



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, go to <https://regence.com/go/2023/policy/UT/SaveWellSilver5350+300SaveWellEx> or call 1 (888) 231-8424. 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 [healthcare.gov/sbc-glossary](https://healthcare.gov/sbc-glossary) or call 1 (888) 231-8424 to request a copy.

| Important Questions   | Answers  | Why This Matters:   |
|---|--|---|
| <b>What is the overall <u>deductible</u>?</b>                             | \$0 at an Indian Health Care Provider (IHCP) or IHCP referral to a non-IHCP; or \$5,350 individual / \$10,700 family per calendar year.                        | 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> .   |
| <b>Are there services covered before you meet your <u>deductible</u>?</b> | Yes. Certain <u>preventive care</u> and those services listed below as " <u>deductible</u> does not apply" or as "No charge."                                  | 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>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <a href="https://healthcare.gov/coverage/preventive-care-benefits/">healthcare.gov/coverage/preventive-care-benefits/</a> .  |
| <b>Are there other <u>deductibles</u> for specific services?</b>          | No.  | You don't have to meet <u>deductibles</u> for specific services.  |
| <b>What is the <u>out-of-pocket limit</u> for this <u>plan</u>?</b>       | \$9,100 individual / \$18,200 family per calendar year.  | 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.  |
| <b>What is not included in the <u>out-of-pocket limit</u>?</b>            | <u>Premiums</u> , <u>balance-billing</u> charges, and health care this <u>plan</u> doesn't cover.  | Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .  |
| <b>Will you pay less if you use a <u>network provider</u>?</b>            | Yes. See <a href="https://regence.com/go/UT/SaveWell">https://regence.com/go/UT/SaveWell</a> or call 1 (888) 231-8424 for a list of <u>network providers</u> . | 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> . 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 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. |
| <b>Do you need a <u>referral</u> to see a <u>specialist</u>?</b>          | 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 **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  |
|---|--|---|---|--|---|
|   |  | Indian Health Care Provider (IHCP)<br>(You pay the least) | Non-IHCP In-Network Provider<br>(You pay more)  | Non-IHCP Out-of-Network Provider<br>(You pay the most) |   |
| <b>If you visit a health care provider's office or clinic</b>   | Primary care visit to treat an injury or illness | No charge   | \$10 <u>copay</u> / office visit, <u>deductible</u> does not apply;<br><br>10% <u>coinsurance</u> for all other services  | Not covered  | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.<br><u>Copayment</u> applies to each in-network primary care office visit only. All other services are covered at the <u>coinsurance</u> specified, after <u>deductible</u> .  |
|   | <u>Specialist</u> visit                          | No charge   | 10% <u>coinsurance</u>  | Not covered  |   |
|   | <u>Preventive care/screening/immunization</u>    | No charge   | No charge   | Not covered  | You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.   |
| <b>If you have a test</b>   | <u>Diagnostic test</u> (x-ray, blood work)       | No charge   | 10% <u>coinsurance</u>  | Not covered  | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.   |
|   | Imaging (CT/PET scans, MRIs)                     | No charge   | 10% <u>coinsurance</u>  | Not covered  |   |
| <b>If you need drugs to treat your illness or condition</b><br>More information about <u>prescription drug coverage</u> is available at <a href="https://regence.com/go/2023/UT/6tier">https://regence.com/go/2023/UT/6tier</a> | Preferred generic drugs & generic drugs          | No charge   | \$5 <u>copay</u> / preferred retail prescription<br>\$15 <u>copay</u> / preferred home delivery prescription<br>20% <u>coinsurance</u> / retail prescription<br>20% <u>coinsurance</u> / home delivery prescription | Not covered  | <u>Prescription drugs</u> not on the Drug List are not covered, unless an exception is approved.<br><u>Deductible</u> does not apply for insulin, preferred generic and generic drugs and drugs specifically designated as preventive for treatment of chronic diseases that are on the Optimum Value Medication List.<br>Coverage includes self-administrable cancer chemotherapy drugs at 10% <u>coinsurance</u> for retail and home delivery (mail order) prescription, refer to your <u>plan</u> for further information.<br>90-day supply / retail prescription (your <u>cost share</u> is per 30-day supply)<br>90-day supply / home delivery (mail order) prescription<br>30-day supply / <u>specialty drug</u> prescription or self-administrable cancer chemotherapy drugs |
|   | Preferred brand drugs                            | No charge   | 20% <u>coinsurance</u> / retail prescription<br>20% <u>coinsurance</u> / home delivery prescription   | Not covered  |   |
|   | Brand drugs                                      | No charge   | 50% <u>coinsurance</u> / retail prescription  | Not covered  |   |

| Common Medical Event           | Services You May Need                                     | What You Will Pay   |  |  | Limitations, Exceptions, & Other Important Information  |
|--------------------------------|---|---|--|--|---|
|                                |   | Indian Health Care Provider (IHCP)<br>(You pay the least) | Non-IHCP In-Network Provider<br>(You pay more)   | Non-IHCP Out-of-Network Provider<br>(You pay the most) |   |
|                                |   |   | 50% <u>coinsurance</u> / home delivery prescription  |  | <p><u>Specialty drugs</u> are not available through home delivery (mail order).<br/> <u>Cost shares</u> for preferred brand insulin will not exceed \$27 / 30-day supply retail prescription or \$81 / 90-day supply home delivery (mail order) prescription.<br/>           No charge for certain preventive drugs, contraceptives and immunizations at a participating pharmacy.<br/>           If you fill a brand drug or <u>specialty drug</u> when there is an equivalent generic drug or specialty biosimilar drug available, you pay the difference in cost in addition to the <u>copayment</u> and/or <u>coinsurance</u>.<br/>           The first fill of <u>specialty drugs</u> may be provided by a retail pharmacy; additional refills must be provided by a specialty pharmacy.<br/>           Medications used as part of an outpatient cancer drug treatment regimen that is provided and dispensed in a professional setting will be subject to these prescription benefits.</p> |
|                                | Preferred <u>specialty drugs</u> & <u>specialty drugs</u> | No charge   | 40% <u>coinsurance</u> / preferred <u>specialty drug</u><br>50% <u>coinsurance</u> / <u>specialty drug</u> | Not covered  |   |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center)            | No charge   | 10% <u>coinsurance</u>   | Not covered  | <p><u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.</p>  |
|                                | Physician/surgeon fees                                    | No charge   | 10% <u>coinsurance</u>   | Not covered  |   |

| Common Medical Event  | Services You May Need                     | What You Will Pay   |  |  | Limitations, Exceptions, & Other Important Information   |
|---|---|---|--|--|--|
|   |   | Indian Health Care Provider (IHCP)<br>(You pay the least) | Non-IHCP In-Network Provider<br>(You pay more)   | Non-IHCP Out-of-Network Provider<br>(You pay the most)   |  |
| If you need immediate medical attention                                   | <u>Emergency room care</u>                | No charge   | 10% <u>coinsurance</u>   | 10% <u>coinsurance</u>   | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.  |
|   | <u>Emergency medical transportation</u>   | No charge   | 10% <u>coinsurance</u>   | 10% <u>coinsurance</u>   | In- <u>network</u> and out-of- <u>network</u> services apply to the in- <u>network deductible</u> .  |
|   | <u>Urgent care</u>                        | No charge   | \$80 <u>copay</u> / office visit, <u>deductible</u> does not apply;<br><br>10% <u>coinsurance</u> for all other services | \$80 <u>copay</u> / office visit, <u>deductible</u> does not apply;<br><br>10% <u>coinsurance</u> for all other services | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.<br><u>Copayment</u> applies to each in- <u>network</u> or out-of- <u>network</u> office visit only. All other services are covered at the <u>coinsurance</u> specified, after <u>deductible</u> .              |
| If you have a hospital stay   | Facility fee (e.g., hospital room)        | No charge   | 10% <u>coinsurance</u>   | Not covered  | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.  |
|   | Physician/surgeon fees                    | No charge   | 10% <u>coinsurance</u>   | Not covered  | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.  |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                       | No charge   | 10% <u>coinsurance</u>   | Not covered  | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.  |
|   | Inpatient services                        | No charge   | 10% <u>coinsurance</u>   | Not covered  | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.  |
| If you are pregnant   | Office visits                             | No charge   | 10% <u>coinsurance</u>   | Not covered  | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.  |
|   | Childbirth/delivery professional services | No charge   | 10% <u>coinsurance</u>   | Not covered  | Adoption coverage is paid at the in- <u>network</u> benefit, limited to \$4,000 / pregnancy. The adoption indemnity benefit is not exchangeable for infertility treatment benefits.  |
|   | Childbirth/delivery facility services     | No charge   | 10% <u>coinsurance</u>   | Not covered  | <u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). |

| Common Medical Event  | Services You May Need            | What You Will Pay   |  |  | Limitations, Exceptions, & Other Important Information  |
|---|----------------------------------|---|--|--|---|
|   |                                  | Indian Health Care Provider (IHCP)<br>(You pay the least) | Non-IHCP In-Network Provider<br>(You pay more) | Non-IHCP Out-of-Network Provider<br>(You pay the most) |   |
| <b>If you need help recovering or have other special health needs</b> | <u>Home health care</u>          | No charge   | 10% <u>coinsurance</u>                         | Not covered  | 30 visits / year<br><u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.   |
|   | <u>Rehabilitation services</u>   | No charge   | 10% <u>coinsurance</u>                         | Not covered  | 30 inpatient days / year for rehabilitation and skilled nursing care combined<br>20 outpatient visits combined / year<br><u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.<br>Includes physical therapy, occupational therapy and speech therapy. |
|   | <u>Habilitation services</u>     | No charge   | 10% <u>coinsurance</u>                         | Not covered  | 30 inpatient days and 20 outpatient visits combined / year<br><u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.<br>Includes physical therapy, occupational therapy and speech therapy.  |
|   | <u>Skilled nursing care</u>      | No charge   | 10% <u>coinsurance</u>                         | Not covered  | 30 inpatient days / year for rehabilitation and skilled nursing care combined<br><u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.  |
|   | <u>Durable medical equipment</u> | No charge   | 10% <u>coinsurance</u>                         | Not covered  | <u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.   |
|   | <u>Hospice services</u>          | No charge   | 10% <u>coinsurance</u>                         | Not covered  | 6 months hospice / 3 years<br><u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.   |

| Common Medical Event                          | Services You May Need      | What You Will Pay   |  |  | Limitations, Exceptions, & Other Important Information  |
|---|----------------------------|---|--|--|---|
|   |                            | Indian Health Care Provider (IHCP)<br>(You pay the least) | Non-IHCP In-Network Provider<br>(You pay more) | Non-IHCP Out-of-Network Provider<br>(You pay the most) |   |
| <b>If your child needs dental or eye care</b> | Children's eye exam        | No charge   | No charge                                      | Not covered  | 1 routine eye examination / year for individuals under age 19<br><u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.  |
|   | Children's glasses         | No charge   | No charge                                      | Not covered  | 1 pair of lenses / year<br>1 set of frames / year<br>Glasses limited to individuals under age 19.<br>Frames from VSP doctors are limited to Otis & Piper Eyewear Collection.<br><u>Cost sharing</u> waived at a non-IHCP with an IHCP referral. |
|   | Children's dental check-up | No charge   | No charge                                      | Not covered  | 2 cleanings / year<br>2 preventive oral examinations / year<br>Coverage limited to individuals under age 19.<br><u>Cost sharing</u> waived at a non-IHCP with an IHCP referral.   |

**Excluded Services & Other Covered Services:**

**Exclusion Examples**

The following examples of limitations and exclusions are included to illustrate the types of conditions, treatments, services, supplies or accommodations that may not be covered under your plan, including related secondary medical conditions and are not all inclusive:

- charges in connection with reconstructive or plastic surgery that may have limited benefits, such as a chemical peel that does not alleviate a functional impairment;
- complications relating to services and supplies for, or in connection with, gastric or intestinal bypass, gastric stapling, or other similar surgical procedure to facilitate weight loss, or for, or in connection with, reversal or revision of such procedures, or any direct complications or consequences thereof;
- complications by infection from a cosmetic procedure, except in cases of reconstructive surgery:
  - when the service is incidental to or follows a surgery resulting from trauma, infection or other diseases of the involved part; or
  - related to a congenital disease or anomaly of a covered child that has resulted in functional defect; or
- complications that result from an injury or illness resulting from active participation in illegal activities.

| Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or <u>plan</u> document for more information and a list of any other <u>excluded services</u> .)   |   |  |
|--|---|--|
| <ul style="list-style-type: none"><li>• Abortion (except in cases of rape, incest or to avert the death of the enrolled individual)</li><li>• Acupuncture</li><li>• Bariatric surgery</li><li>• Chiropractic care, spinal manipulations only</li></ul> | <ul style="list-style-type: none"><li>• Cosmetic surgery, except congenital anomalies</li><li>• Dental care (Adult)</li><li>• Hearing aids</li><li>• Infertility treatment</li><li>• Long-term care</li></ul> | <ul style="list-style-type: none"><li>• Private-duty nursing</li><li>• Routine eye care (Adult)</li><li>• Routine foot care, except for diabetic patients</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 <u>plan</u> document.)  |   |  |
| <ul style="list-style-type: none"><li>• Non-emergency care when traveling outside the U.S.</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: the U.S. Department of Labor, Employee Benefits Security Administration at 1 (866) 444-3272 or [dol.gov/ebsa/healthreform](http://dol.gov/ebsa/healthreform), or the U.S. Department of Health and Human Services, Center for Consumer Information and Insurance Oversight at 1 (877) 267-2323 ext. 61565 or [cciio.cms.gov](http://cciio.cms.gov) or your state insurance department. You may also contact the plan at 1 (888) 231-8424. 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 [HealthCare.gov](http://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 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 the plan at 1 (888) 231-8424 or visit [regence.com](http://regence.com) or the U.S. Department of Labor, Employee Benefits Security Administration at 1 (866) 444-3272 or [dol.gov/ebsa/healthreform](http://dol.gov/ebsa/healthreform). You may also contact the Utah Department of Insurance by calling 1 (801) 957-9200 or the toll-free message line at 1 (800) 439-3805; by writing to the Utah Department of Insurance, 4315 S 2700 W, Suite 2300, Taylorsville, UT 84129; through the Internet at: [www.insurance.utah.gov](http://www.insurance.utah.gov); or by E-mail at: [healthappeals.uid@utah.gov](mailto:healthappeals.uid@utah.gov).

**Does this plan provide Minimum Essential Coverage? Yes**

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

**Does this plan meet the Minimum Value Standards? Yes**

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

**Language Access Services:**

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1 (888) 231-8424.

*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)

|   |     |
|---|-----|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$0 |
| ■ <u>Specialist</u> <u>coinsurance</u>        | 0%  |
| ■ Hospital (facility) <u>coinsurance</u>      | 0%  |
| ■ Other <u>coinsurance</u>                    | 0%  |

This **EXAMPLE** event includes services like:

Specialist office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
Diagnostic tests (*ultrasounds and blood work*)  
Specialist visit (*anesthesia*)

|                           |                 |
|---------------------------|-----------------|
| <b>Total Example Cost</b> | <b>\$12,700</b> |
|---------------------------|-----------------|

In this example, Peg would pay:

*Cost Sharing*

|                    |     |
|--------------------|-----|
| <u>Deductibles</u> | \$0 |
| <u>Copayments</u>  | \$0 |
| <u>Coinsurance</u> | \$0 |

*What isn't covered*

|                      |      |
|----------------------|------|
| Limits or exclusions | \$61 |
|----------------------|------|

|                                   |             |
|-----------------------------------|-------------|
| <b>The total Peg would pay is</b> | <b>\$61</b> |
|-----------------------------------|-------------|

### Managing Joe's Type 2 Diabetes

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

|   |     |
|---|-----|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$0 |
| ■ <u>Specialist</u> <u>coinsurance</u>        | 0%  |
| ■ Hospital (facility) <u>coinsurance</u>      | 0%  |
| ■ Other <u>coinsurance</u>                    | 0%  |

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*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$5,600</b> |
|---------------------------|----------------|

In this example, Joe would pay:

*Cost Sharing*

|                    |     |
|--------------------|-----|
| <u>Deductibles</u> | \$0 |
| <u>Copayments</u>  | \$0 |
| <u>Coinsurance</u> | \$0 |

*What isn't covered*

|                      |       |
|----------------------|-------|
| Limits or exclusions | \$178 |
|----------------------|-------|

|                                   |              |
|-----------------------------------|--------------|
| <b>The total Joe would pay is</b> | <b>\$178</b> |
|-----------------------------------|--------------|

### Mia's Simple Fracture

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

|   |     |
|---|-----|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$0 |
| ■ <u>Specialist</u> <u>coinsurance</u>        | 0%  |
| ■ Hospital (facility) <u>coinsurance</u>      | 0%  |
| ■ Other <u>coinsurance</u>                    | 0%  |

This **EXAMPLE** event includes services like:

Emergency room care (*including medical supplies*)  
Diagnostic test (*x-ray*)  
Durable medical equipment (*crutches*)  
Rehabilitation services (*physical therapy*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$2,800</b> |
|---------------------------|----------------|

In this example, Mia would pay:

*Cost Sharing*

|                    |     |
|--------------------|-----|
| <u>Deductibles</u> | \$0 |
| <u>Copayments</u>  | \$0 |
| <u>Coinsurance</u> | \$0 |

*What isn't covered*

|                      |     |
|----------------------|-----|
| Limits or exclusions | \$0 |
|----------------------|-----|

|                                   |            |
|-----------------------------------|------------|
| <b>The total Mia would pay is</b> | <b>\$0</b> |
|-----------------------------------|------------|

Note: These numbers assume the patient received care from an IHCP or with an IHCP referral to a non-IHCP. If you received care from a non-IHCP without a referral from an IHCP your costs may be higher.

The plan would be responsible for the other costs of these EXAMPLE covered services.

## NONDISCRIMINATION NOTICE

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

### **Regence:**

**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, and 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 need these services listed above, please contact:

### **Medicare Customer Service**

1-800-541-8981 (TTY: 711)

### **Customer Service for all other plans**

1-888-344-6347 (TTY: 711)

If you believe that Regence 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 civil rights coordinator below:

### **Medicare Customer Service**

Civil Rights Coordinator

MS: B32AG, PO Box 1827

Medford, OR 97501

1-866-749-0355, (TTY: 711)

Fax: 1-888-309-8784

medicareappeals@regence.com

### **Customer Service for all other plans**

Civil Rights Coordinator

MS CS B32B, P.O. Box 1271

Portland, OR 97207-1271

1-888-344-6347, (TTY: 711)

CS@regence.com

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 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, 800-537-7697 (TDD).

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

## Language assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (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 1-888-344-6347 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-344-6347 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-344-6347 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-344-6347 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-344-6347 (телетайп: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-344-6347 (ATS : 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。1-888-344-6347 (TTY:711) まで、お電話にてご連絡ください。

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih 1-888-344-6347 (TTY: 711.)

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea te ke lava 'o ma'u ia. ha'o telefonimai mai ki he fika 1-888-344-6347 (TTY: 711)

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-344-6347 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711)

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-344-6347 (TTY: 711)។

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-344-6347 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienstleistungen zur Verfügung. Rufnummer: 1-888-344-6347 (TTY: 711)

ማስታወሻ:- የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፤ በሚከተለው ቁጥር ይደውሉ 1-888-344-6347 (መስማት ለተሳናቸው:- 711)::

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-344-6347 (телетайп: 711)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-344-6347 (टिक्टाइप: 711)

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-344-6347 (TTY: 711)

MAANDO: To a waawi [Adamawa], e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-344-6347 (TTY: 711)

โปรดทราบ: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-344-6347 (TTY: 711)

ប្រៃសណីយ៍: ថ្នាំថា វាមានជ័យជោគ ១១, ការបំបិទការឆ្លងច្រើនក្នុងការសាងសង់, ដោយបំបិទការឆ្លងច្រើនក្នុងការសាងសង់ ១១ 1-888-344-6347 (TTY: 711)

Afaan dubbattan Oroomiffaa tiif, tajaajila gargaarsa afaanii tola ni jira. 1-888-344-6347 (TTY: 711) tiin bilbilaa.

توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-344-6347 (TTY: 711) تماس بگیرید.

ملحوظة: إذا كنت تتحدث فاذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-344-6347 (رقم هاتف الصم والبكم 711 TTY)

