



Summary of Benefits

Braven Medicare Choice (PPO)

January 1, 2023 – December 31, 2023

Service area for this plan includes: Bergen, Essex, Hudson, Middlesex, Monmouth, Ocean, Passaic and Union counties.

Y0159_H0885_001_SB_2023_M

This booklet gives you a summary of what we cover and what you pay. It doesn't list every service we cover or list every limitation or exclusion. To get a complete list of services, cost shares and exclusions, please refer to our Evidence of Coverage, which can be found online at [BravenHealth.com/2023EOCChoice](https://bravenhealth.com/2023EOCChoice). Or, you can call us at 1-833-272-8360 (TTY **711**) to request a mailed copy. Hours of operation are: October 1 – March 31: Monday – Sunday, from 8:00 a.m. to 8:00 p.m., ET and April 1 – September 30: Monday – Friday, from 8:00 a.m. to 8:00 p.m., ET.

If you are a member of this plan, call toll-free 1-833-272-8360 (TTY **711**).

If you are not a member of this plan, call toll-free 1-833-713-1313 (TTY **711**).

About our plan

Braven Medicare Choice (PPO) is a Medicare Advantage PPO plan with a Medicare contract.

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B and live in one of the following counties: Bergen, Essex, Hudson, Middlesex, Monmouth, Ocean, Passaic or Union county.

Visit [BravenHealth.com](https://bravenhealth.com) for more information.

Network providers and pharmacies

Braven Medicare Choice (PPO) has a network of doctors, hospitals, pharmacies and other providers. If you use the providers in our network, you may pay less for your covered services. But if you want to, you can also use providers that are not in our network. You can search for a network provider online at doctorfinder.bravenhealth.com.

You must generally use network pharmacies to fill your prescriptions for covered Part D Drugs. You can search for a network pharmacy online at bravenhealth.com/find-network-pharmacies.

You can always call us and we will send you a copy of the provider directory and pharmacy directories.

For coverage and costs of Original Medicare, look in your “**Medicare & You 2023**” handbook. View it online at 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.

Premiums and Benefits		Braven Medicare Choice (PPO)	
Monthly Plan Premium		\$0 per month In addition, you must keep paying your Medicare Part B premium.	
Annual Medical Deductible		\$0 per year	
Maximum Out-of-Pocket Responsibility (does not include prescription drugs)		<ul style="list-style-type: none">• \$6,700 per year for services you receive from in-network providers.• \$10,000 per year for services you receive from in-network and out-of-network providers combined. <p>If you reach the limit on out-of-pocket costs, you keep getting covered hospital and medical services and we will pay for the rest of the year. Our plan also has a benefit-specific coverage limit for select benefits. For coverage limit details, see Chapter 4, Medical Benefits Chart (what is covered and what you pay), in your 2023 Evidence of Coverage.</p>	
Covered Benefits		Braven Medicare Choice (PPO)	
NOTE: Services with a ¹ may require prior authorization.			
Inpatient Hospital Coverage ¹		Our plan covers an unlimited number of days for an inpatient hospital stay. In- and Out-of-network: <ul style="list-style-type: none">• \$335 copayment per day for days 1 through 5• \$0 copayment for days 6 and beyond	
Outpatient Hospital and Observation Coverage ¹		In-network: <ul style="list-style-type: none">• \$295 copayment Out-of-network: <ul style="list-style-type: none">• \$395 copayment	
Ambulatory Surgical Center ¹		<ul style="list-style-type: none">• In-network: \$250 copayment• Out-of-network: \$350 copayment	
Doctor Visits ¹		Primary Care Physician: <ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network: \$10 copayment Specialists: <ul style="list-style-type: none">• In-network: \$20 copayment• Out-of-network: \$30 copayment	

Covered Benefits

Braven Medicare Choice (PPO)

NOTE: Services with a ¹ may require prior authorization.

Preventive Care

- In-network: \$0 copayment
- Out-of-network: \$10 copayment

Our plan covers many preventive services, including:

- Abdominal aortic aneurysm screening
- Alcohol misuse screening and counseling
- Annual wellness visit
- Bone mass measurement
- Breast cancer screening (mammogram)
- Cardiovascular disease Intensive Behavioral Therapy (IBT)
- Cardiovascular disease screenings
- Cervical and vaginal cancer screening
- Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy)
- Depression screening
- Diabetes screenings
- Diabetes self-management training (DSMT)
- Glaucoma screening
- Hepatitis B and Hepatitis C virus screening
- HIV screening
- Lung cancer screening
- Medicare Diabetes Prevention Program (MDPP)
- Medical nutrition therapy services
- Obesity screening and counseling
- Prostate cancer screenings (PSA)
- Sexually transmitted infections screening and counseling
- Smoking and Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)
- Vaccines, including Pneumonia, Flu shots, Hepatitis B, COVID-19 and other vaccines
- “Welcome to Medicare” preventive visit (one-time)

Any additional preventive services approved by Medicare during the contract year will be covered. Flu shot, Hepatitis B, Pneumonia, and COVID-19 vaccines are \$0 copayment in-and out-of-network.

Important Message About What You Pay for Vaccines – Our plan covers most Part D vaccines at no cost to you even if you haven’t paid your deductible. Call Member Services for more information.

Covered Benefits

Braven Medicare Choice (PPO)

NOTE: Services with a ¹ may require prior authorization.

Emergency Care	<p>\$95 copayment (worldwide)</p> <p>Copayment waived if admitted to a hospital within 24 hours for the same condition. See the “Inpatient Hospital Coverage” section of this booklet for other costs.</p>
Urgently Needed Services	<ul style="list-style-type: none">• \$40 copayment• \$95 copayment for worldwide coverage <p>Copayment waived if admitted to a hospital within 24 hours for the same condition. See the “Inpatient Hospital Coverage” section of this booklet for other costs.</p>
Diagnostic Services/ Labs/ Imaging ¹	<p>Diagnostic Colonoscopy:</p> <ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network<ul style="list-style-type: none">○ \$50 copayment in an office or freestanding facility○ \$110 copayment in an outpatient hospital <p>Diagnostic Mammogram:</p> <ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network:<ul style="list-style-type: none">○ \$60 copayment in an office or freestanding facility○ \$175 copayment in an outpatient hospital <p>Diagnostic radiology services (such as MRIs, CT scans):</p> <ul style="list-style-type: none">• In-network:<ul style="list-style-type: none">○ \$40 copayment in an office or freestanding facility○ \$150 copayment in an outpatient hospital• Out-of-network:<ul style="list-style-type: none">○ \$60 copayment in an office or freestanding facility○ \$175 copayment in an outpatient hospital <p>Lab Services:</p> <ul style="list-style-type: none">• In-network:<ul style="list-style-type: none">○ \$0 copayment• Out-of-network:<ul style="list-style-type: none">○ \$20 copayment at an office○ \$50 copayment at an outpatient hospital

Covered Benefits**Braven Medicare Choice (PPO)**

NOTE: Services with a ¹ may require prior authorization.

**Diagnostic Services/ Labs/
Imaging¹****Diagnostic tests and procedures:**

- In-network:
 - \$0 copayment at an office
 - \$30 copayment at a freestanding facility
 - \$50 copayment at an outpatient hospital
- Out-of-network:
 - \$50 copayment at an office
 - \$110 copayment at an outpatient hospital

Therapeutic Radiology:

- In- and out-of-network: 20% of the cost

X-Rays:

- In-network:
 - \$0 copayment at an office
 - \$25 copayment at all other places of service
- Out-of-network: \$40 copayment

**Hearing Services
(continued on next page)****Exam to diagnose and treat hearing and balance issues:**

- In-network: \$20 copayment
- Out-of-network: \$30 copayment

Routine hearing exam (1 per year):

- In-network: \$0 copayment
- Out-of-network: \$30 copayment
- Call HearUSA to schedule a visit with an in-network provider. Your provider must submit claims to HearUSA for any in-network and out-of-network routine hearing exams.

Fitting/Evaluation for hearing aid (1 per year):

- In-network: \$0 copayment
- Out-of-network: \$30 copayment
- Call HearUSA to schedule a visit with an in-network provider. Your provider must submit claims to HearUSA for any in-network and out-of-network fitting/evaluation for hearing aid.

Our plan covers up to \$1,250 every year for hearing aids. Plan covers \$750 toward the purchase of a hearing aid for one ear and \$500 toward the purchase of a hearing aid for the second ear. You are responsible for payment beyond the \$1,250 coverage limit. One (1) year supply of batteries are included.

Covered Benefits**Braven Medicare Choice (PPO)**

NOTE: Services with a ¹ may require prior authorization.

Hearing Services	You can obtain hearing aids from any HearUSA in-network provider at a discount. If you obtain hearing aids from an out-of-network provider, submit your request to HearUSA for reimbursement up to a \$1,250 coverage limit.
Dental Services	<p>Routine dental services (preventive/diagnostic):</p> <ul style="list-style-type: none">• In- and Out-of-network:<ul style="list-style-type: none">○ \$0 copayment for cleaning (up to 3 per year)○ \$0 copayment for fluoride treatment (1 every 6 months)○ \$0 copayment for a full mouth x-ray (1 every 3 years)○ \$0 copayment for bitewing x-ray (1 every 6 months)○ \$0 copayment for oral exam (up to 3 per year) <p>Comprehensive dental services (restorative, endodontics, periodontics and simple extractions):</p> <ul style="list-style-type: none">• In- and Out-of-network:<ul style="list-style-type: none">○ 50% coinsurance○ \$1,000 coverage maximum per year (coverage maximum does not apply to preventive and diagnostic services) <p>Medicare-covered dental services:</p> <ul style="list-style-type: none">• In- and Out-of-network: 20% of the cost
Vision Services	<p>Routine eye exam (1 every year):</p> <ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network: \$30 copayment <p>Eyeglasses or contact lenses after cataract surgery</p> <ul style="list-style-type: none">• In- and Out-of-network: \$0 copayment <p>Glaucoma screening:</p> <ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network: \$10 copayment <p>Exam to diagnose and treat diseases and conditions of the eye:</p> <ul style="list-style-type: none">• In-network: \$20 copayment• Out-of-network: \$30 copayment <p>Diabetic retinal exam:</p> <ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network: \$30 copayment <p>Our plan covers up to \$200 every two years for eyeglasses or contact lenses not associated with cataract surgery. Available in- or out-of-network. Funds will be available on the Braven Health+ Smart Card. Member is responsible for payment beyond \$200 coverage limit.</p>

Covered Benefits**Braven Medicare Choice (PPO)**

NOTE: Services with a ¹ may require prior authorization.

Mental Health Services ¹	<p>Inpatient:</p> <ul style="list-style-type: none">• In- and Out-of-network:<ul style="list-style-type: none">○ \$374 copayment per day for days 1 through 5○ \$0 copayment for days 6 through 90• Our plan covers up to 190 days in a lifetime for inpatient mental health care in a psychiatric hospital. <p>Outpatient individual or group therapy office visit:</p> <ul style="list-style-type: none">• In-network: \$40 copayment• Out-of-network: \$50 copayment
Skilled Nursing Facility (SNF) ¹	<p>In-network:</p> <ul style="list-style-type: none">• \$0 copayment for days 1 through 20• \$196 copayment for days 21 through 100 <p>Out-of-network:</p> <ul style="list-style-type: none">• 20% of the cost per stay <p>Our plan covers up to 100 days per benefit period. A new benefit period begins each time you have not been readmitted to a SNF for 60 consecutive days since your last discharge. Each benefit period begins with the Day 1 copayment or coinsurance listed above. There is no annual limit to the number of benefit periods.</p>
Physical Therapy ¹	<ul style="list-style-type: none">• In-network: \$20 copayment per visit• Out-of-network: \$30 copayment per visit
Ambulance ¹	<p>In-network:</p> <ul style="list-style-type: none">• Ground ambulance (one way): \$250 copayment• Air ambulance (one way): \$250 copayment <p>Out-of-network:</p> <ul style="list-style-type: none">• Emergency ground ambulance (one way): \$250 copayment• Emergency air ambulance (one way): \$250 copayment• Non-emergency ground/air ambulance (one way): 20% of the cost
Transportation	Non-Medicare covered transportation benefit offered as part of \$275 Flex Benefit Allowance. Must use preferred vendor.
Medicare Part B Drugs ¹	<p>For Part B drugs such as chemotherapy drugs or other drugs administered by a doctor:</p> <ul style="list-style-type: none">• In- and Out-of-network: 20% of the cost
Annual Physical Exam	<ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network: \$10 copayment

Covered Benefits**Braven Medicare Choice (PPO)**

NOTE: Services with a ¹ may require prior authorization.

Cardiac Rehab	Cardiac (heart) rehab services (for a maximum of 2 one-hour sessions per day for up to 36 sessions during a 36-week period): <ul style="list-style-type: none">• In-network: \$15 copayment• Out-of-network: \$25 copayment
Chiropractic Care	Manipulation of the spine to correct a subluxation (when 1 or more of the bones of your spine move out of position): <ul style="list-style-type: none">• In-network: \$20 copayment• Out-of-network: \$30 copayment
Fitness Benefit	Our plan covers up to \$200 yearly towards a gym membership (also includes yoga studio), home fitness (virtual fitness programs) or fitness equipment (hand-held free weights, exercise bands or yoga mat). Funds will be available on the Braven Health+ Smart Card.
Flex Benefit	Our plan covers up to \$275 yearly for the following items/services (combined): WW® (Weight Watchers), acupuncture visits, nutritional/dietary classes or counseling, bathroom safety devices, therapeutic massage, an activity tracker, additional hours of in-home support services (provided by Papa) and/or health-related transportation (Uber or Lyft). Funds will be available on the Braven Health+ Smart Card.
Foot Care (podiatry services)	For Medicare-covered foot exams and treatment: <ul style="list-style-type: none">• In-network: \$20 copayment• Out-of-network: \$30 copayment
Home Health Care ¹	<ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network: \$10 copayment
Hospice	\$0 copayment for hospice care from a Medicare-certified hospice. You may have to pay part of the cost for drugs and respite care. Hospice is covered by Original Medicare, not our plan. Please contact us for more details.
In-Home Support Services	\$0 copayment for in-home support services including, but not limited to: transportation for grocery shopping, medication pick up, and doctor's appointments, technical guidance, reminders, light house help, light exercise and activity. Limited to 36 hours per year. Additional hours can be purchased using the Flex Benefit allowance. Must use our preferred vendor, Papa.
Kidney Education Services	<ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network: \$10 copayment
Meals – Home Delivered	\$0 copayment for meals following any inpatient surgery or discharge from an inpatient hospital stay. Limited to 28 meals per surgery or discharge. Must be coordinated by a Braven Health Care Manager.

Covered Benefits**Braven Medicare Choice (PPO)**

NOTE: Services with a ¹ may require prior authorization.

Medical Equipment/Supplies ¹	<p>Durable Medical Equipment and related medical supplies (wheelchairs, oxygen equipment, etc.):</p> <ul style="list-style-type: none">• 20% of the cost <p>Prosthetic devices (braces, artificial limbs, etc.):</p> <ul style="list-style-type: none">• 20% of the cost <p>Diabetic supplies and services (test strips are limited to Ascensia and LifeScan products when obtained from the pharmacy):</p> <ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network: 20% of the cost <p>Diabetes self-management training:</p> <ul style="list-style-type: none">• In-network: \$0 copayment• Out-of-network: \$10 copayment
Nurse Line	\$0 copayment for a 24/7 toll-free Nurse Line, a confidential service that enables the member to speak with a registered nurse to assist with health-related questions and concerns.
Outpatient Rehabilitation ¹	<p>Occupational therapy office visit</p> <ul style="list-style-type: none">• In-network: \$20 copayment• Out-of-network: \$30 copayment <p>Speech and language therapy office visit</p> <ul style="list-style-type: none">• In-network: \$20 copayment• Out-of-network: \$30 copayment
Outpatient Substance Use ¹	<ul style="list-style-type: none">• In-network: \$40 copayment for individual or group sessions• Out-of-network: \$50 copayment for individual or group sessions
Over-the-Counter (OTC) Allowance	Our plan provides a \$70 allowance every quarter (up to \$280 annually) toward the purchase of personal health items from our participating retailers. The quarterly allowance does not carry over from quarter to quarter. Funds will be available on the Braven Health+ Smart Card.
Partial Hospitalization Services ¹	<ul style="list-style-type: none">• In-network: \$60 copayment• Out-of-network: \$70 copayment
Pulmonary Rehabilitation	<ul style="list-style-type: none">• In-network: \$20 copayment• Out-of-network: \$30 copayment
Renal Dialysis	<ul style="list-style-type: none">• In-network: 20% of the cost• Out-of-network: 20% of the cost <p>Cost sharing on laboratory services associated with dialysis in an outpatient hospital setting is waived.</p>
Special Supplemental Benefit for Chronically Ill (SSBCI)	For members with certain chronic conditions who are enrolled in a Braven Health Case Management program, our plan provides \$75 per quarter to purchase groceries (food and produce) at participating retailers. Unused dollars do not carry over from quarter to quarter. Funds will be available on the Braven Health+ Smart Card. The benefits mentioned are a part of special supplemental program for the chronically ill. Not all members qualify.

Covered Benefits**Braven Medicare Choice (PPO)**

NOTE: Services with a ¹ may require prior authorization.

Supervised Exercise Therapy
(SET) for Symptomatic
Peripheral Artery Disease
(PAD)

- In-network: \$20 copayment
- Out-of-network: \$30 copayment

Telehealth

\$0 copayment for urgently needed services and behavioral health.
Must use our preferred vendor.

Prescription Drugs		Braven Medicare Choice (PPO)	
Deductible Phase	\$0 per year for Tiers 1, 2 and 6. \$150 per year for Tiers 3, 4 and 5 only.		
Initial Coverage Phase	Standard Pharmacy One-month supply	Preferred Mail Order Three-month supply	Standard Mail Order Three-month supply
Tier 1: Preferred Generic	\$0 copayment	\$0 copayment	\$0 copayment
Tier 2: Generic	\$8 copayment	\$12 copayment	\$24 copayment
Tier 3: Preferred Brand	\$47 copayment	\$141 copayment	\$141 copayment
Tier 4: Non-Preferred Drug	\$100 copayment	\$300 copayment	\$300 copayment
Tier 5: Specialty Tier	30% of the cost	Not offered	Not offered
Tier 6: Select Care Drugs	\$0 copayment	\$0 copayment	\$0 copayment
If you reside in a long-term care facility, you will pay the same copayment as you would at a retail pharmacy for up to a one-month supply. You may get drugs from an out-of-network pharmacy. You will pay the same copayment as you would at a retail pharmacy for up to a one-month supply. Some of our network mail order pharmacies have preferred cost-sharing. Costs may differ based on mail order pharmacy type.			
Coverage Gap Phase	The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches \$4,660. After you enter the coverage gap, you pay 25% of the plan’s cost for covered brand name drugs and 25% of the plan’s cost for covered generic drugs until your costs total \$7,400.		
Catastrophic Coverage Phase	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reaches \$7,400, you pay the greater of: <ul style="list-style-type: none">• 5% of the cost, or• \$4.15 copayment for generic (including brand drugs treated as generic) and a \$10.35 copayment for all other drugs.		
Important Message About What You Pay for Insulin	You won’t pay more than \$35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it’s on, even if you haven’t paid your deductible.		
Part D Senior Savings Program	Our plan participates in the Part D Senior Savings Program. This means that, for insulins covered on Tier 3 or Tier 5 of our plan formulary, you pay no more than a \$35 copayment for a one-month supply during the deductible, initial coverage, and coverage gap phases. Catastrophic coverage phase cost shares still apply.		

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Braven Health has a Medicare contract to offer HMO and PPO Medicare Advantage and Medicare Advantage with Prescription Drug plans, including group Medicare Advantage and group Medicare Advantage with Prescription Drug plans. Enrollment in Braven Health's products depends on contract renewal. Products are provided by Braven Health, an independent licensee of the Blue Cross Blue Shield Association. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross Blue Shield Association. The Braven HealthSM name and symbols are service marks of Braven Health. ©2022 Braven Health. Three Penn Plaza East, Newark, New Jersey 07105.



2023 Braven HealthSM Summary of Benefits Update

Important Message About What You Pay for Part B Drugs.

Effective April 1, 2023, Braven Health Medicare Plus (HMO), Braven Medicare Choice (PPO) Braven Medicare Freedom (PPO), and Braven retiree employer group plans, select Part B drugs will have a reduced coinsurance. Part B drugs are generally administered by a health care professional. The select Part B drugs are chosen by Centers for Medicare and Medicaid (CMS) and are subject to change four times a year.

Important Message About What You Pay for Part B Insulin Products.

Effective July 1, 2023, CMS requires all Medicare Advantage plans to cover Part B insulin at no more than \$35 for a one-month supply. There is no change to Braven Health Medicare Plus (HMO), Braven Medicare Choice (PPO), Braven Medicare Freedom (PPO), and Braven retiree employer group plans. You will pay no more than \$35 for a one-month supply of insulins covered under Part B drugs.

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. Braven Health has a Medicare contract to offer HMO and PPO Medicare Advantage and Medicare Advantage with Prescription Drug plans. Enrollment in Braven Health's products depends on contract renewal. Products are provided by Braven Health, an independent licensee of the Blue Cross Blue Shield Association. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross Blue Shield Association. Braven HealthSM name and symbols are service marks of Braven Health. © 2023 Braven Health, Three Penn Plaza East, Newark, New Jersey 07105. (0223)

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Notice of Nondiscrimination

Braven Health complies with applicable Federal civil rights laws and does not discriminate against nor does it exclude people or treat them differently on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations. Braven Health provides free aids and services to people with disabilities (e.g. qualified language interpreters and information in other formats) and to those whose primary language is not English (e.g. information in other languages) to communicate effectively with us.

Contacting Member Services

Call Member Services at **1-844-498-9393 (TTY 711)** or the phone number on the back of your member ID card, if you need the free aids and services noted above and for all other Member Services issues, including:

- Claim, benefits or enrollment inquiries
- Lost/stolen ID cards
- Address changes
- Any other inquiry related to your benefits or health plan

Filing a Section 1557 Grievance

If you believe that Braven Health has failed to provide the free communication aids and services or discriminated against you for one of the reasons described above, you can file a discrimination complaint also known as a Section 1557 Grievance. Braven Health's Civil Rights Coordinator can be reached by calling the Member Services number on the back of your member ID card or by writing to:

Braven Health
Civil Rights Coordinator
Three Penn Plaza East, PP-12L
Newark, NJ 07105-2200

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:

Office for Civil Rights Headquarters
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 or 1-800-537-7697 (TDD)

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

Para ayuda en español, llame a **1-844-498-9393 (TTY 711)**.

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Multi-Language Insert - Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-844-498-9393**. Someone who speaks English can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-844-498-9393**. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 **1-844-498-9393**。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 **1-844-498-9393**。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1-844-498-9393**. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1-844-498-9393**. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi **1-844-498-9393** sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1-844-498-9393**. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1-844-498-9393** 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1-844-498-9393**. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على **1-844-498-9393**. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें **1-844-498-9393** पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero **1-844-498-9393**. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número **1-844-498-9393**. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan **1-844-498-9393**. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer **1-844-498-9393**. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、**1-844-498-9393** にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。