

# Summary of Benefits

**Anthem Diabetes (HMO SNP)**

**Anthem Heart (HMO SNP)**

**Anthem Breathe (HMO SNP)**

**Available in Clark County**



## Introduction

This is a summary of health services and drugs covered by Anthem Diabetes (HMO SNP), Anthem Heart (HMO SNP) and Anthem Breathe (HMO SNP) from January 1, 2018 - December 31, 2018.

This Plan is Medicare Advantage HMO-SNP plan with a Medicare contract. Enrollment in the Plan depends on contract renewal.

The benefit information provided is a summary of what we cover and what you pay. It does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please request the *Evidence of Coverage* by calling Customer Service at (844) 309-6995, TTY: 711 where you will reach a licensed sales representative or going to <https://shop.anthem.com/medicare>.

## Who can join?

To join, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and be diagnosed with Chronic lung disorders, Cardiovascular Disorders and/or Chronic Heart Failure, and/or Diabetes Mellitus.

## Which doctors, hospitals and pharmacies can I use?

Our plans have a network of doctors, hospitals, pharmacies, and other providers. If you use the providers that are not in our network, the plan may not pay for these services.

You must generally use network pharmacies to fill your prescriptions for covered Part D drugs.

You can see our plan's provider and pharmacy directory at our website <https://shop.anthem.com/medicare>.

## What are my drug costs?

Our plan groups each drug into "tiers." The amount you pay depends on the drug's tier and what stage of the benefit you have reached.

## How to find out what your covered drugs will cost:

Step 1: Find your drug on the Formulary on our website at <https://shop.anthem.com/medicare>. Or you can call us and ask for a copy of the Formulary.

Step 2: Identify the drug tier in the Formulary.

Step 3: Go to the Outpatient Prescription Drugs section within this Summary of Benefits to match the tier.

## Need more information?

Call Customer Service at (844) 309-6995, TTY: 711.

Hours are 8 a.m. – 8 p.m., 7 days a week, October 1 to February 14 (except Thanksgiving and Christmas), and Monday through Friday from February 15 to September 30 (except holidays). You will reach a licensed sales representative.

Or visit us at <https://shop.anthem.com/medicare>.

This information is available for free in other languages.

Esta información esta disponible gratis en otros idiomas.

If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online at <http://www.medicare.gov> or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

## What is our service area?

Our service area includes Clark County.

Anthem Blue Cross and Blue Shield is an HMO plan with a Medicare contract. Enrollment in Anthem Blue Cross and Blue Shield depends on contract renewal. Anthem Blue Cross and Blue Shield is the trade name of Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. Contract administered by CareMore on behalf of Anthem. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/co-insurance may change on January 1 of each year. You must continue to pay your Medicare Part B premium. The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. Other Pharmacies/Physicians/Providers are available in our network.

	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
<b>Monthly Plan Premium</b>	\$0	\$0	\$0	In addition, you must keep paying your Medicare Part B premium.
<b>Part B Monthly Premium Reduction</b>	Not Applicable	Not Applicable	Not Applicable	
<b>Annual Maximum Out-of-Pocket Responsibility</b>	\$2,500	\$2,500	\$2,500	This is the most you pay for copays, coinsurance and other costs for in-network medical services during the year. If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay the full cost for the rest of the year.  Please note that you will still need to pay your monthly premiums and cost-sharing for your Part D prescription drugs.
<b>Inpatient Hospital Coverage</b>	Days 1 - 5: \$50 copay/day Days 6 - 90: \$0 You are covered for 345 days each benefit period	Days 1 - 5: \$50 copay/day Days 6 - 90: \$0 You are covered for 345 days each benefit period	Days 1 - 5: \$50 copay/day Days 6 - 90: \$0 You are covered for 345 days each benefit period	A benefit period begins the first day you go to a Medicare-covered inpatient hospital. A benefit period ends when you have not been admitted to a Medicare-covered inpatient hospital for 60 days in a row. For inpatient hospital care, the cost-sharing applies each time you are admitted to a

	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
				<p>network hospital. Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital. If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, your cost is the cost-sharing you would pay at a network hospital.</p> <p>Prior authorization may be required.</p>
<b>Outpatient Hospital</b>	\$50	\$50	\$50	<p><i>Requires prior authorization and referral.</i></p> <p>We cover medically-necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery</li> <li>• Laboratory and diagnostic tests billed by the hospital</li> </ul>

	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
				<ul style="list-style-type: none"> <li>• Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it</li> <li>• X-rays and other radiology services billed by the hospital</li> <li>• Medical supplies such as splints and casts</li> <li>• Certain screenings and preventive services</li> <li>• Certain drugs and biologicals that you can't give yourself</li> </ul>
<b>Doctor Visits</b>				
* Primary Care Physician	\$0	\$0	\$0	Prior authorization or referral from your primary care doctor may be required for specialist visits.
* Specialist	\$0 at CareMore Care Center or \$30	\$0 at CareMore Care Center or \$30	\$0 at CareMore Care Center or \$30	
<b>Preventive Care</b>	\$0	\$0	\$0	<p>Our plan covers many preventive services, including:</p> <ul style="list-style-type: none"> <li>• Abdominal aortic aneurysm screening</li> <li>• Alcohol misuse counseling</li> </ul>

	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
				<ul style="list-style-type: none"> <li>• Bone mass measurement</li> <li>• Breast cancer screening (mammogram)</li> <li>• Cardiovascular disease (behavioral therapy)</li> <li>• Cardiovascular screenings</li> <li>• Cervical and vaginal cancer screening</li> <li>• Colorectal cancer screenings (Colonoscopy, Fecal occult blood test, Flexible sigmoidoscopy)</li> <li>• Depression screening</li> <li>• Diabetes screenings</li> <li>• HIV screening</li> <li>• Medical nutrition therapy services</li> <li>• Obesity screening and counseling</li> <li>• Prostate cancer screenings (PSA)</li> <li>• Sexually transmitted infections screening and counseling</li> <li>• Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)</li> <li>• Vaccines, including Flu shots, Hepatitis B shots, Pneumococcal shots</li> <li>• "Welcome to Medicare" preventive visit (one-time)</li> </ul>

	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
				<ul style="list-style-type: none"> <li>Yearly "Wellness" visit</li> </ul> Any additional preventive services approved by Medicare during the contract year will be covered.
<b>Emergency Care</b>	\$100 per visit \$10,000 annual limit, ER and Urgent Care combined, outside the U.S. and its territories every year	\$100 per visit \$10,000 annual limit, ER and Urgent Care combined, outside the U.S. and its territories every year	\$100 per visit \$10,000 annual limit, ER and Urgent Care combined, outside the U.S. and its territories every year	If you are admitted to the hospital within 24 hours, you do not have to pay your share of the cost for emergency care. See the "Inpatient Hospital Care" section of this booklet for other costs.  If you are admitted to the hospital within 24 hours for the same condition, you pay \$0 for the emergency room visit.
<b>Urgently Needed Services</b>	\$20 Copay \$10,000 annual limit, ER and Urgent Care combined, outside the U.S. and its territories every year	\$20 Copay \$10,000 annual limit, ER and Urgent Care combined, outside the U.S. and its territories every year	\$20 Copay \$10,000 annual limit, ER and Urgent Care combined, outside the U.S. and its territories every year	
<b>Diagnostic Services/Labs/Imaging</b>				Costs for these services may vary based on place of service.  Prior authorization or referral may be required.
* Diagnostic radiology services (CT/MRI/PET)	\$150	\$150	\$150	
* Diagnostic tests and procedures	\$0	\$0	\$0	



	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
* Lab tests	\$0	\$0	\$0	
* X-rays	\$5	\$5	\$5	
* Therapeutic radiology (radiation therapy)	20% coinsurance	20% coinsurance	20% coinsurance	
<b>Hearing Services</b>				
* Hearing exam to diagnose & treat hearing & balance issues	\$0	\$0	\$0	
* Routine hearing exam (1 per year)	\$0	\$0	\$0	
* Hearing aid fitting/ evaluation (1 per year)	\$0	\$0	\$0	
* Hearing aids (allowance)	\$0 copay for two (2) digital hearing aids from the approved list, once every three (3) years.	\$0 copay for two (2) digital hearing aids from the approved list, once every three (3) years.	\$0 copay for two (2) digital hearing aids from the approved list, once every three (3) years.	Hearing Aids: Alternatively, an allowance of up to \$1,000.00 can be applied towards the cost of other hearing aids, once every three (3) years.
<b>Non-routine Dental Services (Medicare-covered)</b>	\$30	\$30	\$30	Limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician. This does not include services in connection with care,

	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
				treatment, filling, removal, or replacement of teeth. Prior authorization or referral may be required.
<b>Vision Services</b>				
* Exam to diagnose & treat disease & conditions of the eye (including yearly glaucoma screening)	\$0 at PCP; \$30 at specialist	\$0 at PCP; \$30 at specialist	\$0 at PCP; \$30 at specialist	Our plan pays up to \$100 every 2 years for eyewear.
* Routine eye exam (1 every year)	\$0	\$0	\$0	
* Eyeglass lenses (1 every 2 years)	\$0	\$0	\$0	
* Contact lenses (1 every 2 years)	\$25 copay	\$25 copay	\$25 copay	
* Eyeglass frames (1 every 2 years)	\$25 copay	\$25 copay	\$25 copay	
* Eyeglasses or contact lenses after cataract surgery	\$0	\$0	\$0	
<b>Mental Health Services</b>				
* Inpatient visit	Days 1 - 5: \$50 copay/day Days 6 - 90: \$0 You are covered for up to 60 additional days per benefit period	Days 1 - 5: \$50 copay/day Days 6 - 90: \$0 You are covered for up to 60 additional days per benefit period	Days 1 - 5: \$50 copay/day Days 6 - 90: \$0 You are covered for up to 60 additional days per benefit period	A benefit period begins the first day you go to a Medicare-covered inpatient psychiatric facility. A benefit period ends when you have not been admitted to a Medicare-covered inpatient psychiatric facility for 60 days in a row. For

	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
* Outpatient group or individual therapy visit	\$0 at CareMore Care Center or \$15  For Medicare-covered outpatient mental health care services, you pay: \$0 copay for care provided by CareMore or at CareMore Behavioral Health Centers. \$15 co-pay for each visit to a network mental health provider's office.	\$0 at CareMore Care Center or \$15  For Medicare-covered outpatient mental health care services, you pay: \$0 copay for care provided by CareMore or at CareMore Behavioral Health Centers. \$15 co-pay for each visit to a network mental health provider's office.	\$0 at CareMore Care Center or \$15  For Medicare-covered outpatient mental health care services, you pay: \$0 copay for care provided by CareMore or at CareMore Behavioral Health Centers. \$15 co-pay for each visit to a network mental health provider's office.	inpatient mental health, the cost-sharing applies each time you are admitted to a network hospital. Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital.  Prior authorization or referral may be required.
* Outpatient group or individual therapy visit at a network psychiatrist's office	\$30	\$30	\$30	
<b>Skilled Nursing Facility</b>	Days 1 - 20: \$0 Days 21 - 100: \$100 copay/day	Days 1 - 20: \$0 Days 21 - 100: \$100 copay/day	Days 1 - 20: \$0 Days 21 - 100: \$100 copay/day	Our plan covers up to 100 days in a SNF.  No prior hospital stay required.

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				Prior authorization or referral from your doctor may be required.
<b>Physical Therapy</b>	\$0 at CareMore Care Center or \$15	\$0 at CareMore Care Center or \$15	\$0 at CareMore Care Center or \$15	Prior authorization or referral from your doctor may be required.
<b>Ambulance</b>	\$195	\$195	\$195	Prior authorization may be required.
<b>Transportation</b>	\$0 copay; 12 One Way Trips to plan-approved locations; Unlimited trips to scheduled medical appointments and services provided by CareMore care programs, excluding Nifty after Fifty® (NAF)	\$0 copay; 12 One Way Trips to plan-approved locations; Unlimited trips to scheduled medical appointments and services provided by CareMore care programs, excluding Nifty after Fifty® (NAF)	\$0 copay; 12 One Way Trips to plan-approved locations; Unlimited trips to scheduled medical appointments and services provided by CareMore care programs, excluding Nifty after Fifty® (NAF)	General authorization rules may apply. *Plan approved locations are locations that are contracted with CareMore and/or they require an authorization.
<b>Medicare Part B Drugs</b>				Prior authorization may be required.
* Part B drugs such as chemotherapy drugs	20% coinsurance	20% coinsurance	20% coinsurance	
* Other Part B drugs	20% coinsurance	20% coinsurance	20% coinsurance	

**Outpatient Prescription Drugs – Initial Coverage Stage Copays  
for Anthem Diabetes (HMO SNP), Anthem Heart (HMO SNP) and Anthem Breathe (HMO SNP)**

<b>Tier</b>	<b>Preferred Retail (30-day supply)</b>	<b>Standard Retail (30-day supply)</b>	<b>What You Should Know</b>
<b>Tier 1 (Preferred Generic)</b>	\$0	\$5	You pay these copays until your total yearly drug costs reach \$3,750. Total yearly
<b>Tier 2 (Generic)</b>	\$7.50	\$12.50	

Tier	Preferred Retail (30-day supply)	Standard Retail (30-day supply)	What You Should Know
Tier 3 (Preferred Brand)	\$40	\$45	<p>drug costs are the total drug costs paid by both you and our Part D plan.</p> <p>Cost sharing may change depending on the pharmacy you choose and when you enter another phase of the Part D benefit. For more information on the additional pharmacy-specific cost-sharing and the phases of the benefit, please call us or refer to the <i>Evidence of Coverage</i>.</p> <p>Mail-order prescriptions (90-day supply) cost 2 times the amount of a 30-day supply.</p>
Tier 4 (Non-Preferred)	\$85	\$95	
Tier 5 (Specialty)	33%	33%	
Tier 6 (Select Care Drugs)	\$0	\$0	

**Outpatient Prescription Drugs – Coverage Gap and Catastrophic Coverage Stage Copay**

	Anthem Diabetes (HMO SNP)	Anthem Heart (HMO SNP)	Anthem Breathe (HMO SNP)	What You Should Know
<b>Coverage in the Gap</b> (after prescription costs reach <b>\$3,750</b> )	All Tier 1 & 2 drugs & selected Tier 6 drugs are covered in the Gap. For other drugs, you pay no more than 35% of the cost for brand drugs & 44% of the cost for generic drugs.	All Tier 1 & 2 drugs & selected Tier 6 drugs are covered in the Gap. For other drugs, you pay no more than 35% of the cost for brand drugs & 44% of the cost for generic drugs.	All Tier 1 & 2 drugs & selected Tier 6 drugs are covered in the Gap. For other drugs, you pay no more than 35% of the cost for brand drugs & 44% of the cost for generic drugs.	

	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
<b>Catastrophic Coverage</b> (after prescription costs reach \$5,000)	\$0 for Tier 1 & 6; greater of \$3.35 copay or 5% coinsurance for Tier 2; greater of \$8.35 copay or 5% coinsurance for Tier 3, 4 & 5	\$0 for Tier 1 & 6; greater of \$3.35 copay or 5% coinsurance for Tier 2; greater of \$8.35 copay or 5% coinsurance for Tier 3, 4 & 5	\$0 for Tier 1 & 6; greater of \$3.35 copay or 5% coinsurance for Tier 2; greater of \$8.35 copay or 5% coinsurance for Tier 3, 4 & 5	
<b>Additional Medical Benefits</b>				
	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
<b>Foot Care</b> (podiatry services)				
* Foot exams & treatment for diabetes-related nerve damage or certain conditions	\$0 at CareMore Care Center or \$30	\$0 at CareMore Care Center or \$30	\$0 at CareMore Care Center or \$30	Prior authorization or referral from your doctor may be required.
* Routine foot care	\$0 at CareMore Care Center or \$30; 12 visits/year	\$0 at CareMore Care Center or \$30; 12 visits/year	\$0 at CareMore Care Center or \$30; 9 visits/year	
<b>Medical Equipment Supplies</b>				
* Durable medical equipment (wheelchairs, oxygen, etc.)	0% coinsurance, \$0-\$499; 20% coinsurance, \$500 +	0% coinsurance, \$0-\$499; 20% coinsurance, \$500 +	0% coinsurance, \$0-\$499; 20% coinsurance, \$500 +	Prior authorization may be required
* Prosthetic devices (braces, artificial limbs) and related medical supplies	0% coinsurance, \$0-\$499; 20% coinsurance, \$500+	0% coinsurance, \$0-\$499; 20% coinsurance, \$500+	0% coinsurance, \$0-\$499; 20% coinsurance, \$500+	
<b>Wellness Programs</b> (exercise & fitness)	\$0 Nifty after Fifty*	\$0 Nifty after Fifty*	\$0 Nifty after Fifty*	

	<b>Anthem Diabetes (HMO SNP)</b>	<b>Anthem Heart (HMO SNP)</b>	<b>Anthem Breathe (HMO SNP)</b>	<b>What You Should Know</b>
<b>Outpatient Rehabilitation Services</b>				
* Cardiac (heart) rehab services (maximum 2 one hour sessions per day for up to 36 sessions up to 36 weeks)	\$20	\$20	\$20	Prior authorization or referral from your doctor may be required.
* Occupational therapy visits	\$15	\$15	\$15	
* Speech & language therapy visits	\$15	\$15	\$15	

**You have the following choice(s) for Optional Supplemental Benefits:**

<b>Optional Supplemental Benefits - High Option Dental Plan</b>		
<b>Dental Services</b>	<p>Monthly Premium: \$35 per month</p> <p>You must keep paying your Medicare Part B premium and your monthly plan premium, if applicable.</p> <p>This package does not have a deductible.</p>	<p>Benefits include:</p> <ul style="list-style-type: none"> <li>*Preventive Dental</li> <li>*Comprehensive Dental</li> </ul> <p>There is a \$1,500 maximum limit for benefits per calendar year.</p>

## Anthem Blue Cross and Blue Shield — H4346

### 2018 Medicare Star Ratings\*

The Medicare Program rates all health and prescription drug plans each year, based on a plan's quality and performance. Medicare Star Ratings help you know how good a job our plan is doing. You can use these Star Ratings to compare our plan's performance to other plans. The two main types of Star Ratings are:

- 1) An Overall Star Rating that combines all of our plan's scores.
- 2) Summary Star Rating that focuses on our medical or our prescription drug services.

Some of the areas Medicare reviews for these ratings include:

- How our members rate our plan's services and care;
- How well our doctors detect illnesses and keep members healthy;
- How well our plan helps our members use recommended and safe prescription medications.

For 2018, Anthem Blue Cross and Blue Shield received the following Overall Star Rating from Medicare.



3.5 Stars

We received the following Summary Star Rating for Anthem Blue Cross and Blue Shield's health/drug plan services:



3.5 Stars

Health Plan Services:



4.5 Stars

Drug Plan Services:

The number of stars shows how well our plan performs.

- ★★★★★ 5 Stars - excellent
- ★★★★ 4 Stars - above average
- ★★★ 3 Stars - average
- ★★ 2 Stars - below average
- ★ 1 Stars - poor

Learn more about our plan and how we are different from other plans at [www.medicare.gov](http://www.medicare.gov). You may also contact us 7 days a week from 8:00 a.m. to 8:00 p.m. Pacific time at 844-309-6995 (toll-free) or 711 (TTY), from October 1 to February 14. Our hours of operation from February 15 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Pacific time. Current members please call 800-499-2793 (toll-free) or 711 (TTY).

Anthem Blue Cross and Blue Shield is an HMO plan with a Medicare contract. Enrollment in Anthem Blue Cross and Blue Shield depends on contract renewal. We do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability in our health programs and activities. ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-844-309-6995 (TTY: 711). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-309-6995 (TTY: 711). PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-309-6995 (TTY/TDD: 711)

\*Star Ratings are based on 5 Stars. Star Ratings are assessed each year and may change from one year to the next.



## NOTICE OF NON-DISCRIMINATION

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

We:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - o Qualified sign language interpreters
  - o 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:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact Member Services. If you believe that we have 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: Member Services, Appeals & Grievances, 12900 Park Plaza Drive, Suite 150, Mailstop 6150, Cerritos, CA 90703, 1-800-499-2793, TTY 711. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Member Services Representative is available to help you.

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, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

*Amharic* ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-499-2793 (መስማት ለተሳናቸው: 711)።

*Arabic* ملحوظة: إذا كنت تتحدث بلغة أخرى، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم 1-800-499-2793 (للصم والبكم: 711)

*Armenian* ՈՒՇԱՂՐՈՒԹՅՈՒՆՆԵՐ Երբե խոսում եք հայերեն, սպա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 1-800-499-2793 (TTY: 711)።

*Bengali* লক্ষ্য করুন: যদি আপনি অন্য ভাষায় কথা বলেন, তাহলে আপনার জন্য নি:খরচায় ভাষা সহায়তা পরিষেবাউপলব্ধ রয়েছে। ফোন করুন 1-800-499-2793 (TTY: 711)።

*Chinese* 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 1-800-499-2793 (TTY: 711)።

*English* ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-499-2793 (TTY: 711)።

*French* ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-499-2793 (ATS : 711)።

