




The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. **NOTE: Information about the cost of this [plan](#) (called the [premium](#)) will be provided separately. This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, [www.providencehealthplan.com/Pacmed-caregivers](http://www.providencehealthplan.com/Pacmed-caregivers). For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other underlined terms see the Glossary. You can view the Glossary at [www.healthcare.gov/sbc-glossary](http://www.healthcare.gov/sbc-glossary) or call 1-800-878-4445 to request a copy.

Important Questions	Answers	Why This Matters:
<p>What is the overall <a href="#">deductible</a>?</p>	<p>In-Network: \$1,600 for employee only coverage \$3,200 for any level greater than employee only                      Out-of-Network: \$3,000 for employee only coverage \$6,000 for any level greater than employee only</p>	<p>Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the policy, the overall family <a href="#">deductible</a> must be met before the <a href="#">plan</a> begins to pay.</p>
<p>Are there services covered before you meet your <a href="#">deductible</a>?</p>	<p>Yes. Most <a href="#">preventive care</a> services in-network.</p>	<p>This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost-sharing</a> and before you meet your <a href="#">deductible</a>. See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a>.</p>
<p>Are there other <a href="#">deductibles</a> for specific services?</p>	<p>No.</p>	<p>You don't have to meet <a href="#">deductibles</a> for specific services.</p>
<p>What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a>?</p>	<p>In-Network: \$3,000 for employee only coverage \$6,000 for any level greater than employee only                      Out-of-Network: \$6,000 for employee only coverage \$12,000 for any level greater than employee only</p>	<p>The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a>, they have to meet their own <a href="#">out-of-pocket limits</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.</p>
<p>What is not included in the <a href="#">out-of-pocket limit</a>?</p>	<p><a href="#">Premiums</a>; penalties; your costs for Supplemental Benefits; services not covered; balanced-billed charges.</p>	<p>Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a>.</p>
<p>Will you pay less if you use a <a href="#">network provider</a>?</p>	<p>Yes. See <a href="http://www.providencehealthplan.com/Pacmed-caregivers">www.providencehealthplan.com/Pacmed-caregivers</a> or call 1-800-878-4445 for a list of network providers.</p>	<p>This <a href="#">plan</a> uses a <a href="#">provider network</a>. You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a>. You will pay the most if you use an <a href="#">out-of-network provider</a>, and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays (<a href="#">balance billing</a>). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services.</p>
<p>Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a>?</p>	<p>No.</p>	<p>You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a>.</p>

 All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Preferred network (You will pay the least)	In-Network Provider	Out-of-Network Provider (You will pay the most)	
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	Some services such as lab and x-ray will include additional member costs.
	<a href="#">Specialist</a> visit	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	
	<a href="#">Preventive care/screening/immunization</a>	No charge; <a href="#">deductible</a> does not apply	No charge; <a href="#">deductible</a> does not apply	50% <a href="#">coinsurance</a>	For more information on <a href="#">preventive services</a> that are covered in full see: <a href="#">ProvidenceHealthPlan.com/PreventiveCare</a> 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.
If you have a test	<a href="#">Diagnostic test</a> (x-ray, blood work)	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	—————none—————
	Imaging (CT/PET scans, MRIs)	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	<a href="#">Prior authorization</a> required. If you do not obtain <a href="#">prior authorization</a> claims for those services will be denied and you will be responsible for payment of those services
If you need drugs to treat your illness or condition More information about <a href="#">prescription drug coverage</a> is available at <a href="#">www.providence</a>	Preventive drugs: Generic and Formulary Brand-name	No charge; <a href="#">deductible</a> does not apply	No charge; <a href="#">deductible</a> does not apply	Not covered	<a href="#">Deductible</a> does not apply to Preventive drugs. Generic, Formulary, Non-formulary brand name and Specialty drugs: max \$150 per 30-day supply per drug. Covers up to a 30-day supply (retail); 90-day supply (mail- order). <a href="#">Prior authorization</a> may apply. If you do not obtain <a href="#">prior authorization</a> claims for those services will be denied and you will be
	Generic drugs	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	Not covered	
	Formulary brand-name drugs	20% <a href="#">coinsurance</a>	30% <a href="#">coinsurance</a>	Not covered	
	Non-formulary brand-name drugs	40% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	Not covered	

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Preferred network (You will pay the least)	In-Network Provider	Out-of-Network Provider (You will pay the most)	
<a href="http://healthplan.com/Pacmed-caregivers">healthplan.com/Pacmed-caregivers</a>	<a href="#">Specialty drug</a>	20% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	Not covered	responsible for payment of those services. <a href="#">Specialty drugs</a> can only be purchased at a participating specialty pharmacy.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a> or no coverage for some facilities	<a href="#">Prior authorization</a> required. If you do not obtain <a href="#">prior authorization</a> claims for those services will be denied and you will be responsible for payment of those services
	Physician/surgeon fees	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	
If you need immediate medical attention	<a href="#">Emergency room care</a>	25% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	If admitted to hospital, all services subject to inpatient benefits.
	<a href="#">Emergency medical transportation</a>	25% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	To the nearest appropriate facility.
	<a href="#">Urgent care</a>	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	Some services will incur additional member cost.
If you have a hospital stay	Facility fee (e.g., hospital room)	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	<a href="#">Prior authorization</a> required. If you do not obtain <a href="#">prior authorization</a> claims for those services will be denied and you will be responsible for payment of those services.
	Physician/surgeon fees	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Preferred network (You will pay the least)	In-Network Provider	Out-of-Network Provider (You will pay the most)	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Provider visits: No charge; all other services: 10% <a href="#">coinsurance</a>	Provider visits: No charge; all other services: 20% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	Additional services available through the Caregiver Assistance Program. All services except <a href="#">provider</a> office visits may require <a href="#">prior authorization</a> . If you do not obtain <a href="#">prior authorization</a> claims for those services will be denied and you will be responsible for payment of those services.
	Applied behavioral analysis	No charge	No charge	25% <a href="#">coinsurance</a>	
	Inpatient services	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	
If you are pregnant	Office visits	No charge; <a href="#">deductible</a> does not apply	No charge; <a href="#">deductible</a> does not apply	50% <a href="#">coinsurance</a>	—————none—————
	Childbirth/delivery professional services	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	<a href="#">Coinsurance</a> applies to provider delivery charges.
	Childbirth/delivery facility services	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	—————none—————
If you need help recovering or have other special health needs	<a href="#">Home health care</a>	25% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	Limited to 130 visits per calendar year.
	<a href="#">Rehabilitation services</a>	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	Outpatient: coverage limited to 75 visits per calendar year. Limits do not apply to Mental Health Services.
	<a href="#">Habilitation services</a>	10% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	
	<a href="#">Skilled nursing care</a>	25% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	<a href="#">Prior authorization</a> required. If you do not obtain <a href="#">prior authorization</a> claims for those services will be denied and you will be responsible for payment of those services.
	<a href="#">Durable medical equipment</a>	Diabetes supplies: No charge; <a href="#">deductible</a> does not apply Hearing aids: 10% <a href="#">coinsurance</a> . All other medical equipment: 25% <a href="#">coinsurance</a>	Diabetes supplies: No charge; <a href="#">deductible</a> does not apply All other medical equipment: 25% <a href="#">coinsurance</a>	50% <a href="#">coinsurance</a>	—————none—————

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		Preferred network (You will pay the least)	In-Network Provider	Out-of-Network Provider (You will pay the most)	
	<a href="#">Hospice services</a>	No charge	No charge	No charge	—————none—————
If your child needs dental or eye care	Children’s eye exam	Not covered	Not covered	Not covered	No coverage for eye exam.
	Children’s glasses	Not covered	Not covered	Not covered	No coverage for glasses.
	Children’s dental check-up	Not covered	Not covered	Not covered	No coverage for dental check-up.

**Excluded Services & Other Covered Services:**

Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other <a href="#">excluded services</a> .)		
<ul style="list-style-type: none"> <li>• Cosmetic surgery (with certain exceptions)</li> <li>• Dental care (Adult)</li> <li>• Dental check-up (Child)</li> <li>• Eye exam and glasses (Child)</li> </ul>	<ul style="list-style-type: none"> <li>• Infertility treatments (Diagnostic testing and counseling of infertility are covered. Limits may apply.)</li> <li>• Long-term care</li> <li>• Private-duty nursing</li> </ul>	<ul style="list-style-type: none"> <li>• Non-emergency care when traveling outside the U.S.</li> <li>• Routine eye care (Adult)</li> <li>• Routine foot care (covered for diabetics)</li> <li>• Weight loss programs</li> </ul>
Other Covered Services (Limitations may apply to these services. This isn’t a complete list. Please see your <a href="#">plan</a> document.)		
<ul style="list-style-type: none"> <li>• Acupuncture (limited to 12 visits combined with chiropractic care)</li> </ul>	<ul style="list-style-type: none"> <li>• Bariatric surgery (covered only when performed at our wholly-owned facilities [Providence St Joseph Health affiliates])</li> </ul>	<ul style="list-style-type: none"> <li>• Chiropractic care (limited to 12 visits combined with acupuncture)</li> <li>• Hearing Aids (limited to \$1,500 every 36 months)</li> </ul>

**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: U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <http://www.dol.gov/ebsa>, or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or <http://www.cciio.cms.gov>. 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](http://www.HealthCare.gov) or call 1-800-318-2596.

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

- Providence Health Plan at 503-574-8757/1-800-878-4445 (toll-free) or <http://www.ProvidenceHealthPlan.com>.
- Department of Labor’s Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).

### **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 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](#).

***This Summary of Benefits and Coverage required by the Affordable Care Act summarizes the benefit options available to eligible employees as of January 1, 2024. The official plan document and summary plan description will provide more complete details regarding the terms of the Plan. If there is any conflict between the statements in this Summary and the official plan documents, the terms of the plan documents will govern all rights and obligations of participants, beneficiaries, plan fiduciaries and the Company. Pacific Medical Center reserves the right to amend or terminate these benefits or change the cost of coverage, for any reason, at any time.***

*To see examples of how this [plan](#) might cover costs for a sample medical situation, see the next section.*

## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the [cost sharing](#) amounts ([deductibles](#), [copayments](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). Use this information to compare the portion of costs you might pay under different health [plans](#). Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery)		Managing Joe's type 2 Diabetes (a year of routine in-network care of a well-controlled condition)		Mia's Simple Fracture (in-network emergency room visit and follow up care)																																											
■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$1,600	■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$1,600	■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$1,600																																										
■ <a href="#">Specialist coinsurance</a>	25%	■ <a href="#">Specialist coinsurance</a>	25%	■ <a href="#">Specialist coinsurance</a>	25%																																										
■ Hospital (facility) <a href="#">coinsurance</a>	25%	■ Hospital (facility) <a href="#">coinsurance</a>	25%	■ Hospital (facility) <a href="#">coinsurance</a>	25%																																										
■ Other <a href="#">coinsurance</a>	25%	■ Other <a href="#">coinsurance</a>	25%	■ Other <a href="#">coinsurance</a>	25%																																										
<p>This EXAMPLE event includes services like:  <a href="#">Specialist</a> office visits (<i>pre-natal care</i>)                      Childbirth/Delivery Professional Services                      Childbirth/Delivery Facility Services  <a href="#">Diagnostic tests</a> (<i>ultrasounds and blood work</i>)  <a href="#">Specialist</a> visit (<i>anesthesia</i>)</p>		<p>This EXAMPLE event includes services like:  <a href="#">Primary care physician</a> office visits (<i>including disease education</i>)  <a href="#">Diagnostic tests</a> (<i>blood work</i>)  <a href="#">Prescription drugs</a>  <a href="#">Durable medical equipment</a> (<i>glucose meter</i>)</p>		<p>This EXAMPLE event includes services like:  <a href="#">Emergency room care</a> (<i>including medical supplies</i>)  <a href="#">Diagnostic test</a> (<i>x-ray</i>)  <a href="#">Durable medical equipment</a> (<i>crutches</i>)  <a href="#">Rehabilitation services</a> (<i>physical therapy</i>)</p>																																											
<b>Total Example Cost</b>	<b>\$12,700</b>	<b>Total Example Cost</b>	<b>\$5,600</b>	<b>Total Example Cost</b>	<b>\$2,800</b>																																										
<p>In this example, Peg would pay:</p> <table border="1"> <thead> <tr> <th colspan="2">Cost Sharing</th> </tr> </thead> <tbody> <tr> <td><a href="#">Deductibles</a></td> <td>\$1,600</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td>\$0</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td>\$1,500</td> </tr> <tr> <th colspan="2">What isn't covered</th> </tr> <tr> <td>Limits or exclusions</td> <td>\$60</td> </tr> <tr> <td><b>The total Peg would pay is</b></td> <td><b>\$3,160</b></td> </tr> </tbody> </table>		Cost Sharing		<a href="#">Deductibles</a>	\$1,600	<a href="#">Copayments</a>	\$0	<a href="#">Coinsurance</a>	\$1,500	What isn't covered		Limits or exclusions	\$60	<b>The total Peg would pay is</b>	<b>\$3,160</b>	<p>In this example, Joe would pay:</p> <table border="1"> <thead> <tr> <th colspan="2">Cost Sharing</th> </tr> </thead> <tbody> <tr> <td><a href="#">Deductibles</a></td> <td>\$1,600</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td>\$0</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td>\$1,440</td> </tr> <tr> <th colspan="2">What isn't covered</th> </tr> <tr> <td>Limits or exclusions</td> <td>\$60</td> </tr> <tr> <td><b>The total Joe would pay is</b></td> <td><b>\$3,100</b></td> </tr> </tbody> </table>		Cost Sharing		<a href="#">Deductibles</a>	\$1,600	<a href="#">Copayments</a>	\$0	<a href="#">Coinsurance</a>	\$1,440	What isn't covered		Limits or exclusions	\$60	<b>The total Joe would pay is</b>	<b>\$3,100</b>	<p>In this example, Mia would pay:</p> <table border="1"> <thead> <tr> <th colspan="2">Cost Sharing</th> </tr> </thead> <tbody> <tr> <td><a href="#">Deductibles</a></td> <td>\$1,600</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td>\$0</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td>\$200</td> </tr> <tr> <th colspan="2">What isn't covered</th> </tr> <tr> <td>Limits or exclusions</td> <td>\$0</td> </tr> <tr> <td><b>The total Mia would pay is</b></td> <td><b>\$1,800</b></td> </tr> </tbody> </table>		Cost Sharing		<a href="#">Deductibles</a>	\$1,600	<a href="#">Copayments</a>	\$0	<a href="#">Coinsurance</a>	\$200	What isn't covered		Limits or exclusions	\$0	<b>The total Mia would pay is</b>	<b>\$1,800</b>
Cost Sharing																																															
<a href="#">Deductibles</a>	\$1,600																																														
<a href="#">Copayments</a>	\$0																																														
<a href="#">Coinsurance</a>	\$1,500																																														
What isn't covered																																															
Limits or exclusions	\$60																																														
<b>The total Peg would pay is</b>	<b>\$3,160</b>																																														
Cost Sharing																																															
<a href="#">Deductibles</a>	\$1,600																																														
<a href="#">Copayments</a>	\$0																																														
<a href="#">Coinsurance</a>	\$1,440																																														
What isn't covered																																															
Limits or exclusions	\$60																																														
<b>The total Joe would pay is</b>	<b>\$3,100</b>																																														
Cost Sharing																																															
<a href="#">Deductibles</a>	\$1,600																																														
<a href="#">Copayments</a>	\$0																																														
<a href="#">Coinsurance</a>	\$200																																														
What isn't covered																																															
Limits or exclusions	\$0																																														
<b>The total Mia would pay is</b>	<b>\$1,800</b>																																														

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.

### Non-Discrimination Statement:

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

Providence Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - 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 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  
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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, 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 1-800-878-4445 (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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ 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. یگیرید تماس 1-800-878-4445

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)