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>visit benefits.synopsys.com</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 (866) 351-6804 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall	\$2,250/single or \$4,500/family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before
deductible?	for In-Network Providers.	this <u>plan</u> begins to pay. If you have other family members on the policy, the overall family
	\$5,000/single or \$10,000/family	deductible must be met before the plan begins to pay.
	for Out-of-Network Providers.	
Are there services	Yes. Preventive Care. For more	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount.
covered before you	information see below.	But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u>
meet your <u>deductible</u> ?		services without cost sharing and before you meet your deductible. See a list of covered
		preventive services at https://www.healthcare.gov/coverage/preventive-care-benefits/.
Are there other	No.	You don't have to meet <u>deductibles</u> for specific services.
deductibles for		
specific services?		
What is the out-of-	\$3,500/single or \$7,000/family	The out-of-pocket limit is the most you could pay in a year for covered services. If you have
pocket limit for this	for In-Network Providers.	other family members in this <u>plan</u> , the overall family <u>out-of-pocket limit</u> must be met.
plan?	\$8,000/single or \$16,000/family	
	for Out-of-Network Providers.	
What is not included	Premiums, balance-billing	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
in the <u>out-of-pocket</u>	charges, health care this <u>plan</u>	
<u>limit</u> ?	doesn't cover, penalties for failure	
	to obtain pre-notification for	
	services.	
Will you pay less if	Yes. BlueCard PPO. See	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</u>
you use a <u>network</u>	www.anthem.com/ca or call	<u>network</u> . You will pay the most if you use an <u>Out-of-Network Provider</u> , and you might
provider?	(844) 614-2164 for a list of	receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your
	network providers. Benefits and	<u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network provider</u> might use an <u>Out-of-Network</u>

	costs may vary by site of service and how the <u>provider</u> bills.	<u>Provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a referral	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .
to see a specialist?		



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.

Common		What You	Limitations, Exceptions, & Other Important Information		
Medical Event	Services You May Need	In-Network Provider (You will pay the least) Out-of-Network Provide (You will pay the most)			
	Primary care visit to treat an injury or illness	20% coinsurance	40% coinsurance	Virtual visits (Telehealth) benefits available.	
If you visit a health care	<u>Specialist</u> visit	20% coinsurance	40% coinsurance	Virtual visits (Telehealth) benefits available.	
provider's office or clinic	Preventive care/screening/ immunization	screening/ No charge 40% coinsurance		You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.	
		Lab – Office	Lab – Office		
TC - 1 ()	<u>Diagnostic test</u> (x-ray, blood work)	No charge X-Ray – Office	40% <u>coinsurance</u> X-Ray – Office	none	
If you have a test	work)	20% <u>coinsurance</u>	40% <u>coinsurance</u>		
	Imaging (CT/PET scans, MRIs)	20% coinsurance	40% <u>coinsurance</u>	none	
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at http://www.anthem.com/pharmacyinformation/	Typically Generic (Tier 1)	\$5/prescription, after deductible (retail) and \$10/prescription, after deductible (home delivery)	40% <u>coinsurance</u> (retail) and Not covered (home delivery)	Most home delivery is 90-day supply. For more information, refer to "National Direct Plus Drug List" at http://www.anthem.com/pharmacyinformation/ NOTE: The medical deductible applies to all prescription tiers, except for preventive medications. Preventive medications follow the "Enhanced PreventiveRx List". *See Prescription Drug section of the plan or policy document	
	Typically Preferred Brand & Non-Preferred Generic Drugs (Tier 2)	20% coinsurance, after deductible, up to \$50/prescription (retail) and 20% coinsurance, after deductible, up to \$100/prescription (home delivery)	40% <u>coinsurance</u> (retail) and Not covered (home delivery)		
	Typically Non-Preferred Brand and Generic drugs (Tier 3)	20% <u>coinsurance</u> , after <u>deductible</u> , up to \$75/prescription (retail) and 20% <u>coinsurance</u> , after <u>deductible</u> , up to	40% <u>coinsurance</u> (retail) and Not covered (home delivery)		

^{*} For more information about limitations and exceptions, see the <u>plan</u> or policy document at https://eoc.anthem.com/eocdps/ca/aso.

Common		What You	Limitations, Exceptions, & Other Important Information	
Medical Event	Services You May Need	In-Network Provider (You will pay the least) Out-of-Network Provider (You will pay the most)		
		\$150/prescription (home delivery)		(e.g. evidence of coverage or certificate).
	Typically Preferred <u>Specialty</u> (brand and generic) (Tier 4)	\$20/prescription, after deductible (retail and home delivery)	Not covered	
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	20% coinsurance	40% <u>coinsurance</u>	none
surgery	Physician/surgeon fees	20% coinsurance	40% <u>coinsurance</u>	none
If you need	Emergency room care	20% coinsurance	Covered as In- <u>Network</u>	20% <u>coinsurance</u> for Emergency Room Physician Fee.
immediate medical attention	Emergency medical transportation	20% coinsurance	Covered as In- <u>Network</u>	none
	<u>Urgent care</u>	20% coinsurance	40% <u>coinsurance</u>	none
If you have a hospital stay	Facility fee (e.g., hospital room)	20% coinsurance	40% <u>coinsurance</u>	60 days/benefit period for Inpatient rehabilitation.
nospitai stay	Physician/surgeon fees	20% <u>coinsurance</u>	40% <u>coinsurance</u>	none
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Office Visit 20% <u>coinsurance</u> Other Outpatient 20% <u>coinsurance</u>	Office Visit 40% <u>coinsurance</u> Other Outpatient 40% <u>coinsurance</u>	Office Visit Virtual visits (Telehealth) benefits available.
	Inpatient services	20% coinsurance	40% <u>coinsurance</u>	20% <u>coinsurance</u> for Inpatient Physician Fee In- <u>Network</u> <u>Providers</u> . 40% <u>coinsurance</u> for Inpatient Physician Fee <u>Out-of-</u> <u>Network Providers</u> .
	Office visits	20% <u>coinsurance</u>	40% <u>coinsurance</u>	
If you are pregnant	Childbirth/delivery professional services	20% coinsurance	40% <u>coinsurance</u>	Maternity care may include tests and services described elsewhere
	Childbirth/delivery facility services	20% coinsurance	40% <u>coinsurance</u>	in the SBC (i.e., ultrasound).
	Home health care	20% <u>coinsurance</u>	40% <u>coinsurance</u>	none
If you need help recovering or have other special health needs	Rehabilitation services	20% coinsurance	40% <u>coinsurance</u>	Physical, Occupational, and
	Habilitation services	20% <u>coinsurance</u>	40% <u>coinsurance</u>	Speech Therapy: 50 visits per year, per therapy, combined In and Out-of-Network
	Skilled nursing care	20% coinsurance	40% <u>coinsurance</u>	120 days/benefit period for skilled nursing services.

^{*} For more information about limitations and exceptions, see the <u>plan</u> or policy document at https://eoc.anthem.com/eocdps/ca/aso.

Common		What You	Limitations, Exceptions, &		
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Other Important Information	
	Durable medical equipment	20% <u>coinsurance</u>	40% <u>coinsurance</u>	Out-of-Network: Precertification required. \$500 penalty if not obtained.	
	Hospice services	20% <u>coinsurance</u>	40% <u>coinsurance</u>	none	
If your child	Children's eye exam	Not covered	Not covered	2000	
needs dental or	Children's glasses	Not covered	Not covered	none	
eye care	Children's dental check-up	Not covered	Not covered	none	

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.)

- Children's dental check-up
- Eye exams for a child
- Long-term care

- Cosmetic surgery
- Glasses for a child
- Routine eye care (Adult)

- Dental care (Adult)
- Weight loss programs

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

- Acupuncture 20 visits/benefit period
- Hearing aids \$2,000 maximum every 2 years
- Private-duty nursing
- Habilitation Services

- Bariatric surgery (In-Network)
- Infertility treatment (BDC & BDC+ Providers)
- Routine foot care unless you have been diagnosed with diabetes
- Chiropractic care 20 visits/benefit period
- Emergency care 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 Managed Health Care, California Help Center, 980 9th Street, Suite 500, Sacramento, CA 95814-2725, (888) 466-2219, https://www.dmhc.ca.gov/, Department of Labor, Employee Benefits Security Administration, (866) 444-EBSA (3272), www.dol.gov/ebsa/healthreform, or contact Anthem at the number on the back of your ID card. 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 <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 on how 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 4310, Woodland Hills, CA 91365-4310

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

* For more information about limitations and exceptions, see the <u>plan</u> or policy document at https://eoc.anthem.com/eocdps/ca/aso.

Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact California Consumer Assistance Program, Operated by the California Department of Managed Health Care, 980 9th Street, Suite 500, Sacramento, CA 95814, (888) 466-2219, https://www.dmhc.ca.gov/

Does this plan provide Minimum Essential Coverage? Yes

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

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 <u>plan</u> might cover costs for a sample medical situation, see the next section.

About these Coverage Examples:



Other coinsurance

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 <u>providers</u> charge, and many other factors. Focus on the <u>cost-sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

Peg is	Having a	Rahv
1 65 10	rraving a	Daby

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

■ The plan's overall deductible	\$2,250
Specialist coinsurance	20%
■ Hospital (facility) coinsurance	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)

Managing Joe's Type 2 Diabetes

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

■ The plan's overall deductible	\$2,250
Specialist coinsurance	20%
■ Hospital (facility) coinsurance	20%
Other coinsurance	0%

This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (*including disease education*)

Diagnostic tests (blood work)

Prescription drugs

0%

Durable medical equipment (glucose meter)

Mia's Simple Fracture

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

■ The plan's overall deductible	\$2,250
Specialist coinsurance	20%
Hospital (facility) coinsurance	20%
Other coinsurance	0%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)

<u>Durable medical equipment</u> (crutches) <u>Rehabilitation services</u> (physical therapy)

Total Example Cost	\$12,700	Total Example Cost	\$5,600	Total Example Cost	\$2,800
In this example, Peg would pay:		In this example, Joe would pay:		In this example, Mia would pay:	
<u>Cost Sharing</u>		Cost Sharing		<u>Cost Sharing</u>	
<u>Deductibles</u>	\$2,250	<u>Deductibles</u>	\$2,250	<u>Deductibles</u>	\$2,250
<u>Copayments</u>	\$0	<u>Copayments</u>	\$70	<u>Copayments</u>	\$0
Coinsurance	\$1,300	<u>Coinsurance</u>	\$600	<u>Coinsurance</u>	\$100
What isn't covered		What isn't covered		What isn't covered	
Limits or exclusions	\$60	Limits or exclusions	\$20	Limits or exclusions	\$0
The total Peg would pay is	\$3,560	The total Joe would pay is	\$2,940	The total Mia would pay is	\$2,350

Get help in your language

Language Assistance Services

Curious to know what all this says? We would be too. Here's the English version: No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or 1-888-254-2721. For more help call the CA Dept. of Insurance at 1-800-927-4357 (TTY/TDD: 711)

Separate from our language assistance program, we make documents available in alternative formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card

Spanish

Servicios lingüísticos sin costo. Puede solicitar los servicios de un intérprete. También puede solicitar que le leamos y le enviemos algunos documentos en su idioma. Llame al número que figura en su tarjeta de identificación o al 1-888-254-2721. Si necesita más ayuda, llame al Departamento de Seguros de California al 1-800-927-4357 (TTY/TDD: 711).

Arabic

خدمات لغوية مجانية. يمكنك الحصول على مترجم فوري. يمكنك الحصول على مستندات تُقرأ لك وإرسال بعضها إليك بلغتك. للحصول على المساعدة، اتصل بنا على الرقم المدرج على بطاقة الهوية الخاصة بك أو 2721-254-800-1. لمزيد من المساعدة اتصل بقسم التأمين في CA على الرقم (TTY/TDD: 711)

Armenian

Առանց արժեքի լեզվական ծառայություններ։ Դուք կարող եք բանավոր թարգմանիչ ստանալ։ Դուք կարող եք ստանալ փաստաթղթեր, որոնք կարդում են ձեզ համար, իսկ որոշները՝ ուղարկվում են ձեր լեզվով։ Օգնության համար զանգահարեք մեզ ձեր ID քարտում նշված համարով կամ 1-888-254-2721 հեռախոսահամարով։ Լրացուցիչ օգնության համար զանգահարեք CA Ապահովագրության բաժանմունք՝ 1-800-927-4357 (TTY/TDD՝ 711)

Chinese

免費語言服務。您可獲得口譯員服務。可以把文件唸給您聽,有些文件有您的語言的版本,也可以把這些文件寄給您。欲取得協助,請致電您的 ID 卡所列的電話號碼,或致電 1-888-254-2721 與我們聯絡。欲取得其他協助,請致電 1-800-927-4357 (TTY/TDD: 711) 與 CA 保險部聯絡

Farsi

خدمات زبان بدون هزینه. شما می تو انید مترجم شفاهی در خواست کنید. می تو انید بخواهید اسناد برای شما به زبان شما خوانده شود و برخی اسناد به زبان شما بر ایتان ارسال شود. برای راهنمایی، با ما با شماره مندرج در کارت عضویت خود یا شماره -2721-254- 1-808 تماس بگیرید. برای راهنمایی بیشتر با بخش بیمه CA به شماره -927-908-1 (TTY/TDD: 711)

Hindi

निःशुल्क भाषा सेवाएँ। आप एक दुभाषिया प्राप्त कर सकते हैं। आप दस्तावेज़ अपनी भाषा में पढ़वा सकते हैं और कुछ को अपनी भाषा में खुद तक भिजवा सकते हैं। सहायता के लिए, अपने आईडी कार्ड पर दिए गए नंबर पर या 1-888-254-2721 पर हमें कॉल करें। अधिक सहायता के लिए सीए बीमा विभाग को 1-800-927-4357 पर कॉल करें (TTY/TDD: 711)

Hmong

Tsis Sau Nqi Rau Kev Pab Cuam Txog Lus. Koj tuaj yeem tau txais tus kws txhais lus. Koj tuaj yeem tau txais cov ntaub ntawv kom muab nyeem rau koj mloog thiab kom muab xa rau koj ua yam lus koj hais. Rau kev pab, hu peb tus npawb xov tooj muaj nyob ntawm koj daim npav ID los sis 1-888-254-2721. Rau kev pab ntxiv hu lub CA Tuam Tsev Hauj Lwm ntsig txog Kev Tuav Pov Hwm ntawm 1-800-927-4357 (TTY/TDD: 711)

Japanese

無料の言語サービス。通訳を頼むこともできます。文書を使用言語で読み上げたり、送信したりすることもできます。サポートが必要な場合、IDカードに記載されている電話番号または 1-888-254-2721 までお電話ください。さらに詳しい情報については、カリフォルニア州保険局までお問い合わせください。電話番号:1-800-927-4357 (TTY/TDD:711)

Khmner

មិនគឺកថ្លៃសេវាភាសាទេ។ អ្នកអាចទទួលបានអ្នក បកប្រែ។ អ្នកអាចទទួលបានឯកសារអានឱ្យអ្នក ស្ដាប់ និងឯកសារខ្លះផ្ទើឱ្យអ្នកជាភាសារបស់អ្នក។ សម្រាប់ជំនួយ សូមទូរសព្ទមកយើងតាមលេខដែល មាននៅក្នុងកាត ID របស់អ្នក ឬ 1-888-254-2721។ សម្រាប់ជំនួយបន្ថែម សូមទូរសព្ទទៅផ្នែកជានារ៉ាប់រង CA តាមរយៈលេខ 1-800-927-4357 (TTY/TDD: 711)

Korean

무상 언어 서비스. 통역사를 연결시켜 드립니다. 문서를 귀하에게 읽어드릴 수 있고 어떤 서류는 귀하의 언어로 작성하여 댁으로 보내드릴 수 있습니다. 도움이 필요하시면, 귀하의 ID 카드에 나와 있는 번호 또는 1-888-254-2721 번으로 전화해 주시기 바랍니다. 더 많은 도움이 필요하시면 CA 보험부에 1-800-927-4357 (TTY/TDD: 711)로 전화해 주십시오.

Punjabi

ਬਿਨਾ ਕੋਈ ਲਾਗਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਤੁਸੀਂ ਦੁਭਾਸ਼ੀਏ ਲੈ ਸਕਦੇ ਹੋ। ਤੁਸੀਂ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਪੜ੍ਹ ਕੇ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਕੁਝ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਨੂੰ ਭੇਜੇ ਗਏ ਹਨ। ਮਦਦ ਲਈ, ਸਾਨੂੰ ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ 'ਤੇ ਸੂਚੀਬੱਧ ਨੰਬਰ 'ਤੇ ਕਾਲ ਕਰੇ ਜਾਂ 1-888-254-2721. ਹੋਰ ਮਦਦ ਲਈ CA ਬੀਮਾ ਵਿਭਾਗ ਨੂੰ ਇੱਥੇ ਕਾਲ ਕਰੇ 1-800-927-4357 (TTY/TDD: 711)

Russian

Доступны бесплатные услуги перевода. Вы можете воспользоваться услугами переводчика. Вам могут зачитать документы вслух, а некоторые из них могут быть отправлены вам на вашем языке. Если вам нужна помощь, позвоните нам по номеру, указанному на вашей идентификационной карте участника плана, или по номеру 1-888-254-2721. Для получения дополнительной помощи позвоните в Департамент страхования штата California по номеру 1-800-927-4357 (TTY/TDD: 711)

Tagalog

Walang Gastos na mga Serbisyo sa Wika. Maaari kang kumuha ng interpreter. Maaari mong ipabasa ang mga dokumento sa iyo at ipadala sa iyo ang ilan sa nang nasa wika mo. Para sa tulong, tawagan kami sa numerong nakalista sa iyong ID card o 1-888-254-2721. Para sa higit pang tulong tumawag sa CA Dept. of Insurance sa 1-800-927-4357 (TTY/TDD: 711)

Thai

บริการด้านภาษาแบบไม่เสียค่าใช้จ่าย คุณสามารถ รับล่ามเพื่อช่วยเหลือได้ คุณสามารถรับเอกสารแบบ มีผู้อ่านให้ฟังและส่งให้คุณในภาษาของคุณได้ หากต้องการความช่วยเหลือ โปรดโทรติดต่อเราตาม หมายเลขที่ระบุบนบัตรประจำตัวของคุณหรือ 1-888-254-2721 หากต้องการความช่วยเหลือเพิ่มเติม โปรดโทรติดต่อกรมการประกันภัยแห่ง แคลิฟอร์เนียได้ที่ 1-800-927-4357 (TTY/TDD: 711)

Vietnamese

Dịch vụ Ngôn ngữ Miễn Phí. Quý vị có thể được bố trí thông dịch viên. Quý vị có thể yêu cầu họ đọc tài liệu hoặc gửi cho quý vị một số tài liệu bằng ngôn ngữ của quý vị. Để được trợ giúp, hãy gọi cho chúng tôi theo số điện thoại được ghi trên thẻ ID của quý vị hoặc 1-888-254-2721. Để được trợ giúp thêm, hãy gọi cho Sở Bảo hiểm CA theo số 1-800-927-4357 (TTY/TDD: 711)

It's important we treat you fairly

We follow state and federal civil rights laws in our health programs and activities. Members can get reasonable modifications as well as free auxiliary aids and services if you have a disability. We don't discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability. For people whose primary language isn't English (or have limited proficiency), we offer free language assistance services, in a timely manner, like interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711) or visit our website. If you think we failed in any areas or to learn more about grievance procedures, you can mail a complaint to: Compliance Coordinator, P.O. Box 27401, Richmond, VA 23279, or if you think you were discriminated against based on race, color, national origin, age, disability, or sex, you can mail a complaint directly to 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. You can also call 1-800- 368-1019 (TDD: 1-800-537-7697) or visit https://ocrportal.hhs.gov/ocr/portal/lobby.jsf