The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) 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, <u>www.anthem.com/ca/calpers</u>. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at <u>www.healthcare.gov/sbc-glossary/</u> or call (877) 737-7776 to request a copy.

| Important Questions | Answers | Why This Matters: |
|---|---|---|
| What is the overall <u>deductible</u> ? | \$1,000 /individual or \$2,000 /family. All <u>Providers</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> . Whichever is met first. |
| Are there services covered before you meet your <u>deductible?</u> | Yes. <u>Prescription Drugs</u> , <u>Preventive</u> <u>care</u> , Primary Care visit, and <u>Specialist</u> visit for In- <u>Network</u> <u>Providers</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 preventive services without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered preventive services at <u>https://www.healthcare.gov/coverage/preventive-care- benefits/</u> . |
| Are there other <u>deductibles</u> for specific services? | Yes. \$50 /visit for <u>Emergency room</u> services (waived if admitted directly from ER). | 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. <u>Coinsurance</u> may apply for all other services provided in the ER. |
| What is the <u>out-of-</u> <u>pocket limit</u> for this <u>plan</u> ? | \$3,000/single or \$6,000/family for In-<u>Network Providers</u>. \$0/single or \$0/family for Out-of-<u>Network</u> providers. This plan has a separate Out of Pocket Maximum for <u>Prescription Drugs</u> of \$2,000/single or \$4,000/family, \$1,000 Home delivery. | 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. Whichever is met first. |
| What is not included in the <u>out-of-pocket</u> <u>limit</u> ? | Premiums, balance-billing charges, deductible, copay, and health care 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 <u>network</u> <u>provider</u> ? | Yes, Select PPO Preferred Providers. See <u>www.anthem.com/ca/calpers</u> or call (877) 737-7776 for a list of <u>network providers</u> . | This plan uses a provider network. You will pay less if you use a provider in the plan's <u>network</u> . You will pay the most if you use an out-of- <u>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 out-of- <u>network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
|---|---|--|
| Do you need a <u>referral</u> to see a <u>specialist</u> ? | No. | You can see the <u>specialist</u> you choose without a <u>referral</u> . |

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

| | | What You Will Pay | | |
|---|---|---|---|---|
| Common Medical Event | Services You May Need | In-Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| | Primary care visit to treat an injury or illness | \$10/visit if enrolled with a personal doctor <u>deductible</u> does not apply | 40% <u>coinsurance</u> | \$35 visit if not enrolled with a personal doctor/PCP. |
| If you visit a health care | <u>Specialist</u> visit | \$35/visit <u>deductible</u> does not apply | 40% coinsurance | none |
| provider's office or clinic | Preventive care/screening/ immunization | No charge | 40% <u>coinsurance</u> | You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for. |
| If you have a test | Diagnostic test (x-ray, blood work) | 20% coinsurance | 40% coinsurance | none |
| If you have a test | Imaging (CT/PET scans, MRIs) | 20% <u>coinsurance</u> | 40% coinsurance | Prior authorization may be required. |
| If you need drugs to treat your illness or condition | Tier 1 - Typically Generic | \$5/prescription <u>deductible</u> does not apply (retail) and \$10/prescription <u>deductible</u> does not apply (home delivery) | Not covered | Most home delivery is 90-day supply. *See Prescription Drug section of the |
| | Tier 2 - Typically <u>Preferred</u> Brand | \$20/prescription <u>deductible</u> does not apply (retail) and \$40/prescription <u>deductible</u> does not apply (home delivery) | Not covered | <u>plan</u> or policy document (e.g. evidence of coverage or certificate). |

* For more information about limitations and exceptions, see <u>plan</u> or policy document at <u>www.anthem.com/ca/calpers</u>.

| | What You Will Pay | | | |
|--|--|--|---|---|
| Common Medical Event | Services You May Need | In-Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| More information about <u>prescription</u> <u>drug coverage</u> is available at | Tier 3 - Typically Non- <u>Preferred</u> / <u>Specialty</u> <u>Drugs</u> | \$50/prescription <u>deductible</u> does not apply (retail) and \$100/prescription <u>deductible</u> does not apply (home delivery) | Not covered | |
| http://www.optu mrx.com/calpers | Tier 4 - Typically <u>Specialty</u> (brand and generic) | Specialty follows the tier structure above. | Not covered | |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center) | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | Services and supplies for certain outpatient surgeries may be limited if not done at an ambulatory surgery center. For example: Colonoscopy limited to \$1,500 per procedure, Cataract surgery limited to \$2,000 per procedure. Check with your plan for additional details. Benefits limited to \$350 for ASC per day for Non-PPO providers. |
| | Physician/surgeon fees | 20% coinsurance | 40% <u>coinsurance</u> | none |
| If you need immediate medical attention | Emergency room care | 20% <u>coinsurance</u> Emergency room services | Covered as In- <u>Network</u> | If admitted directly to hospital \$50 ER deductible waived. |
| | Emergency medical transportation | 20% <u>coinsurance</u> | Covered as In- <u>Network</u> | You must be taken to the nearest facility that can provide care for your condition. Ambulance services are subject to Medical Necessity reviews. |
| | <u>Urgent care</u> | \$35/visit <u>deductible</u> does not apply 20% <u>coinsurance</u> | 40% coinsurance | <u>Coinsurance</u> for all other services provided during visit. |
| If you have a hospital stay | Facility fee (e.g., hospital room) | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | Hip and Knee joint replacement surgery will be limited to \$35,000 per procedure. A subset of participating hospitals that meets this maximum benefit coverage is available. Check with your plan for additional details. |
| | Physician/surgeon fees | 20% <u>coinsurance</u> | 40% coinsurance | none |

* For more information about limitations and exceptions, see <u>plan</u> or policy document at <u>www.anthem.com/ca/calpers</u>.

| | | What You Will Pay | | | |
|---|--|--|--|--|--|
| Common Medical Event | Services You May Need | In-Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information | |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services | Office Visit \$10/visit <u>deductible</u> does not apply Other Outpatient 20% <u>coinsurance</u> | Office Visit 40% <u>coinsurance</u> Other Outpatient 40% <u>coinsurance</u> | none | |
| | Inpatient services | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | 20% <u>coinsurance</u> for Inpatient Physician Fee In- <u>Network Providers</u> . 40% <u>coinsurance</u> for Inpatient Physician Fee Out-of- <u>Network</u> <u>Providers</u> . Prior authorization required. | |
| | Office visits | 20% coinsurance | 40% <u>coinsurance</u> | Maternity care may include tests and | |
| If you are pregnant | Childbirth/delivery professional services | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | services described elsewhere in the SBC (i.e. ultrasound). Childbirth/delivery facility services <u>Coinsurance</u> and deductible waived if enrolled under Future Moms program. Alternative Birthing Center may be used instead of hospitalization. | |
| | Childbirth/delivery facility services | 20% <u>coinsurance</u> | 40% <u>coinsurance</u> | | |
| | Home health care | 20% coinsurance | 40% <u>coinsurance</u> | 45 visits/benefit period. A visit is defined as 4 hours or less. | |
| TA | Rehabilitation services Habilitation services | 20% <u>coinsurance</u> 20% <u>coinsurance</u> | 40% <u>coinsurance</u> 40% <u>coinsurance</u> | *See Therapy Services section | |
| If you need help recovering or have other special health needs | Skilled nursing care | 20% <u>coinsurance</u> first 10 days 30% <u>coinsurance</u> following 90 days | 40% <u>coinsurance</u> | 100 days limit/benefit period. | |
| | Durable medical equipment | 20% coinsurance | 40% coinsurance | Specific Durable Medical Equipment requires Precertification | |
| | Hospice services | 20% coinsurance | 40% <u>coinsurance</u> | none | |
| If your child | Children's eye exam | Not covered | Not covered | *C 17 . C | |
| needs dental or | Children's glasses | Not covered | Not covered | *See Vision Services section | |
| eye care | Children's dental check-up | Not covered | Not covered | *See Dental Services section | |

* For more information about limitations and exceptions, see <u>plan</u> or policy document at <u>www.anthem.com/ca/calpers</u>.

Excluded Services & Other Covered Services:

| Services Your <u>Plan</u> Generally Does NOT Cove <u>services</u> .) | r (Check your policy or <u>plan</u> document for more i | nformation and a list of any other <u>excluded</u> | | |
|---|---|---|--|--|
| Cosmetic surgery | • Dental care (adult) | Dental Check-up | | |
| • Eye exams for a child | Glasses for a child | • Infertility treatment | | |
| • Long- term care | Private-duty nursing | • Routine eye care (adult) | | |
| • Routine foot care unless you have been diagnosed with diabetes. | Weight loss programs | | | |
| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.) | | | | |
| • Acupuncture Rider 20 visits/benefit period combined with Chiropractic care. | Bariatric surgery | • Chiropractic care Rider 20 visits/benefit period combined with Acupuncture. | | |
| • Hearing aids \$1,000 maximum every 36 months. | Most coverage provided outside the United States. See <u>www.bcbsglobalcore.com</u> | | | |

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, Employee Benefits Security Administration, (866) 444-EBSA (3272), <u>www.dol.gov/ebsa/healthreform</u>. Other coverage options may be available to you too, including buying individual insurance coverage through the <u>Health Insurance Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.HealthCare.gov</u> or call 1-800-318-2596.

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

ATTN: Grievances and Appeals, P.O. Box 60007, Los Angeles, CA 90060-0007

Department of Labor, Employee Benefits Security Administration, (866) 444-EBSA (3272), www.dol.gov/ebsa/healthreform

California Department of Managed Health Care Help Center, 980 9th Street, Suite 500, Sacramento, CA 95814, (888) 466-2219, <u>www.healthhelp.ca.gov</u>, <u>helpline@dmhc.ca.gov</u>

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.

* For more information about limitations and exceptions, see <u>plan</u> or policy document at <u>www.anthem.com/ca/calpers</u>.

Page 5 of 11

To see examples of how this <u>plan</u> 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 <u>plan</u> 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> | \$1,000 |
|---|---------|
| Specialist <u>copayment</u> | \$0 |
| Hospital (facility) <u>coinsurance</u> | 20% |
| □ 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> | | |
| Deductibles | \$1,000 | |
| <u>Copayments</u> | \$0 | |
| Coinsurance | \$2,300 | |
| What isn't covered | | |
| Limits or exclusions | \$0 | |
| The total Peg would pay is | \$3,300 | |

| Managing Joe's Type 2 Diabetes |
|--|
| (a year of routine in-network care of a well- controlled condition) |
| controlled condition) |

| ☐ The <u>plan's</u> overall <u>deductible</u> | \$1,000 |
|---|---------|
| Primary care PCP copayment | \$10 |
| Hospital (facility) <u>coinsurance</u> | 20% |
| 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 | \$2,600 | |
|---------------------------------|---------|--|
| In this example, Joe would pay: | | |
| <u>Cost Sharing</u> | | |
| Deductibles | \$300 | |
| Copayments | \$80 | |
| <u>Coinsurance</u> | \$850 | |
| What isn't covered | | |
| Limits or exclusions | \$20 | |
| The total Joe would pay is | \$1,250 | |

Mia's Simple Fracture (in-network emergency room visit and follow up care)

| ,000 | ☐ The <u>plan's</u> overall <u>deductible</u> | \$1,000 |
|------|---|---------|
| \$10 | Emergency Room <u>copayment</u> | \$50 |
| 20% | Hospital (facility) <u>coinsurance</u> | 20% |
| 20% | 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> | | | |
| Deductibles | \$1,000 | | |
| <u>Copayments</u> | \$50 | | |
| Coinsurance | \$780 | | |
| What isn't covered | | | |
| Limits or exclusions | \$100 | | |
| The total Mia would pay is | \$1,930 | | |

(TTY/TDD: 711)

Albanian (Shqip): Nëse keni pyetje në lidhje me këtë dokument, keni të drejtë të merrni falas ndihmë dhe informacion në gjuhën tuaj. Për të kontaktuar me një përkthyes, telefononi (877) 737-7776

Amharic (**አጣርኛ)፦** ስለዚህ ሰነድ ማንኛውም ጥያቄ ካለዎት በራስዎ ቋንቋ እርዳታ እና ይህን ሞረጃ በነጻ የማማኘት ሞብት አለዎት። አስተርዳሚ ለማና**ገር** (877) 737-7776 ይደውሉ።

Arabic (العربية): إذا كان لديك أي استفسارات بشأن هذا المستند، فيحق لك الحصول على المساعدة والمعلومات بلغتك دون مقابل. للتحدث إلى مترجم، اتصل على 7776-737 (877).

Armenian (հայերեն). Եթե այս փաստաթղթի հետ կապված հարցեր ունեք, դուք իրավունք ունեք անվձար ստանալ օգնություն և տեղեկատվություն ձեր լեզվով։ Թարգմանչի հետ խոսելու համար զանգահարեք հետևյալ հեռախոսահամարով՝ (877) 737-7776։

Bassa (Băsôð Wùdù): À dyi dyi-diè-dè bě bédé bá céè-dè nìà kɛ dyí ní, ɔ mò nì dyí-bèdèìn-dè bé m≀ké gbo-kpá-kpá kè bỗ kpõ dé m≀bídí-wùdùǔn bó pídyi. Bé m≀ké wudu-ziìn-nyò dò gbo wùdù kɛ, dá (877) 737-7776.

Bengali (বাংলা): যদি এই নথিপত্রের বিষয়ে আপনার কোনো প্রশ্ন থাকে, তাহলে আপনার ভাষায় বিনামূল্য সাহায্য পাওয়ার ও তথ্য পাওয়ার অধিকার আপনার আছে। একজন দোভাষীর সাথে কথা ব্লার জন্য (877) 737-7776 –তে কল করুন।

Burmese **(မြန်မာ):** ဤစာရွက်စာတမ်းနှင့် ပတ်သက်၍ သင့်တွင် မေးမြန်းလိုသည်များရှိပါက အချက်အလက်များနှင့် အကူအညီကို အခကြေးငွေ ပေးစရာမလိုပဲ သင့်ဘာသာစကားဖြင့် ရယူနိုင်ခွင့် သင့်တွင် ရှိပါသည်။ စကားပြန် တစ်ဦးနှင့် စကားပြောနိုင်ရန် ဖုန် (877) 737-7776 သို့ ခေါ် ဆိုပါ။

Chinese (中文):如果您對本文件有任何疑問,您有權使用您的語言免費獲得協助和資訊。如需與譯員通話,請致電 (877) 737-7776。

Dinka (Dinka): Na noŋ thiêëc në ke de ya thorë, ke yin noŋ loŋ bë yi kuony ku wɛr alëu bë gɛɛr yic yin ne thoŋ du ke cin wëu taauë ke piny. Te kor yin ba jam wënë ran ye thok geryic, ke yin col (877) 737-7776.

Dutch (Nederlands): Bij vragen over dit document hebt u recht op hulp en informatie in uw taal zonder bijkomende kosten. Als u een tolk wilt spreken, belt u (877) 737-7776.

Farsi (فارسي): در صورتی که سؤالی پیرامون این سند دارید، این حق را دارید که اطلاعات و کمک را بدون هیچ هزینهای به زبان مادریتان دریافت کنید. برای گفتگو با یک مترجم شفاهی، با شماره 7776 (877)تماس بگیرید.

French (Français) : Si vous avez des questions sur ce document, vous avez la possibilité d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour parler à un interprète, appelez le (877) 737-7776.

Page 7 of 11

German (Deutsch): Wenn Sie Fragen zu diesem Dokument haben, haben Sie Anspruch auf kostenfreie Hilfe und Information in Ihrer Sprache. Um mit einem Dolmetscher zu sprechen, bitte wählen Sie (877) 737-7776.

Greek (Ελληνικά) Αν έχετε τυχόν απορίες σχετικά με το παρόν έγγραφο, έχετε το δικαίωμα να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας δωρεάν. Για να μιλήσετε με κάποιον διερμηνέα, τηλεφωνήστε στο (877) 737-7776.

Gujarati (ગજરાતી): જો આ દસ્તાવેજ અંગે આપને કોઈપણ પ્≀ો હોય તો, કોઈપણ ખયવગર આપની ભાષામાં મદદ અને માિહતી મળવવાેન અિધકાર છે. દુભાિષયા સાથે વાત કરવા માટે, કોલ કરો (877) 737-7776.

Haitian Creole (Kreyòl Ayisyen): Si ou gen nenpòt kesyon sou dokiman sa a, ou gen dwa pou jwenn èd ak enfòmasyon nan lang ou gratis. Pou pale ak yon entèprèt, rele (877) 737-7776.

Hindi (हिंदी): अगर आपके पास इस दस्तावेज़ के बारे में कोई प्रश्न हैं, तो आपको निःशुल्क अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। दुभाषिये से बात करने के लिए, कॉल करें (877) 737-7776 ।

Hmong (White Hmong): Yog tias koj muaj lus nug dab tsi ntsig txog daim ntawv no, koj muaj cai tau txais kev pab thiab lus qhia hais ua koj hom lus yam tsim xam tus nqi. Txhawm rau tham nrog tus neeg txhais lus, hu xov tooj rau (877) 737-7776.

Igbo (Igbo): *O* bụr ụ na į nwere ajųjų o bula gbasara akwųkwo a, į nwere ikike įnweta enyemaka na ozi n'asųsų gį na akwųghį ųgwo o bula. Ka gį na okowa okwu kwuo okwu, kpoo (877) 737-7776.

Ilokano (Ilokano): Nu addaan ka iti aniaman a saludsod panggep iti daytoy a dokumento, adda karbengam a makaala ti tulong ken impormasyon babaen ti lenguahem nga awan ti bayad na. Tapno makatungtong ti maysa nga tagipatarus, awagan ti (877) 737-7776.

Indonesian (Bahasa Indonesia): Jika Anda memiliki pertanyaan mengenai dokumen ini, Anda memiliki hak untuk mendapatkan bantuan dan informasi dalam bahasa Anda tanpa biaya. Untuk berbicara dengan interpreter kami, hubungi (877) 737-7776.

Italian (Italiano): In caso di eventuali domande sul presente documento, ha il diritto di ricevere assistenza e informazioni nella sua lingua senza alcun costo aggiuntivo. Per parlare con un interprete, chiami il numero (877) 737-7776

Japanese (日本語): この文書についてなにかご不明な点があれば、あなたにはあなたの言語で無料で支援を受け情報を得る権利があります。通訳と話すには、(877) 737-7776 にお電話ください。

Khmer (ខ្មែរ)៖ បើអ្នកមានសំណួរផ្សេងទៀតអំពីឯកសារនេះ អ្នកមានសិទ្ធិទទួលជំនួយនិងព័ត៌មានជាភាសារបស់អ្នកដោយឥតគិតថ្លៃ។ ដើម្បីជជែកជាមួយអ្នកបកប្រែ សូមហៅ (877) 737-7776 ។

Kirundi (Kirundi): Ugize ikibazo ico arico cose kuri iyi nyandiko, ufise uburenganzira bwo kuronka ubufasha mu rurimi rwawe ata giciro. Kugira uvugishe umusemuzi, akura (877) 737-7776.

Korean (한국어): 본 문서에 대해 어떠한 문의사항이라도 있을 경우, 귀하에게는 귀하가 사용하는 언어로 무료 도움 및 정보를 얻을 권리가 있습니다. 통역사와 이야기하려면 (877) 737-7776 로 문의하십시오.

Lao (ພາສາລາວ): ຖ້າທ່ານມີຄຳຖາມໃດໆກ່ຽວກັບເອກະສານນີ້, ທ່ານມີສິດໄດ້ຮັບຄວາມຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນເປັນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ເພື່ອໂອ້ລົມກັບລ່າມແປພາສາ, ໃຫ້ໂທຫາ (877) 737-7776.

Navajo (Diné): Díí naaltsoos biká'ígíí łahgo bína'ídíłkidgo ná bohónéedzá dóó bee ahóót'i' t'áá ni nizaad k'ehjí bee nił hodoonih t'áadoo bááh ilínígóó. Ata' halne'ígií ła' bich'i' hadeesdzih nínízingo koji' hodiílnih (877) 737-7776.

Nepali (नेपाली): यदि यो कागजातबारे तपाईँसँग केही प्रश्नहरू छन् भने, आफ्नै भाषामा निःशुल्क सहयोग तथा जानकारी प्राप्त गर्न पाउने हक तपाईँसँग छ। दोभाषेसँग कुरा गर्नका लागि, यहाँ कल गर्नुहोस् (877) 737-7776

Oromo (Oromifaa): Sanadi kanaa wajiin walqabaate gaffi kamiyuu yoo qabduu tanaan, Gargaarsa argachuu fi odeeffanoo afaan ketiin kaffaltii alla argachuuf mirgaa qabdaa. Turjumaana dubaachuuf, (877) 737-7776 bilbilla.

Pennsylvania Dutch (Deitsch): Wann du Frooge iwwer selle Document hoscht, du hoscht die Recht um Helfe un Information zu griege in dei Schprooch mitaus Koscht. Um mit en Iwwersetze zu schwetze, ruff (877) 737-7776 aa.

Polish (polski): W przypadku jakichkolwiek pytań związanych z niniejszym dokumentem masz prawo do bezpłatnego uzyskania pomocy oraz informacji w swoim języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer (877) 737-7776.

Portuguese (Português): Se tiver quaisquer dúvidas acerca deste documento, tem o direito de solicitar ajuda e informações no seu idioma, sem qualquer custo. Para falar com um intérprete, ligue para (877) 737-7776.

Punjabi (ਪੰਜਾਬੀ): ਜੇ ਤੁਹਾਡੇ ਇਸ ਦਸਤਾਵੇਜ਼ ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹੁੰਦੇ ਹਨ ਤਾਂ ਤੁਹਾਡੇ ਕੋਲ ਮੁਫ਼ਤ ਵਿੱਚ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੁੰਦਾ ਹੈ। ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, (877) 737-7776 ਤੇ ਕਾਲ ਕਰੋ।

Romanian (Română): Dacă aveți întrebări referitoare la acest document, aveți dreptul să primiți ajutor și informații în limba dumneavoastră în mod gratuit. Pentru a vă adresa unui interpret, contactați telefonic (877) 737-7776.

Russian (Русский): если у вас есть какие-либо вопросы в отношении данного документа, вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы связаться с устным переводчиком, позвоните по тел. (877) 737-7776.

Samoan (Samoa): Afai e iai ni ou fesili e uiga i lenei tusi, e iai lou 'aia e maua se fesoasoani ma faamatalaga i lou lava gagana e aunoa ma se totogi. Ina ia talanoa i se tagata faaliliu, vili (877) 737-7776.

Serbian (Srpski): Ukoliko imate bilo kakvih pitanja u vezi sa ovim dokumentom, imate pravo da dobijete pomoć i informacije na vašem jeziku bez ikakvih troškova. Za razgovor sa prevodiocem, pozovite (877) 737-7776.

Spanish (Español): Si tiene preguntas acerca de este documento, tiene derecho a recibir ayuda e información en su idioma, sin costos. Para hablar con un intérprete, llame al (877) 737-7776.

Tagalog (Tagalog): Kung mayroon kang anumang katanungan tungkol sa dokumentong ito, may karapatan kang humingi ng tulong at impormasyon sa iyong wika nang walang bayad. Makipag-usap sa isang tagapagpaliwanag, tawagan ang (877) 737-7776.

Thai (ไทย): หากทานมคำถามใดๆ วกบเอกสารฉบับนี้ นมสทธทจะไดร้ ความช่วยเหลอและขอมลในภาษาของทานโดยไม่มคาใช่จัยโดยโทร เกย ทา (877) 737-7776 เพอพ**ูด กับล่าม** คย

Ukrainian (Українська): якщо у вас виникають запитання з приводу цього документа, ви маєте право безкоштовно отримати допомогу й інформацію вашою рідною мовою. Щоб отримати послуги перекладача, зателефонуйте за номером: (877) 737-7776.

Urdu (اردو): اگر اس دستاویز کے بارے میں آپ کا کوئی سوال ہے، تو آپ کو مدد اور اپنی زبان میں مفت معلومات حاصل کرنے کا حق حاصل ہے۔ کسی مترجم سے بات کرنے کے لئے، 737-737 (877) پر کال کریں۔

Vietnamese (Tiếng Việt): Nếu quý vị có bất kỳ thắc mắc nào về tài liệu này, quý vị có quyền nhận sự trợ giúp và thông tin bằng ngôn ngữ của quý vị hoàn toàn miễn phí. Để trao đổi với một thông dịch viên, hãy gọi (877) 737-7776.

(Yiddish) (אידיש): אויב איר האט שאלות וועגן דעם דאקומענט, האט איר די רעכט צו באקומען דעם אינפארמאציע אין אייער שפראך אהן קיין פרייז. צו רעדן צו אן איבערזעצער, רופט 737-7776 (877).

Yoruba (Yorubá): Tí o bá ní evíkévň ibere nípa akosíle vň, o ní eto láti gba iranwo ati iwífún ní ede re lófee. Bá wa ogbufo kan soro, pe (877) 737-7776.

Page 10 of 11

It's important we treat you fairly

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (ITY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1- 800-537-7697) or online at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.