

# Core plan details, all in one place.

Use this benefit summary to learn more about this plan’s benefits, ways you can get help managing costs and how you may get more out of this health plan.

Check out what’s included in the plan	Core
 <p><b>Network coverage only</b> You can usually save money when you receive care for covered health care services from network providers.</p>	<input type="checkbox"/>
 <p><b>Network and out-of-network benefits</b> You may receive care and services from network and out-of-network providers and facilities — but staying in the network can help lower your costs.</p>	<input checked="" type="checkbox"/>
 <p><b>Primary care physician (PCP) required</b> With this plan, you need to select a PCP — the doctor who plays a key role in helping manage your care. Each enrolled person on your plan will need to choose a PCP.</p>	<input type="checkbox"/>
 <p><b>Referrals required</b> You’ll need referrals from your PCP before seeing a specialist or getting certain health care services.</p>	<input type="checkbox"/>
 <p><b>Preventive care covered at 100%</b> There is no additional cost to you for seeing a network provider for preventive care.</p>	<input checked="" type="checkbox"/>
 <p><b>Pharmacy benefits</b> With this plan, you have coverage that helps pay for prescription drugs and medications.</p>	<input type="checkbox"/>
 <p><b>Tier 1 providers</b> Using Tier 1 providers may bring you the greatest value from your health care benefits. These PCPs and medical specialists meet national standard benchmarks for quality care and cost savings.</p>	<input type="checkbox"/>
 <p><b>Freestanding centers</b> You may pay less when you use certain freestanding centers — health care facilities that do not bill for services as part of a hospital, such as MRI or surgery centers.</p>	<input checked="" type="checkbox"/>
 <p><b>Health savings account (HSA)</b> With an HSA, you’ve got a personal bank account that lets you put money aside, tax-free. Use it to save and pay for qualified medical expenses.</p>	<input type="checkbox"/>

This Benefit Summary is to highlight your Benefits. Don’t use this document to understand your exact coverage. If this Benefit Summary conflicts with the Certificate of Coverage (COC), Schedule of Benefits, Riders, and/or Amendments, those documents govern. Review your COC for an exact description of the services and supplies that are and are not covered, those which are excluded or limited, and other terms and conditions of coverage.

# Here's a more in-depth look at how Core works.

## Medical Benefits

	In Network	Out-of-Network
<b>Annual Medical Deductible</b>		
Individual	\$2,250	\$4,500
Family	\$4,500	\$9,000
Ped Dental Annual Deductible - Family	Included in your medical deductible	Included in your medical deductible
Ped Dental Annual Deductible - Individual	Included in your medical deductible	Included in your medical deductible

All individual deductible amounts will count toward the family deductible, but an individual will not have to pay more than the individual deductible amount.

You're responsible for paying 100% of your medical expenses until you reach your deductible. For certain covered services, you may be required to pay a fixed dollar amount - your copay.

	In Network	Out-of-Network
<b>Annual Out-of-Pocket Limit</b>		
Individual	\$8,500	\$17,000
Family	\$17,000	\$34,000

All individual out-of-pocket maximum amounts will count toward the family out-of-pocket maximum, but an individual will not have to pay more than the individual out-of-pocket maximum amount.

Once you've met your deductible, you start sharing costs with your plan - coinsurance. You continue paying a portion of the expense until you reach your out-of-pocket limit. From there, your plan pays 100% of allowed amounts for the rest of the plan year.

## What You Pay for Services

<b>Copays (\$) and Coinsurance (%) for Covered Health Care Services</b>	Network	Out-of-Network
<b>Preventive Care Services</b>		
Preventive Care	No copay	Not covered
<p>Certain preventive care services are provided as specified by the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services are based on your age, gender and other health factors. UnitedHealthcare also covers other routine services that may require a copay, co-insurance or deductible.</p> <p>Includes services such as Routine Wellness Checkups, Immunizations, and Lab and X-ray services for Mammogram, Pap Smear, Prostate and Colorectal Cancer screenings.</p>		
<b>Office Services - Sickness &amp; Injury</b>		
Primary Care Physician	\$55 copay	50%*
<p>Additional copays, deductible, or co-insurance may apply when you receive other services at your physician's office. For example, surgery and lab work.</p>		
Specialist	\$95 copay	50%*
<p>Additional copays, deductible, or co-insurance may apply when you receive other services at your physician's office. For example, surgery and lab work.</p>		
Urgent Care	\$80 copay	50%*
<p>Additional copays, deductible, or co-insurance may apply when you receive other services at the urgent care facility. For example, surgery and lab work.</p>		

\*After the Annual Medical Deductible has been met.

## What You Pay for Services

### Copays (\$) and Coinsurance (%) for Covered Health Care Services

	Network	Out-of-Network
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Virtual Visits

No copay

Not covered

See Behavioral Health Supplement for telehealth services.

Benefits are available only when services are delivered through a Designated Virtual Network Provider. You can find a Designated Virtual Visit Network Provider by contacting us at myuhc.com® or the telephone number on your ID card. Access to Virtual Visits and prescription services may not be available in all states or for all groups.

Vision Exams (Benefit is for Covered Persons over age 19)

\$30 copay

50%\*

Limited to 1 exam per calendar year.

Find a listing of Spectera Eyecare Network Vision Care Providers at myuhcvision.com.

#### Emergency Care

Accidental Dental and Oral Surgery

40%\*

40%\*

Emergency Ambulance<sup>1</sup>

40%\*

40%\*

Emergency Room

You pay a \$300 per occurrence copay per visit prior to and in addition to paying any Annual Deductible and any coinsurance amount. 40%\*

You pay a \$300 per occurrence copay per visit prior to and in addition to paying any Annual Deductible and any coinsurance amount. 40%\*

Non-Emergency Ambulance<sup>1</sup>

40%\*

50%\*

#### Inpatient Care

Congenital Heart Disease Surgeries

You pay a \$250 Inpatient Stay per occurrence copay prior to and in addition to paying any Annual Deductible and any coinsurance amount. 40%\*

Not covered

Hospital Inpatient Stays<sup>1</sup>

You pay a \$250 Inpatient Stay per occurrence copay prior to and in addition to paying any Annual Deductible and any coinsurance amount. 40%\*

You pay a \$250 Inpatient Stay per occurrence copay prior to and in addition to paying any Annual Deductible and any coinsurance amount. 50%\*

Inpatient Habilitative Services<sup>1</sup>

The amount you pay is based on where the covered health care service is provided.

Skilled Nursing Facility & Inpatient Rehabilitation Facility Services (Including Habilitative Services During an Inpatient Stay)<sup>1</sup>

40%\*

50%\*

Limited to 100 days per year in a Skilled Nursing Facility.

#### Outpatient Care

Acupuncture Treatment

\$55 copay

Not covered

Habilitative Services and Manipulative Treatment

\$55 copay

50%\*

Limited to 24 visits of manipulative treatments per year.

Out-of-Network Benefits are not available for physical therapy, occupational therapy, and Manipulative Treatments.

\*After the Annual Medical Deductible has been met.

## What You Pay for Services

### Copays (\$) and Coinsurance (%) for Covered Health Care Services

	Network	Out-of-Network
Home Health Care <sup>1</sup>	40%*	50%*
<i>Limited to 100 visits per calendar year for visits other than rehabilitative or habilitative care.</i>		
<i>For Out-of-Network benefits, Allowed Amounts are limited to \$150 per visit.</i>		
<i>This visit limit does not include any service which is billed only for the administration of intravenous infusion.</i>		
Lab Testing <sup>1</sup>		
For services provided at a freestanding lab, freestanding diagnostic center or in a physician's office.	40%*	Not covered
For services provided at a hospital-based lab or an outpatient hospital-based diagnostic center.	50%*	Not covered
Major Diagnostic and Imaging <sup>1</sup>		
For services provided at a freestanding diagnostic center or in a physician's office.	40%*	50%*
For services provided at an outpatient hospital-based diagnostic center.	You pay a \$250 per occurrence copay per service prior to and in addition to paying any Annual Deductible and any coinsurance amount. 40%*	You pay a \$250 per occurrence copay per service prior to and in addition to paying any Annual Deductible and any coinsurance amount. 50%*
Physician Fees for Surgical and Medical Services	40%*	50%*
Rehabilitation Services	\$55 copay	50%*
<i>Limited to 24 visits of manipulative treatments per year.</i>		
<i>Note: The first three network visits for any combination of physical therapy and Manipulative Treatment for new low back pain are not subject to any copay, co-insurance or deductible and subject to the annual visit limits.</i>		
<i>Out-of-Network Benefits are not available for physical therapy, and occupational therapy, and Manipulative Treatment.</i>		
Scopic Procedures		
For services provided at a freestanding center or in a physician's office.	40%*	50%*
For services provided at an outpatient hospital-based center.	You pay a \$250 per occurrence copay per date of service prior to and in addition to paying any Annual Deductible and any coinsurance amount. 40%*	You pay a \$250 per occurrence copay per date of service prior to and in addition to paying any Annual Deductible and any coinsurance amount. 50%*
<i>Diagnostic/therapeutic scopic procedures include, but are not limited to colonoscopy, sigmoidoscopy and endoscopy.</i>		
Surgery <sup>1</sup>		
For services provided at an ambulatory surgical center or in a physician's office.	40%*	50%*
For services provided at an outpatient hospital-based surgical center.	You pay a \$250 per occurrence copay per date of service prior to and in addition to paying any Annual Deductible and any coinsurance amount. 40%*	You pay a \$250 per occurrence copay per date of service prior to and in addition to paying any Annual Deductible and any coinsurance amount. 50%*
<i>For Out-of-Network Benefits, Allowed Amount for Facility Fees is limited to \$760 per date of service.</i>		

\*After the Annual Medical Deductible has been met.

## What You Pay for Services

### Copays (\$) and Coinsurance (%) for Covered Health Care Services

	Network	Out-of-Network
Therapeutic Treatments <sup>1</sup>	40%*	50%*
<i>Out-of-Network Benefits are not available for dialysis services.</i>		
<i>Therapeutic treatments include, but are not limited to dialysis, intravenous chemotherapy, intravenous infusion, medical education services and radiation oncology.</i>		
X-ray and other Diagnostic Testing <sup>1</sup>		
For services provided at a freestanding lab, freestanding diagnostic center or in a physician's office.	40%*	50%*
For services provided at a hospital-based lab or an outpatient hospital-based diagnostic center.	50%*	50%*
<b>Supplies and Services</b>		
Diabetes Self-Management and Training <sup>1</sup>	No copay	50%*
<i>For Self-Management and Training, cost sharing will not exceed the costs for Physician office visit.</i>		
Durable Medical Equipment, Orthotics and Supplies <sup>1</sup>	40%*	Not covered
Enteral Nutrition	40%*	50%*
Hearing Aids	40%*	50%*
<i>Limited to \$2,500 every year.</i>		
<i>Benefits are further limited to a single purchase per hearing impaired ear every three years. Repair and/or replacement of a hearing aid would apply to this limit in the same manner as a purchase.</i>		
Ostomy Supplies and Urological Supplies	40%*	Not covered
Pharmaceutical Products	40%*	50%*
<i>This includes medications given on an outpatient basis in a Hospital, Alternate Facility or at a doctor's office.</i>		
Prosthetic Devices <sup>1</sup>	40%*	50%*
Urinary Catheters	40%*	Not covered

\*After the Annual Medical Deductible has been met.

## What You Pay for Services

### Copays (\$) and Coinsurance (%) for Covered Health Care Services

	Network	Out-of-Network
<b>Pregnancy</b>		
Maternity Services <sup>1</sup>	The amount you pay is based on where the covered health care service is provided except that an Annual Deductible will not apply for a newborn child whose length of stay in the Hospital is the same as the mother's length of stay.	The amount you pay is based on where the covered health care service is provided except that an Annual Deductible will not apply for a newborn child whose length of stay in the Hospital is the same as the mother's length of stay.
<p><i>Prenatal care office visits received from a Network provider are covered without cost sharing during the entire course of the Covered Person's pregnancy. The first postnatal/postpartum visit is covered at no charge.</i></p> <p><i>We pay for Covered Health Care Services incurred if you participate in the California Prenatal Screening Program, a statewide prenatal testing program administered by the State Department of Health Services. There is no cost share for this Benefit.</i></p> <p><i>All maternity items and services that are recommended preventive care and are required to be covered under the Affordable Care act, will be provided without cost share. Please refer to Preventive Care Services.</i></p>		
<b>Mental Health Care &amp; Substance Related and Addictive Disorder Services</b>		
All Other Outpatient Treatment <sup>1</sup>	40%*	50%*
Inpatient <sup>1</sup>	40%*	50%*
Outpatient Office Visits <sup>1</sup>	\$55 copay	50%*
<b>Other Services</b>		
Breast Cancer Services	The amount you pay is based on where the covered health care service is provided.	
Cellular or Gene Therapy	The amount you pay is based on where the covered health care service is provided.	Not covered
<p><i>For Network Benefits, Cellular or Gene Therapy services must be received from a Designated Provider.</i></p>		
Clinical Trials <sup>1</sup>	The amount you pay is based on where the covered health care service is provided.	
Dental Anesthesia Services	40%*	50%*
<p><i>Limited to Covered Persons who are one of the following: a child under seven years of age; a person who is developmentally disabled regardless of age; a person whose health is compromised and for whom general anesthesia is required, regardless of age.</i></p>		
Diabetes Treatment	The amount you pay for diabetes equipment is based on where the covered health care service is provided under Durable Medical Equipment (DME), Orthotics and Supplies and in the Outpatient Prescription Drug Schedule of Benefits.	
<p><i>Coverage for diabetes equipment and supplies, prescription items and diabetes self-management training programs when provided by or under the direction of a Physician.</i></p>		
Fertility Preservation for Iatrogenic Infertility	40%*	50%*
Gender Dysphoria	The amount you pay is based on where the covered health care service is provided.	
Hospice Care <sup>1</sup>	40%*	50%*

\*After the Annual Medical Deductible has been met.

## What You Pay for Services

### Copays (\$) and Coinsurance (%) for Covered Health Care Services

	Network	Out-of-Network
Infertility Services <sup>1</sup>	40%*	50%*
<i>Limited to \$2,000 per Covered Person during the entire period of time he or she is enrolled for coverage under the Policy. This limit includes Benefits for infertility medications provided under the Outpatient Prescription Drug Benefit Supplement. This limit does not include Physician office visits for the treatment of infertility for which Benefits are described under Office Services – Sickness and Injury and medically necessary iatrogenic fertility preservation as described under Fertility Preservation for Iatrogenic Infertility.</i>		
Low Vision Follow-up Care	No copay	25%
<i>Limited to four visits in any 5 year period.</i>		
Mastectomy Services	The amount you pay is based on where the covered health care service is provided.	
Off-Label Drug Use and Experimental or Investigational Services	The amount you pay is based on where the covered health care service is provided.	
Osteoporosis Services	The amount you pay is based on where the covered health care service is provided.	
Reconstructive Procedures <sup>1</sup>	The amount you pay is based on where the covered health care service is provided.	
Specialized Footwear <sup>1</sup>	40%*	50%*
Telehealth Services	The amount you pay is based on where the covered health care service is provided.	
Temporomandibular Joint (TMJ) Services <sup>1</sup>	The amount you pay is based on where the covered health care service is provided.	
Transplantation Services	The amount you pay is based on where the covered health care service is provided.	Not covered
<i>Network Benefits must be received from a Designated Provider.</i>		
<b>Pediatric Services - Dental</b>		
All Pediatric Dental - Benefits covered up to age 19		
<i>Additional limits may apply. Refer to your plan documents for more information.</i>		
<i>Additional limits may apply. Refer to your plan documents for more information.</i>		
Basic Dental Services	20%*	50%*
<i>Palliative (Emergency) treatment is covered as a separate Benefit only if no other services (other than the exam and radiographs) were done on the tooth during the visit. General anesthesia is covered only when clinically Necessary. Occlusal guards are limited to one guard every 12 months. Periodontal surgery is limited to one every 36 months per surgical area. Scaling and root planing are limited to one time per quadrant every 24 months. Periodontal maintenance is limited to four times every 12 months in combination with prophylaxis. Simple extractions (simple tooth removal) is limited to one time per tooth per lifetime.</i>		

\*After the Annual Medical Deductible has been met.

## What You Pay for Services

### Copays (\$) and Coinsurance (%) for Covered Health Care Services

	Network	Out-of-Network
Diagnostic Services	No copay	50%*
<i>Limited to 1 evaluation (checkup exam) every 6 months.</i>		
<i>Limited to 1 time every 36 months for Panoramic x-rays.</i>		
<i>Limited to 1 series of films every 6 months of Bitewing x-rays.</i>		
Major Restorative Services	50%*	50%*
Medically Necessary Orthodontics <sup>1</sup>	50%*	50%*
<i>All orthodontic treatment must be prior authorized.</i>		
Preventive Services	No copay	50%*
<i>Limited to 1 dental prophylaxis cleaning and fluoride treatments every 6 months.</i>		
<b>Pediatric Services - Vision</b>		
All Pediatric Vision - Benefits Covered up to age 19		
Contact Lenses/Necessary Contact Lenses	40%	50%
<i>Limited to a 12 month supply.</i>		
<i>Limited to one fitting and evaluation every 12 months.</i>		
<i>We will pay benefits for only one vision care service. You may choose either eyeglasses (eyeglass lenses and/or eyeglass frames) or contact lenses.</i>		
Eyeglass Frames	40%	50%
<i>Limited once every 12 months.</i>		
Eyeglass Lenses	40%	50%
<i>Limited to once every 12 months.</i>		
Lens Extras	No copay	No copay
<i>Limited to once every 12 months.</i>		
<i>Coverage includes polycarbonate lenses and standard scratch-resistant coating.</i>		
Low Vision Comprehensive Evaluation	No copay	25%
<i>Limited to once every 24 months.</i>		
Low Vision aid such as high-power spectacles, magnifiers and telescopes	25%	25%
<i>Limited to once every 12 months.</i>		

\*After the Annual Medical Deductible has been met.



## What You Pay for Services

### Copays (\$) and Coinsurance (%) for Covered Health Care Services

Routine Vision Exam

*Limited to once every 12 months.*

	Network	Out-of-Network
Routine Vision Exam	No copay	50%

\*After the Annual Medical Deductible has been met.

# Here's an example of how the plan's costs come into play.

## 1 At the start of your plan year...

You're responsible for paying 100% of your covered health services until you reach your **deductible**, which is the amount you pay before your health plan pays a portion.

YOU PAY 100%

## 2 Once you reach your deductible...

Your health plan starts to share a percentage of costs (the allowed amounts, excluding copays) for covered health care services with you—this is your **coinsurance**.\*

YOU PAY 20%\*

YOUR PLAN PAYS 80%

## 3 When you reach your out-of-pocket limit...

Your plan covers your costs (the allowed amount) at 100%. Your **out-of-pocket limit** is the most you'll pay for covered health services in a plan year—copays and coinsurance count toward this.

YOUR PLAN PAYS 100%

Along the way, you may also be required to pay a fixed amount (for example, \$15)—or **copay**—for covered health care services, such as seeing a provider or purchasing a prescription. You pay 100% of the copay, usually when you receive the service.

\* Your coinsurance may vary by service. This example is for illustrative purposes only.

## More ways to help manage your health plan and stay in the loop.



### Search the network to find doctors.

You can go to providers in and out of our network — but when you stay in network, you'll likely pay less for care. To get started:

- Go to [welcometouhc.com](https://www.welcometouhc.com) > **Benefits** > **Find a Doctor or Facility**.
- Choose **Search for a health plan**.
- Choose **Core** to view providers in the health plan's network.



### Manage your meds.

Look up your prescriptions using the Prescription Drug List (PDL). It places medications in tiers that represent what you'll pay, which may make it easier for you and your doctor to find options to help you save money.

- Go to [welcometouhc.com](https://www.welcometouhc.com) > **Benefits** > **Pharmacy Benefits**.
- Select to view the medications that are covered under your plan.



### Access your plan online.

With [myuhc.com](https://www.myuhc.com)®, you've got a personalized health hub to help you find a doctor, manage your claims, estimate costs and more.



### Get on-the-go access.

When you're out and about, the UnitedHealthcare® app puts your health plan at your fingertips. Download to find nearby care, video chat with a doctor 24/7, access your health plan ID card and more.

Good stuff that's good to know.

I dig it!

# Other important information about your benefits.

## Medical Exclusions

Services your plan generally does NOT cover. It is recommended that you review your COC, Amendments and Riders for an exact description of the services and supplies that are covered, those which are excluded or limited, and other terms and conditions of coverage.

- 
- Cosmetic Surgery
- Long-Term Care
- Non-emergency care when traveling outside the U.S.
- Private-Duty Nursing
- Routine Foot Care
- Weight Loss Programs
- Dental Care (Adult)

## Outpatient Prescription Drug Benefits

For Prescription Drug Products dispensed at a retail Network Pharmacy, you are responsible for paying the lowest of the following: 1) The applicable Copayment and/or Coinsurance; 2) The Network Pharmacy's Usual and Customary Charge for the Prescription Drug Product; and 3) The Prescription Drug Charge for that Prescription Drug Product. For Prescription Drug Products from a mail order Network Pharmacy, you are responsible for paying the lower of the following: 1) The applicable Copayment and/or Coinsurance; and 2) The Prescription Drug Charge for that Prescription Drug Product. For an out-of-Network Pharmacy, your reimbursement is based on the Out-of-Network Reimbursement Rate, and you are responsible for the difference between the Out-of-Network Reimbursement Rate and the out-of-Network Pharmacy's Usual and Customary Charge.

See the Copayment and/or Coinsurance stated in the Benefit Information table for amounts. We will not reimburse you for any non-covered drug product.

For a single Copayment and/or Coinsurance, you may receive a Prescription Drug Product up to the stated supply limit. Some products are subject to additional supply limits based on criteria that we have developed. Supply limits are subject, from time to time, to our review and change.

Specialty Prescription Drug Products supply limits are as written by the provider, up to a consecutive 31-day supply of the Specialty Prescription Drug Product, unless adjusted based on the drug manufacturer's packaging size, or based on supply limits, or as allowed under the Smart Fill Program. Supply limits apply to Specialty Prescription Drug Products obtained at a Preferred Specialty Network Pharmacy, a Non-Preferred Specialty Network Pharmacy, an out-of-Network Pharmacy, a mail order Network Pharmacy or a Designated Pharmacy.

Certain Prescription Drug Products for which Benefits are described under the Prescription Drug Rider are subject to step therapy requirements. In order to receive Benefits for such Prescription Drug Products you must use a different Prescription Drug Product(s) first. You may find out whether a Prescription Drug Product is subject to step therapy requirements by contacting us at [myuhc.com](http://myuhc.com) or the telephone number on your ID card.

Before certain Prescription Drug Products are dispensed to you, your Physician, your pharmacist or you are required to obtain prior authorization from us or our designee to determine whether the Prescription Drug Product is in accordance with our approved guidelines and it meets the definition of a Covered Health Care Service and is not an Experimental or Investigational or Unproven Service. We may also require you to obtain prior authorization from us or our designee so we can determine whether the Prescription Drug Product, in accordance with our approved guidelines, was prescribed by a Specialist.

If you require certain Prescription Drug Products, we may direct you to a Designated Pharmacy with whom we have an arrangement to provide those Prescription Drug Products. If you are directed to a Designated Pharmacy and you choose not to obtain your Prescription Drug Product from the Designated Pharmacy, you will be subject to the Out-of-Network Benefit for that Prescription Drug Product.

Certain Preventative Care Medications may be covered at zero costshare. You can get more information by contacting us at [myuhc.com](http://myuhc.com) or the telephone number on your ID card.

Benefits are provided for certain Prescription Drug Products dispensed by a mail order Network Pharmacy or Preferred 90 Day Retail Network Pharmacy. The Outpatient Prescription Drug Schedule of Benefits will tell you how mail order Network Pharmacy and Preferred 90 Day Retail Network Pharmacy supply limits apply. Please contact us at [myuhc.com](http://myuhc.com) or the telephone number on your ID card to find out if Benefits are provided for your Prescription Drug Product and for information on how to obtain your Prescription Drug Product through a mail order Network Pharmacy or Preferred 90 Day Retail Network Pharmacy.

# Other important information about your benefits.

## Pharmacy Exclusions

The following exclusions apply. In addition see your Pharmacy Rider and SBN for additional exclusions and limitations that may apply.

UnitedHealthcare does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you weren't treated fairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator:

**Online:** [UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)

**Mail:** Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608, Salt Lake City, UT 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free phone number listed on your ID card, TTY 711, Monday through Friday, 8 a.m. to 8 p.m. You can also file a complaint with the U.S. Dept. of Health and Human Services.

**Online:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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

**Phone:** Toll-free 1-800-368-1019, 1-800-537-7697 (TDD)

**Mail:** U.S. Dept. of Health and Human Services,  
200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201

We provide free services to help you communicate with us such as letters in others languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card.

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Please call the toll-free phone number listed on your identification card.

**ATENCIÓN:** Si habla español (**Spanish**), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

**請注意：**如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

**XIN LƯU Ý:** Nếu quý vị nói tiếng Việt (**Vietnamese**), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

**알림:** 한국어 (**Korean**)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

**PAALALA:** Kung nagsasalita ka ng Tagalog (**Tagalog**), may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

**ВНИМАНИЕ:** бесплатные услуги перевода доступны для людей, чей родной язык является русский (**Russian**). Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

تويوغللا تدع اسم الما تامدخ ناف، (Arabic) ةيبرعلا ثدحتت تنك اذا :هيبن ت يلع جردملا يئاجملا فتااملا مقرب لاصتالا ايجري. لكل ةحاتم ةيئاجملا كتب فصاخلا فيرعنتلا قاطب

**ATANSYON:** Si w pale Kreyòl ayisyen (**Haitian Creole**), ou kapab benefisyè sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w.

**ATTENTION :** Si vous parlez français (**French**), des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification.

**UWAGA:** Jeżeli mówisz po polsku (**Polish**), udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie identyfikacyjnej.

**ATENÇÃO:** Se você fala português (**Portuguese**), contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação.

**ATTENZIONE:** in caso la lingua parlata sia l'italiano (**Italian**), sono disponibili servizi di assistenza linguistica gratuiti. Per favore chiamate il numero di telefono verde indicato sulla vostra tessera identificativa.

**ACHTUNG:** Falls Sie Deutsch (**German**) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an.

**注意事項：**日本語 (**Japanese**) を話される場合、無料の言語支援サービスをご利用いただけます。健康保険証に記載されているフリーダイヤルにお電話ください。

توجه: اگر زبان شما فارسی (**Farsi**) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفا با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده تماس بگیرید.

**ध्यान दें:** यदि आप हिंदी (**Hindi**) बोलते हैं, आपको भाषा सहायता सेवाएं, नःशुल्क उपलब्ध हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फ्री फोन नंबर पर काल करें।

**CEEB TOOM:** Yog koj hais Lus Hmoob (**Hmong**), muaj kev pab txhais lus pub dawb rau koj. Thov hu rau tus xov tooj hu deb dawb uas teev muaj nyob rau ntawm koj daim yuaj cim qhia tus kheej.

**ΠΡΟΣΟΧΗ :** Αν μιλάτε Ελληνικά (**Greek**), υπάρχει δωρεάν βοήθεια στη γλώσσα σας. Παρακαλείστε να καλέσετε το δωρεάν αριθμό που θα βρείτε στην κάρτα ταυτότητας μέλους.

**PAKDAAR:** Nu saritaem ti Ilocano (**Ilocano**), ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyan. Maidawat nga awagan iti toll-free a numero ti telepono nga nakalista ayan iti identification card mo.

**DÍI BAA'ÁKONÍNÍZIN:** Diné (**Navajo**) bizaad bee yánilti'go, saad bee áka'anída'awo'ígíí, t'áá jíik'eh, bee ná'ahóót'i'. T'áá shqódí ninaaltsoos nitl'izi bee nééhozinígíí bine'déé' t'áá jíik'ehgo béesh bee hane'í biká'ígíí bee hodíilnih.

**OGOW:** Haddii aad ku hadasho Soomaali (**Somali**), adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac lambarka telefonka khadka bilaashka ee ku yaalla kaarkaaga aqoonsiga.

**ગુજરાતી (Gujarati):** ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો આપને ભાષાકીય મદદરૂપ સેવા વવના મૂલ્યે પરાપ્ય છે. મહેરબાની કરી તમારા આઈડી કાર્ડની સૂચિપર આપેલા સભ્ય માટેના ટોલ-ફ્રી નંબર ઉપર કોલ કરો.