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.ProvidenceHealth</u>

<u>Plan.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 1-800-878-4445 to request a copy.

| Important Questions                                                         | Answers                                                                                                                                                                              | Why This Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall<br><u>deductible</u> ?                                  | \$1,500/per person \$3,000/per family (2<br>or more).                                                                                                                                | 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> .                                                                                                                                                                         |
| Are there services<br>covered before you<br>meet your <u>deductible?</u>    | Yes. Office visits, most <u>preventive care</u> , and urgent care services.                                                                                                          | 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>preventiveservices</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive</u> <u>services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .                                                                                                                     |
| Are there other<br>deductibles<br>for specific<br>services?                 | No.                                                                                                                                                                                  | You don't have to meet <u>deductible</u> s for specific services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| What is the <u>out-of-</u><br><u>pocket limit</u> for this<br><u>plan</u> ? | In-Network: \$6,000/per person<br>\$12,000/per family (2 or more). Out-of-<br>Network: \$6,000/per person \$12,000/per<br>family (2 or more)                                         | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.                                                                                                                                                                                                                                                                                               |
| What is not included in the <u>out-of-pocket limit</u> ?                    | Premiums, penalties, <u>copays</u> or<br><u>coinsurance</u> for Supplemental Benefits,<br>services not covered, fees above <u>Usual</u> ,<br><u>Customary and Reasonable (UCR)</u> . | Even though you pay these expenses, they don't count toward the out-of-pocket limit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Will you pay less if you<br>use a <u>network</u><br><u>provider</u> ?       | Yes. See<br><u>ProvidenceHealthPlan.com/findaprovide</u><br><u>r</u> or call 1-800-878-4445 for a list of<br>network providers.                                                      | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> .<br>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</u> <u>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 <u>referral</u><br>to see a <u>specialist</u> ?               | Yes                                                                                                                                                                                  | This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</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.

Y

| Common                                                              | Services You May Need                            | What You Will Pay                                                                                                                                                                                                                     |                                                    | Limitations, Exceptions, & Other Important<br>Information                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medical Event                                                       |                                                  | Network Provider<br>(You will pay the least)                                                                                                                                                                                          | Out-of-Network Provider<br>(You will pay the most) |                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                     | Primary care visit to treat an injury or illness | First 3 visits \$5<br><u>copay</u> /visit; <u>deductible</u><br>does not apply then \$25<br><u>copay</u> /per in-person visit;<br><u>deductible</u> does not apply<br>or no charge/virtual visit;<br><u>deductible</u> does not apply | 50% coinsurance                                    | Some services such as lab and x-ray will include additional member costs.                                                                                                                                                                                                                                                                                                                       |
| If you visit a health<br>care <u>provider's</u> office<br>or clinic | <u>Specialist</u> visit                          | \$50 <u>copay</u> /visit;<br><u>deductible</u> does not apply                                                                                                                                                                         | 50% coinsurance                                    | Some services such as lab and x-ray will include additional member costs. Virtual visits are covered at the same cost-share as office visits.                                                                                                                                                                                                                                                   |
|                                                                     | Preventive care/screening/<br>immunization       | No charge; <u>deductible</u><br>does not apply                                                                                                                                                                                        | 50% coinsurance                                    | Not all <u>preventive services</u> are required to be<br>covered in full by the ACA. For more information<br>on <u>preventive services</u> that are covered in full see:<br><u>ProvidenceHealthPlan.com/PreventiveCare</u> . You<br>may have to pay for services that aren't preventive.<br>Ask your provider if the services needed are<br>preventive. Then check what your plan will pay for. |
|                                                                     | <u>Diagnostic test</u> (x-ray, blood<br>work)    | 30% <u>coinsurance;</u><br><u>deductible</u> does not apply                                                                                                                                                                           | 50% coinsurance                                    | none                                                                                                                                                                                                                                                                                                                                                                                            |
| If you have a test                                                  | Imaging (CT/PET scans, MRIs)                     | 30% coinsurance                                                                                                                                                                                                                       | 50% coinsurance                                    | Prior authorization required. If you do not obtain<br>prior authorization claims for those services will be<br>denied and you will be responsible for payment of<br>those services.                                                                                                                                                                                                             |

| Common                                                                | Services You May Need                          | What Yo                                                                                                    | u Will Pay                                                                         | Limitations, Exceptions, & Other Important<br>Information                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medical Event                                                         |                                                | Network Provider<br>(You will pay the least)                                                               | Out-of-Network Provider<br>(You will pay the most)                                 |                                                                                                                                                                                                                                                                                                                                |
|                                                                       | Tier 1                                         | \$5 <u>copay</u> retail<br>\$10 <u>copay</u> mail order;<br><u>deductible</u> does not apply               | Not covered                                                                        | ACA Preventive drugs are covered in full <u>in-</u><br><u>network</u> .                                                                                                                                                                                                                                                        |
| If you need drugs to                                                  | Tier 2                                         | \$10 <u>copay</u> retail<br>\$20 <u>copay</u> mail order;<br><u>deductible</u> does not apply              | Not covered                                                                        | Covers up to a 30-day supply (retail prescription);<br>90-day supply (mail order prescription).                                                                                                                                                                                                                                |
| treat your illness or<br>condition<br>More information about          | Tier 3                                         | 50% <u>coinsurance;</u><br><u>deductible</u> does not apply                                                | Not covered                                                                        | Prior authorization may apply. If you do not obtain<br>prior authorization claims for those services will be<br>denied and you will be responsible for payment of                                                                                                                                                              |
| prescription drug<br>coverage is available at<br>www.ProvidenceHealth | Tier 4                                         | 50% <u>coinsurance;</u><br><u>deductible</u> does not apply                                                | Not covered                                                                        | <ul> <li>those services.</li> <li>If a brand name drug is requested when a generic is available, you will pay the difference in cost, plus your <u>copay</u>.</li> <li><u>Specialty drugs</u> (listed in Tier 5 on your formulary) can only be purchased at a participating specialty pharmacy (limited to 30days).</li> </ul> |
| <u>www.ProvidenceHealth</u><br><u>Plan.com</u>                        | Tier 5                                         | 50% <u>coinsurance;</u><br><u>deductible</u> does not apply                                                | Not covered                                                                        |                                                                                                                                                                                                                                                                                                                                |
| If you have outpatient surgery                                        | Facility fee (e.g., ambulatory surgery center) | Ambulatory surgery<br>center: 20% <u>coinsurance</u><br>Hospital-based facility:<br>30% <u>coinsurance</u> | 50% coinsurance                                                                    | Prior authorization required. If you do not obtain<br>prior authorization claims for those services will be<br>denied and you will be responsible for payment of<br>those services.                                                                                                                                            |
|                                                                       | Physician/surgeon fees                         | 30% coinsurance                                                                                            | 50% coinsurance                                                                    |                                                                                                                                                                                                                                                                                                                                |
| If you need immediate                                                 | Emergency room care                            | \$250 <u>copay</u> + 30%<br><u>coinsurance</u> <u>deductible</u><br>does not apply                         | \$250 <u>copay</u> + 30%<br><u>coinsurance</u> <u>deductible</u><br>does not apply | For <u>emergency medical conditions</u> only. If admitted to hospital, all services subject toinpatient benefits.                                                                                                                                                                                                              |
| medical attention                                                     | Emergency medical<br>transportation            | 30% coinsurance                                                                                            | 30% coinsurance                                                                    | none                                                                                                                                                                                                                                                                                                                           |
|                                                                       | Urgent care                                    | \$50 <u>copay</u> /visit;<br><u>deductible</u> does not apply                                              | 50% coinsurance                                                                    | Some services will include additional member costs.                                                                                                                                                                                                                                                                            |
|                                                                       | Facility fee (e.g., hospital room)             | 30% <u>coinsurance</u>                                                                                     | 50% coinsurance                                                                    |                                                                                                                                                                                                                                                                                                                                |

For more information about limitations and exceptions, see the plan or policy document at <u>www.ProvidenceHealthPlan.com</u>

| Common                                                                             | Services You May Need                     | What Yo                                                                                                                                                                                                                                                                                                                                     | ou Will Pay                                        | Limitations, Exceptions, & Other Important<br>Information                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medical Event                                                                      |                                           | Network Provider<br>(You will pay the least)                                                                                                                                                                                                                                                                                                | Out-of-Network Provider<br>(You will pay the most) |                                                                                                                                                                                                                                                                                                                                        |
| lf you have a hospital<br>stay                                                     | Physician/surgeon fees                    | 30% <u>coinsurance</u>                                                                                                                                                                                                                                                                                                                      | 50% coinsurance                                    | Prior authorization required. If you do not obtain<br>prior authorization claims for those services will be<br>denied and you will be responsible for payment of<br>those services.                                                                                                                                                    |
| If you need mental<br>health, behavioral<br>health, or substance<br>abuse services | Outpatient services                       | Office visits: First 3 visits<br>\$5 <u>copay</u> /visit; <u>deductible</u><br>does not apply then \$25<br><u>copay</u> /per in-person visit;<br><u>deductible</u> does not apply<br>or no charge/virtual visit;<br><u>deductible</u> does not apply<br>All other services: 30%<br><u>coinsurance</u> ; <u>deductible</u><br>does not apply | 50% <u>coinsurance</u>                             | All services except <u>provider</u> office visits may<br>require <u>prior authorization</u> . If you do not obtain<br><u>prior authorization</u> claims for those services will be<br>denied and you will be responsible for payment of<br>those services. See your benefit summary for<br>Applied Behavioral Analysis (ABA) services. |
|                                                                                    | Inpatient services                        | 30% coinsurance                                                                                                                                                                                                                                                                                                                             | 50% coinsurance                                    |                                                                                                                                                                                                                                                                                                                                        |
|                                                                                    | Office visits                             | No charge; <u>deductible</u><br>does not apply                                                                                                                                                                                                                                                                                              | 50% coinsurance                                    | none                                                                                                                                                                                                                                                                                                                                   |
| If you are pregnant                                                                | Childbirth/delivery professional services | 30% coinsurance                                                                                                                                                                                                                                                                                                                             | 50% coinsurance                                    | Coinsurance applies to provider delivery charges.                                                                                                                                                                                                                                                                                      |
|                                                                                    | Childbirth/delivery facility services     | 30% coinsurance                                                                                                                                                                                                                                                                                                                             | 50% coinsurance                                    | none                                                                                                                                                                                                                                                                                                                                   |
|                                                                                    | Home health care                          | 30% coinsurance                                                                                                                                                                                                                                                                                                                             | 50% coinsurance                                    | none                                                                                                                                                                                                                                                                                                                                   |
| If you need help<br>recovering or have<br>other special health<br>needs            | Rehabilitation services                   | Outpatient services 30%<br><u>coinsurance</u> visit;<br><u>deductible</u> does not apply<br>All other services: 30%<br><u>coinsurance</u>                                                                                                                                                                                                   | 50% <u>coinsurance</u>                             | Inpatient services: coverage limited to 30 days per calendar year. Outpatient services: coverage limited to 30 visits per calendar year. Limits do not apply to Mental Health Services.                                                                                                                                                |
|                                                                                    | Habilitation services                     | Outpatient services 30%<br><u>coinsurance</u> visit;<br><u>deductible</u> does not apply                                                                                                                                                                                                                                                    | 50% coinsurance                                    | Inpatient services: coverage limited to 30 days per calendar year. Outpatient services: coverage                                                                                                                                                                                                                                       |

For more information about limitations and exceptions, see the plan or policy document at <u>www.ProvidenceHealthPlan.com</u>

| Common                                                               | Services You May Need          | What You Will Pay                                                                                                                    |                                                   | Limitations, Exceptions, & Other Important<br>Information                                                                                                                                                                                |
|----------------------------------------------------------------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medical Event                                                        |                                | Network Provider<br>(You will pay the least)                                                                                         | Out-of-Network Provide<br>(You will pay the most) | r                                                                                                                                                                                                                                        |
|                                                                      |                                | All other services: 30% coinsurance                                                                                                  |                                                   | limited to 30 visits per calendar year. Limits do not apply to Mental Health Services.                                                                                                                                                   |
|                                                                      | Skilled nursing care           | 30% <u>coinsurance</u>                                                                                                               | 50% <u>coinsurance</u>                            | Prior authorization required. If you do not obtain<br>prior authorization claims for those services will be<br>denied and you will be responsible for payment of<br>those services. Coverage is limited to 60 days per<br>calendar year. |
|                                                                      | Durable medical equipment      | Diabetic Supplies: 30%<br><u>coinsurance</u> ; <u>deductible</u><br>does not apply<br>All other equipment: 30%<br><u>coinsurance</u> | 50% <u>coinsurance</u>                            | none                                                                                                                                                                                                                                     |
|                                                                      | Hospice services               | No charge; <u>deductible</u><br>does not apply                                                                                       | No charge; <u>deductible</u> doe not apply        | snone                                                                                                                                                                                                                                    |
|                                                                      | Children's eye exam            | No charge; <u>deductible</u><br>does not apply                                                                                       | No charge; <u>deductible</u> doe not apply        | S Limited to 1 exam every 12 months.                                                                                                                                                                                                     |
| Children's eye exam                                                  | Children's glasses             | No charge; <u>deductible</u><br>does not apply                                                                                       | No charge; <u>deductible</u> doe not apply        | snone                                                                                                                                                                                                                                    |
|                                                                      | Children's dental check-up     | Not covered                                                                                                                          | Not covered                                       | No coverage for dental check-up.                                                                                                                                                                                                         |
|                                                                      | Other Covered Services:        |                                                                                                                                      |                                                   |                                                                                                                                                                                                                                          |
|                                                                      | Generally Does NOT Cover (Ch   |                                                                                                                                      | ument for more informatio                         | n and a list of any other <u>excluded services</u> .)                                                                                                                                                                                    |
| Abortion                                                             |                                | Dental check-up (Child)                                                                                                              |                                                   | Private-duty nursing                                                                                                                                                                                                                     |
| Bariatric surgery                                                    | (with portain avaantiana)      | Infertility treatment                                                                                                                |                                                   | Routine foot care (covered for diabetics)                                                                                                                                                                                                |
| <ul> <li>Cosmetic surgery</li> <li>Dental care (Adult)</li> </ul>    | (with certain exceptions)      | <ul><li>Long-term care</li><li>Massage therapy</li></ul>                                                                             |                                                   | Weight loss programs                                                                                                                                                                                                                     |
| /                                                                    | ices (Limitations may apply to | V 17                                                                                                                                 | complete list. Please see v                       | our plan document.)                                                                                                                                                                                                                      |
| <ul> <li>Acupuncture (12 vi)</li> <li>Chiropractic care (</li> </ul> | isits)                         | <ul> <li>Hearing Aids (one per ea</li> </ul>                                                                                         | •                                                 | <ul> <li>Non-emergency care when traveling outside the U.S. See www.ProvidenceHealthPlan.com</li> <li>Routine eye care (Adult)</li> </ul>                                                                                                |

For more information about limitations and exceptions, see the plan or policy document at <u>www.ProvidenceHealthPlan.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:

- Providence Health Plan at 503-574-8757/1-800-878-4445 (toll-free) or http://www.ProvidenceHealthPlan.com.
- For group health coverage subject to ERISA, contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="http://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>.
- For non-federal governmental group health plans, contact the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <a href="https://www.cciio.cms.gov">www.cciio.cms.gov</a>.
- Church plans are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact the Oregon Division of Financial Regulation at 503-947-7984/1-888-877-4894 (toll-free) or <a href="https://dfr.oregon.gov">https://dfr.oregon.gov</a> regarding their possible rights to continuation coverage under State law.

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:

- Providence Health Plan at 503-574-8757/1-800-878-4445 (toll-free) or http://www.ProvidenceHealthPlan.com.
- Oregon Division of Financial Regulation at 503-947-7984/1-888-877-4894 (toll-free) or https://dfr.oregon.gov

# Does this plan provide Minimum Essential Coverage? Yes

<u>Minimum Essential Coverage</u> 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</u> <u>credit</u>.

## Does this plan meet 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:



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

| The <u>plan's</u> overall <u>deductible</u> | \$1,500 |
|---------------------------------------------|---------|
| Specialist copayment                        | \$50    |
| Hospital (facility) <u>coinsurance</u>      | 30%     |
| Other <u>coinsurance</u>                    | 30%     |

# This EXAMPLE event includes services like:

<u>Specialist</u> office visits (pre-natal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood work) Specialist visit (anesthesia)

| Total Example Cost              | \$12,700 |
|---------------------------------|----------|
|                                 |          |
| In this example, Peg would pay: |          |

| Cost Sharing               |         |  |
|----------------------------|---------|--|
| Deductibles                | \$1,500 |  |
| <u>Copayments</u>          | \$10    |  |
| <u>Coinsurance</u>         | \$2,900 |  |
| What isn't covered         |         |  |
| Limits or exclusions \$60  |         |  |
| The total Peg would pay is | \$4,470 |  |

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

| The plan's overall deductible          | \$1,500 |
|----------------------------------------|---------|
| Specialist copayment                   | \$50    |
| Hospital (facility) <u>coinsurance</u> | 30%     |
| Other coinsurance                      | 30%     |

### 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:

| Cost Sharing               |       |  |
|----------------------------|-------|--|
| Deductibles                | \$0   |  |
| Copayments                 | \$500 |  |
| Coinsurance                | \$300 |  |
| What isn't covered         |       |  |
| Limits or exclusions       | \$20  |  |
| The total Joe would pay is | \$820 |  |
|                            |       |  |

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

| The plan's overall deductible          | \$1,500 |
|----------------------------------------|---------|
| Specialist copayment                   | \$50    |
| Hospital (facility) <u>coinsurance</u> | 30%     |
| Other <u>coinsurance</u>               | 30%     |

#### 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:

| Cost Sharing               |         |  |
|----------------------------|---------|--|
| Deductibles                | \$1,500 |  |
| <u>Copayments</u>          | \$400   |  |
| Coinsurance                | \$200   |  |
| What isn't covered         |         |  |
| Limits or exclusions       | \$0     |  |
| The total Mia would pay is | \$2,100 |  |

#### **Non-Discrimination Statement:**

Providence Health Plan and Providence Health Assurance comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Providence Health Plan and Providence Health Assurance do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Providence Health Plan and Providence Health Assurance:

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

If you are a Medicare member who needs these services, call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. Hearing impaired members may call our TTY line at 711.

If you believe that Providence Health Plan or Providence Health Assurance has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Non-discrimination Coordinator by mail:

Providence Health Plan and Providence Health Assurance Attn: Non-discrimination Coordinator PO Box 4158 Portland, OR 97208-4158

If you need help filing a grievance, and you are a Medicare member call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. (TTY line at 711) for assistance. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>, or by mail or phone at:

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

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

#### Language Access Services:

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-878-4445 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-878-4445 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-878-4445 (TTY: 711).

# 注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-800-878-4445 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-878-4445 (телетайп: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-878-4445 (TTY: 711) 번으로 전화해 주십시오

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-878-4445 (телетайп: 711).

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。1-800-878-4445 (TTY: 711) まで、お電話にてご連絡ください。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 4445-878-800-1 (رقم هاتف الصم والبكم: (TTY: 711).

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-878-4445 (TTY: 711).

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-878-4445 (TTY: 711)។

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-878-4445 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-878-4445 (TTY: 711).

با باشد می ف (TTY: 711) توجه :اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما بگیرید تماس 1-808-878-4445

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-878-4445 (ATS : 711).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-878-4445 (TTY: 711)