-of-Network Provider (You will pay the most) | |
| If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.express-scripts.com/ut | Generic drugs | \$10 (retail) \$20 (mail/Smart90®) copayment | \$10 (retail) \$20 (mail/Smart90®) <u>copayment</u> | Reimbursement based on allowable amount | <u>Copayments</u> are per prescription. Annual <u>deductible</u> : \$200 per person; 30-day supply retail; 90-day supply mail or Smart90®. Smart90® is a feature of your prescription <u>plan</u> allowing a 90 day fill at Walgreens locations and UT pharmacies. Specialty medications must be filled by Accredo Specialty Pharmacy to allow <u>in-network copayments</u> . |
| | Preferred brand drugs | \$35 (retail) \$87.50 (mail/Smart90®) copayment | \$35 (retail) \$87.50 (mail/Smart90®) <u>copayment</u> | Same as above | |
| | Non-preferred brand drugs | \$60 (retail) \$150 (mail/Smart90®) <u>co</u> payment | \$60 (retail) \$150 (mail/Smart90®) <u>co</u> payment | Same as above | |
| | <u>Specialty drugs</u> | Same as above if filled by Accredo or a UT Specialty pharmacy | Same as above if filled by Accredo or a UT Specialty pharmacy | Same as above | |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center) | 10% <u>coinsurance</u> | \$200 <u>copayment</u> /service then 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | Bariatric surgery is covered, subject to a \$3,000 per person <u>deductible</u> . Member must have been continuously enrolled in UT SELECT or UT CONNECT for 36 months prior to date of surgery. |
| | Physician/surgeon fees | 10% <u>coinsurance</u> | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | None |
| If you need immediate medical attention | <u>Emergency room care</u> | Facility Charges: \$500 <u>copayment</u> ; <u>deductible</u> does not apply ER Physician Charges: No Charge; <u>deductible</u> does not apply | Facility Charges: \$500 <u>copayment</u> ; <u>deductible</u> does not apply ER Physician Charges: No Charge; <u>deductible</u> does not apply | Facility Charges: \$500 <u>copayment</u> ; <u>deductible</u> does not apply ER Physician Charges: No Charge; <u>deductible</u> does not apply | <u>Emergency room copayment</u> waived if admitted. |
| | <u>Emergency medical transportation</u> | 20% <u>coinsurance</u> | 20% <u>coinsurance</u> | 20% <u>coinsurance</u> | Ground and air transportation covered. |
| | <u>Urgent care</u> | \$50 <u>copayment</u> /visit; <u>deductible</u> does not apply | \$50 <u>copayment</u> /visit; <u>deductible</u> does not apply | 40% <u>coinsurance</u> | None |

* For more information about limitations and exceptions, see the plan or policy document at www.bcbstx.com/ut.

| Common Medical Event | Services You May Need | What You Will Pay | | | Limitations, Exceptions, & Other Important Information |
|---------------------------------------------------------------------------|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | UT Health Network Provider (You will pay the least) | In-Network Provider | Out-of-Network Provider (You will pay the most) | |
| If you have a hospital stay | Facility fee (e.g., hospital room) | 10% <u>coinsurance</u> | \$200 <u>copayment/day</u> then 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | <u>Preauthorization</u> is required. Members will pay lower <u>copayments</u> and <u>coinsurance</u> when seeing a participating UT physician at a participating UT-owned facility, save on physician charges when treatment is received from a participating UT physician at a non-UT-owned facility locations. |
| | Physician/surgeon fees | 10% <u>coinsurance</u> | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | None |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services | \$20/\$40 <u>copayment/office visit</u> ; <u>deductible</u> does not apply 10% <u>coinsurance</u> for other outpatient services | \$30/\$50 <u>copayment/office visit</u> ; <u>deductible</u> does not apply 20% <u>coinsurance</u> for other outpatient services | 40% <u>coinsurance</u> | <u>Specialist</u> has higher <u>copayment</u> . Certain services must be preauthorized; refer to your benefit booklet* for details. Virtual visits are available, please refer to your <u>plan</u> policy for more details. |
| | Inpatient services | 10% <u>coinsurance</u> | \$200 <u>copayment/day</u> then 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | <u>Preauthorization</u> is required. Members will pay lower <u>copayments</u> and <u>coinsurance</u> when seeing a participating UT physician at a participating UT-owned facility, save on physician charges when treatment is received from a participating UT physician at a non-UT-owned facility locations. |

* For more information about limitations and exceptions, see the plan or policy document at www.bcbstx.com/ut.

| Common Medical Event | Services You May Need | What You Will Pay | | | Limitations, Exceptions, & Other Important Information |
|----------------------------------------------------------------|-------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | UT Health Network Provider (You will pay the least) | In-Network Provider | Out-of-Network Provider (You will pay the most) | |
| If you are pregnant | Office visits | \$20/\$40 <u>copayment</u> initial visit; <u>deductible</u> does not apply | \$30/\$50 <u>copayment</u> initial visit; <u>deductible</u> does not apply | 40% <u>coinsurance</u> | Specialist has higher <u>copayment</u> . <u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). <u>Preauthorization</u> is required. Members will pay lower <u>copayments</u> and <u>coinsurance</u> when seeing a participating UT physician at a participating UT-owned facility, save on physician charges when treatment is received from a participating UT physician at a non-UT-owned facility locations. |
| | Childbirth/delivery professional services | 10% <u>coinsurance</u> | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | |
| | Childbirth/delivery facility services | 10% <u>coinsurance</u> | \$200 <u>copayment/day</u> then 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | |
| If you need help recovering or have other special health needs | <u>Home health care</u> | 10% <u>coinsurance</u> | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | <u>Preauthorization</u> is required. Limited to 120 visits per <u>plan</u> year. |
| | <u>Rehabilitation services</u> | \$30 <u>copayment/visit</u> ; <u>deductible</u> does not apply | \$40 <u>copayment/visit</u> ; <u>deductible</u> does not apply | 40% <u>coinsurance</u> | Limited to 35 days per condition per <u>plan</u> year each if physical therapy modalities or occupational therapy is billed. Limited to 60 days per condition per <u>plan</u> year for speech and hearing therapy. |
| | <u>Habilitation services</u> | \$30 <u>copayment/visit</u> ; <u>deductible</u> does not apply | \$40 <u>copayment/visit</u> ; <u>deductible</u> does not apply | 40% <u>coinsurance</u> | |
| | <u>Skilled nursing care</u> | 10% <u>coinsurance</u> | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | <u>Preauthorization</u> is required. Limited to 180 days per calendar year. |
| | <u>Durable medical equipment</u> | 20% <u>coinsurance</u> | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | <u>Preauthorization</u> required for wheelchairs and certain other <u>durable medical equipment</u> over \$5,000. |
| | <u>Hospice services</u> | 10% <u>coinsurance</u> | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | <u>Preauthorization</u> is required. |
| If your child needs dental or eye care | Children's eye exam | Not Covered | Not Covered | Not Covered | None |
| | Children's glasses | Not Covered | Not Covered | Not Covered | None |
| | Children's dental check-up | Not Covered | Not Covered | Not Covered | None |

* For more information about limitations and exceptions, see the plan or policy document at www.bcbstx.com/ut.

Excluded Services & Other Covered Services:

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- Acupuncture
- Cosmetic surgery (except specific conditions)
- Dental care (Adult/Child, except when medically necessary)
- Long term care
- Routine eye care (Adult/Child)
- Routine foot care (except for the diagnosis of diabetes)
- 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 (separate deductible applies; predetermination recommended)
- Chiropractic care (35 visits per year)
- Hearing aids (36-month period max of \$1,000/per ear for hearing aid. Children 18 and under are covered one hearing aid per ear per every 36 months with no dollar max)
- Infertility treatment (Fertility benefits through Progyny. Contact Patient Care Advocates at 1-844-535-0711)
- Non-emergency care when traveling outside the U.S. (www.bluecardworldwide.com)
- Private-duty nursing (except inpatient private duty nursing) limited to 90 visits per year

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: For group health coverage contact the plan, Blue Cross and Blue Shield of Texas at 1-800-521-2227 or visit www.bcbstx.com. For group health coverage subject to ERISA, contact the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform. For non-federal governmental group health plans, contact Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.cciio.cms.gov. Church plans are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact their State insurance regulator regarding their possible rights to continuation coverage under State law. 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 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: For group health coverage subject to ERISA: Blue Cross and Blue Shield of Texas at 1-800-521-2227 or visit www.bcbstx.com, the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform, and the Texas Department of Insurance, Consumer Protection at 1-800-252-3439 or www.tdi.texas.gov. For non-federal governmental group health plans and church plans that are group health plans, Blue Cross and Blue Shield of Texas at 1-800-521-2227 or www.bcbstx.com or contact the Texas Department of Insurance, Consumer Protection at 1-800-252-3439 or www.tdi.texas.gov. Additionally, a consumer assistance program can help you file your appeal. Contact the Texas Department of Insurance's Consumer Health Assistance Program at 1-800-252-3439 or visit www.cms.gov/CCIIO/Resources/Consumer-Assistance-Grants/tx.html.

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.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-866-882-2034.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-866-882-2034.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码1-866-882-2034.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-866-882-2034.

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> | \$500 |
| ■ <u>Specialist</u> copayment | \$40 |
| ■ Hospital (facility) <u>coinsurance</u> | 10% |
| ■ Other <u>coinsurance</u> | 20% |

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*)

| | |
|---------------------------|-----------------|
| Total Example Cost | \$12,700 |
|---------------------------|-----------------|

In this example, Peg would pay:

| <u>Cost Sharing</u> | |
|-----------------------------------|----------------|
| <u>Deductibles</u> | \$500 |
| <u>Copayments</u> | \$300 |
| <u>Coinsurance</u> | \$1,100 |
| <i>What isn't covered</i> | |
| Limits or exclusions | \$60 |
| The total Peg would pay is | \$1,960 |

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> | \$500 |
| ■ <u>Specialist</u> copayment | \$40 |
| ■ Hospital (facility) <u>coinsurance</u> | 10% |
| ■ Other <u>coinsurance</u> | 20% |

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*)

| | |
|---------------------------|----------------|
| Total Example Cost | \$5,600 |
|---------------------------|----------------|

In this example, Joe would pay:

| <u>Cost Sharing</u> | |
|-----------------------------------|----------------|
| <u>Deductibles*</u> | \$700 |
| <u>Copayments</u> | \$800 |
| <u>Coinsurance</u> | \$60 |
| <i>What isn't covered</i> | |
| Limits or exclusions | \$20 |
| The total Joe would pay is | \$1,580 |

Mia's Simple Fracture

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

| | |
|-----------------------------------------------|-------|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$500 |
| ■ <u>Specialist</u> copayment | \$40 |
| ■ Hospital (facility) <u>coinsurance</u> | 10% |
| ■ Other <u>coinsurance</u> | 20% |

This **EXAMPLE** event includes services like:

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

| | |
|---------------------------|----------------|
| Total Example Cost | \$2,800 |
|---------------------------|----------------|

In this example, Mia would pay:

| <u>Cost Sharing</u> | |
|-----------------------------------|----------------|
| <u>Deductibles</u> | \$500 |
| <u>Copayments</u> | \$700 |
| <u>Coinsurance</u> | \$100 |
| <i>What isn't covered</i> | |
| Limits or exclusions | \$0 |
| The total Mia would pay is | \$1,300 |

*Note: This plan has other deductibles for specific services included in this coverage example. See "Are there other deductibles for specific services?" row above.



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| Health care coverage is important for everyone. | |
| If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984. We provide free communication aids and services for anyone with a disability or who needs language assistance. | |
| We do not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance. | |
| Office of Civil Rights Coordinator 300 E. Randolph St., 35 th Floor Chicago, IL 60601 | Phone: 855-664-7270 (voicemail) TTY/TDD: 855-661-6965 Fax: 855-661-6960 |
| You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at: | |
| U.S. Dept. of Health & Human Services 200 Independence Avenue SW Room 509F, HHH Building 1019 Washington, DC 20201 | Phone: 800-368-1019 TTY/TDD: 800-537-7697 Complaint Portal: https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf Complaint Forms: https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html |

| To receive language or communication assistance free of charge, please call us at 855-710-6984. | |
|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Español | Llámenos al 855-710-6984 para recibir asistencia lingüística o comunicación en otros formatos sin costo. |
| العربية | لطلب المساعدة اللغوية أو التواصل مجانًا، يرجى الاتصال بنا على الرقم 855-710-6984. |
| 繁體中文 | 如欲獲得免費語言或溝通協助，請撥打855-710-6984與我們聯絡。 |
| Français | Pour bénéficier gratuitement d'une assistance linguistique ou d'une aide à la communication, veuillez nous appeler au 855-710-6984. |
| Deutsch | Um kostenlose Sprach- oder Kommunikationshilfe zu erhalten, rufen Sie uns bitte unter 855-710-6984 an. |
| ગુજરાતી | બાધા અથવા સંચાર સહાય મદતમાં મેળવવા માટે, કૃપા કરીને અમને 855-710-6984 પર કૉલ કરો. |
| हिंदी | निःशुल्क भाषा या संचार सहायता प्राप्त करने के लिए, कृपया हमें 855-710-6984 पर कॉल करें। |
| Italiano | Per assistenza gratuita alla lingua o alla comunicazione, chiami il numero 855-710-6984. |
| 한국어 | 언어 또는 의사소통 지원을 무료로 받으려면 855-710-6984번으로 전화해 주세요. |
| Navajo | Niná: Doo bilagáana bizaad dinit's'á'góó, shá ata' hodooni nínízingo, t'áájíik'eh bee náhaz'á. 1-866-560-4042 jí' hodíilni. |
| فارسی | برای دریافت کمک زبانی یا ارتباطی رایگان، لطفاً با شماره 855-710-6984 تماس بگیرید. |
| Polski | Aby uzyskać bezpłatną pomoc językową lub komunikacyjną, prosimy o kontakt pod numerem 855-710-6984. |
| Русский | Чтобы бесплатно воспользоваться услугами перевода или получить помощь при общении, звоните нам по телефону 855-710-6984. |
| Tagalog | Para makatanggap ng tulong sa wika o komunikasyon nang walang bayad, pakitawagan kami sa 855-710-6984. |
| اردو | مفت میں زبان یا مواصلت کی مدد موصول کرنے کے لیے، براہ کرم ہمیں 855-710-6984 پر کال کریں۔ |
| Tiếng Việt | Để được hỗ trợ ngôn ngữ hoặc giao tiếp miễn phí, vui lòng gọi cho chúng tôi theo số 855-710-6984. |