Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services Lancaster General Health LG Consumer Plan: Capital Blue Cross



This Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health services. NOTE: Information about the cost of this <u>plan</u> (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, call 833-584-1828. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <u>https://www.healthcare.gov/sbc-glossary</u> or <u>www.cciio.cms.gov</u> or call 833-584-1828 to request a copy.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	Tier 1 <u>provider</u> : \$2,000 individual / \$3,000 per family member / \$4,000 family total Tier 2 <u>provider</u> : \$2,000 individual / \$3,000 per family member / \$4,000 family total Non-preferred <u>provider</u> : \$2,000 individual / \$3,000 per family member/ \$4,000 family total	This is a high <u>deductible</u> health plan which means you must pay all the costs, except for preventive care, from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. With an embedded family <u>deductible</u> , the plan begins to make payments for a family member as soon as that family member has reached his/her per family member <u>deductible</u> of \$3,000. Then the family total <u>deductible</u> can be met with combined expenses from all family members.
Are there services covered before you meet your <u>deductible</u> ?	Yes. In-network (Tier 1 and Tier 2) <u>preventive care</u> are covered before you meet your <u>deductible</u> .	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 <u>preventive</u> services with Tiers 1 and 2 <u>providers</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>Preventive</u> services at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-</u> <u>pocket limit</u> for this <u>plan</u> ?	Tier 1 <u>provider</u> : \$4,000 individual / \$8,000 family Tier 2 <u>provider</u> : \$4,000 individual / \$8,000 family Non-preferred <u>provider</u> : \$6,000 individual / \$12,000 family	The individual <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 plan, they have to meet their own out-of-pocket limits until the overall family out-of-pocket limit has been met.
What is not included in the <u>out-of-pocket limit</u> ?	<u>Premiums</u> , <u>balance-billing</u> charges, <u>pre-authorization</u> penalties, and health care services this <u>plan</u> doesn't cover.	Even though you may pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network</u> <u>provider</u> ?	Yes. See https:www.MyHealthToolkitCapital.com or call 1-800-810-BLUE (2583) for a list of In- network providers (Tier 1 and Tier 2).	This <u>plan</u> uses a <u>provider</u> <u>network</u> . You may pay the least if you use a Tier 1 <u>provider</u> . You may pay more if you use a Tier 2 <u>provider</u> . You may pay the most if you use a non-preferred <u>provider</u> and you may receive a bill from the <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 that your Tier 1 or Tier 2 <u>provider</u> might use a non-preferred <u>provider</u> for some services such as lab work. Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> . T - OMB control number: 1545-0047/Expiration Date: 12/31/2019)(DOL - OMB control number: 1210-0147/Expiratio

Capital Blue Cross is an independent licensee of the BlueCross BlueShield Association.(DT - OMB control number: 1545-0047/Expiration Date: 12/31/2019)(DOL - OMB control number: 1210-0147/Expiration Date: 5/31/2022) (HHS - OMB control NA AB20220419175309485533

All **<u>copayment</u>** and <u>**coinsurance**</u> costs shown in this chart are after your <u>**deductible**</u> has been met, if a <u>**deductible**</u> applies.

	Services You May Need	V	Vhat You Will Pay		
Common Medical Event		Tier 1 (You may pay the least)	<u>Tier 2</u> (You may pay more)	<u>Non-Preferred</u> <u>Provider</u> (You may pay the most)	Limitations, Exceptions, & Other Important Information
If you visit a health care <u>provider's</u> office or clinic	Personal family physician visit to treat an injury or illness (in- person or virtual)	After <u>Deductible</u> \$20 <u>Copay</u> /visit	After <u>Deductible</u> \$20 <u>Copay</u> /visit	After <u>Deductible</u> 40% <u>Coinsurance</u>	 e-Visits are covered at all tiers. Penn Medicine OnDemand virtual urgent primary care at Tier 1 only (see SPD for <u>copay</u> details). Tier 1 & Tier 2 allergy injections are covered with 10% <u>coinsurance</u>. Dialysis is only covered at Tier 1 & Tier 2 with 10% <u>coinsurance</u>.
	<u>Specialist</u> visit	After <u>Deductible</u> \$35 <u>Copay</u> /visit	After <u>Deductible</u> \$35 <u>Copay</u> /visit	After <u>Deductible</u> 40% <u>Coinsurance</u>	Second surgical opinions are covered as <u>specialist</u> visits.
	Preventive care/ screening/immunization	No Charge	No Charge	After <u>Deductible</u> 40% <u>Coinsurance</u>	See <u>www.healthcare.gov</u> for <u>preventive care</u> guidelines. There may be additional benefits available. See your Employer for details. You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for.
If you have a test	Diagnostic test (outpatient) (x-ray, blood work)	After <u>Deductible</u> No Charge	After <u>Deductible</u> No Charge	After <u>Deductible</u> 40% <u>Coinsurance</u>	Independent Lab / X-Ray is only available under Tiers 2 and 3.
	Imaging (outpatient) (CT/PET scans, MRIs)	After <u>Deductible</u> No Charge	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	Pre-authorization may apply unless Tier 1 provider.

			What Yo				
		Pha	rmacy	Mai	l Order		
Common Medical Event	Services You May Need	CP (You may pay the least)	Other (You may pay more)	CP (You may pay the least)	Postal Prescription Services (You may pay more)	Limitations, Exceptions, & Other Important Information	
<i>v</i> 11 1	Generic Drugs	After <u>Deductible</u> \$5 <u>Copay</u>	After <u>Deductible</u> \$15 <u>Copay</u>	After <u>Deductible</u> \$10 <u>Copay</u>			
If you need drugs to treat your illness or condition	Generic Hypertension Drugs	After <u>Deductible</u> \$0 <u>Copay</u>	After <u>Deductible</u> \$15 <u>Copay</u>	After <u>Deductible</u> \$0 <u>Copay</u>	After <u>Deductible</u> \$30 <u>Copay</u>	<u>Copayment</u> applicable after annual <u>deductible</u> (individual and/or family) applies.	
More information about prescription	Generic Hyperlipidemia Drugs	After <u>Deductible</u> \$0 <u>Copay</u>	After <u>Deductible</u> \$15 <u>Copay</u>	After <u>Deductible</u> \$0 <u>Copay</u>			
drug coverage is available at <u>www.southernscript</u> <u>s.net</u> CP = LG Health Convenience Pharmacy	Preferred Brand Name Drugs	After <u>Deductible</u> \$15 <u>Copay</u>	After <u>Deductible</u> \$45 <u>Copay</u>	After <u>Deductible</u> \$30 <u>Copay</u>	After <u>Deductible</u> \$90 <u>Copay</u>	Covers up to a 30-day supply Retail drugs or 31-90 day supply Mail-	
	Non-preferred Brand Name Drugs	After <u>Deductible</u> \$30 <u>Copay</u>	After <u>Deductible</u> \$75 <u>Copay</u>	After <u>Deductible</u> \$60 <u>Copay</u>	After <u>Deductible</u> \$150 <u>Copay</u>	Order prescription. <u>Copay</u> does not apply to <u>preventive</u>	
	Specialty Drugs	After <u>Deductible</u> \$0 <u>Copay</u>		Not Covered		drugs required by the Affordable Care Act.	

	Services You May Need		What You Will Pa	у	
Common Medical Event		Tier 1 (You may pay the least)	<u>Tier 2</u> (You may pay more)	<u>Non-Preferred</u> <u>Provider</u> (You may pay the most)	Limitations, Exceptions, & Other Important Information
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	After <u>Deductible</u> No Charge	After <u>Deductible</u> No Charge	After <u>Deductible</u> 40% <u>Coinsurance</u>	Bariatric surgery and related services at Lancaster General Health (LGH) covered at 100%. Bariatric Surgery at Tier 2 <u>providers</u> covered at \$2,500 <u>copay</u> after 10% <u>coinsurance</u> . Non-preferred <u>provider</u> not covered. <u>Pre-authorization</u> required.
	Physician/surgeon fees	After <u>Deductible</u> No Charge	After <u>Deductible</u> No Charge	After <u>Deductible</u> 40% <u>Coinsurance</u>	None
	Emergency room care	After <u>Deductible</u> 20% <u>Coinsurance</u>	After <u>Deductible</u> 20% <u>Coinsurance</u>	After <u>Deductible</u> 20% <u>Coinsurance</u>	None
If you need immediate medical attention	Emergency medical transportation	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	None
	Urgent care	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	None
If you have a hospital stay	Facility fee (e.g., hospital room)	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u> \$5,000 <u>copay</u> may apply for certain inpatient stays	After <u>Deductible</u> 40% <u>Coinsurance</u>	<u>Pre-authorization</u> is required. If you don't get <u>pre-authorization</u> for non-preferred <u>provider</u> <u>hospitalization</u> , benefits will be reduced by \$500 of the total cost of the service.
	Physician/surgeon fees	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	10% <u>coinsurance</u> for Tier 1 and Tier 2 anesthesiologists, radiologists and pathologists. 40% <u>coinsurance</u> for non-preferred anesthesiologists, radiologists and pathologists.

	Services You May Need		What You Will Pay		
Common Medical Event		Tier 1 (You will pay the least)	<u>Tier 2</u> (You may pay more)	<u>Non-Preferred</u> <u>Provider</u> (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Mental/behavioral health outpatient services	After <u>Deductible</u> \$20 <u>Copay</u> /visit	visit \$20 <u>Copay</u> /visit 40% <u>Coinsurance</u> providers after <u>deduc</u>		Telehealth visits \$15 <u>Copay</u> for Tier 1 and Tier 2 <u>providers</u> after <u>deductible</u> . Telehealth visits 40% coinsurance for non-
If you need mental	Substance use disorder outpatient services	After <u>Deductible</u> \$20 <u>Copay</u> /visit	After <u>Deductible</u> \$20 <u>Copay</u> /visit	After <u>Deductible</u> 40% <u>Coinsurance</u>	preferred <u>providers</u> after <u>deductible</u> .
health, behavioral health, or substance use disorder services	Mental/behavioral health inpatient professional services	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	<u>Pre-authorization</u> is required. If you don't get <u>pre-authorization</u> for non-preferred <u>provider</u> <u>hospitalization</u> benefits will be reduced by \$500 of the total cost of the service.
uisorder services	Substance use disorder inpatient professional services	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	Additional costs apply for inpatient <u>hospitalization</u> . Refer to "If you have a <u>hospital</u> stay" for facility fees.
					\$5,000 <u>copay</u> may apply for certain Tier 2 non- emergent <u>hospitalizations</u> .
	Office visits	After <u>Deductible</u> \$20 <u>Copay</u> /visit	After <u>Deductible</u> \$20 <u>Copay</u> /visit	After <u>Deductible</u> 40% <u>Coinsurance</u>	<u>Pre-authorization</u> is required. If you don't get <u>pre-authorization</u> for non-preferred <u>provider</u> <u>hospitalization</u> , benefits will be reduced by \$500 of the total cost of the service.
If you are pregnant	Childbirth/delivery professional services	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply. <u>Cost sharing</u> does not apply to <u>preventive services</u> .
	Childbirth/delivery Facility services	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u> \$5,000 <u>Copay</u> / admission for certain <u>providers</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). See <u>specialist</u> visit for OB/Gyn office visits coverage.

Common	Our interview Marchine I		What You Will P	Limitations, Exceptions, & Other	
Medical Event	Services You May Need	Tier 1 (You will pay the least)	<u>Tier 2</u> (You may pay more)	Non-Preferred Provider (You will pay the most)	Important Information
	Home health care	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	<u>Pre-authorization</u> is required. Failure to <u>pre-</u> <u>authorize</u> may result in no or reduced coverage.
If you need help recovering or have	Rehabilitation services	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	No daily or annual visits limitation apply. Services by <u>primary care physician</u> or <u>specialist</u> covered as noted on page 2. <u>Plan</u> covers massage therapy provided by a licensed massage therapist at 20% <u>coinsurance</u> for Tiers 1 & 2 and 40% <u>coinsurance</u> for non- preferred <u>provider</u> .
other special health needs	Habilitation services	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	
	Skilled nursing care	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	Limited to 180 days/benefit year. <u>Pre-authorization</u> required. If you don't get <u>pre-authorization</u> , benefits may be reduced by \$500 of the total cost of the service.
If you need help recovering or have other special health needs	Durable medical equipment	After <u>Deductible</u> 0% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	Excludes vehicle modifications, home modifications, exercise, and bathroom equipment. <u>Pre-authorization required</u> . If you don't get <u>pre-authorization</u> , prior to the rental, purchase or certain repairs, benefits will be reduced by \$100 of the total cost of the service. Hearing aids are no charge up to \$2,500 maximum benefit every three years. Benefits for non- <u>medically necessary</u> foot orthotics are no charge, limited to one pair every five years for covered employees.

Common	Services You May Need		What You Will Pay	1	Limitations, Exceptions, & Other
Medical Event		Tier 1 (You will pay the least)	<u>Tier 2</u> (You may pay more)	<u>Non-Preferred</u> <u>Provider</u> (You will pay the most)	Important Information
If you need help recovering or have other special health needs	Hospice services	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 10% <u>Coinsurance</u>	After <u>Deductible</u> 40% <u>Coinsurance</u>	Pre-authorization is required.
	Children's eye exam	Not Covered	Not Covered	Not Covered	See your Employer for benefit details.
If your child needs dental or eye care	Children's glasses	Not Covered	Not Covered	Not Covered	See your Employer for benefit details.
	Children's dental check-up	Not Covered	Not Covered	Not Covered	See your Employer for benefit details.

Excluded Services & Other Covered Services:

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 excluded services.)

- Chiropractic Care
- Cosmetic Surgery
- Routine Dental Care (Adult)

- Routine Dental Care (Child)
- Long-Term Care
- Routine Eye Care (Adult)

- Routine Eye Care (Child)
- Routine Foot Care
- Weight Loss Programs

Other Covered Services (<u>Deductible</u> applies. Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)

- Acupuncture, 20 visits/benefit year
- Massage Therapy

- Hearing Aids up to \$2,500 maximum/three years - Infertility Treatment up to \$30,000/lifetime
- Non-emergency Care when traveling outside of the U.S.
- Nutritional Counseling
- Private Duty Nursing

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 Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or https://www.dol.gov/agencies/ebsa. 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 or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: 833-584-1828 or visit us at <u>https://www.MyHealthToolkitCapital.com</u>, the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>https://www.dol.gov/agencies/ebsa</u>.

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.

Language Access Services:

Spanish: Para obtener asistencia en español, llame al número de atención al cliente que aparece en la primera página de esta notificación. Tagalog: Upang makakuha ng tulong sa Tagalog, tawagan ang numero ng *customer service* na makikita sa unang pahina ng paunawang ito. Chinese: 如需中文服务,请致电列于本通知首页的客户服务号码。

Navajo: T'áá Dinéjí shił hane'go shíká i'doolwoł nínízingo éi Nidaalnishígíí Áká Anídaalwo'ígíí, customer service, bich'į' hodíilnih. Bik'ehgo bich'į' hane'ígíí éi díí naaltsoos neiyi'nilígíí akáa'gi siłtsoozígíí bikáá' ííshjááh.

—To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next page.

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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-nata and a hospital delivery)	l care
The <u>plan's</u> overall <u>deductible</u>	\$750
Specialist Copayment	\$50
Hospital (facility) <u>Coinsurance</u>	20%
Other Coinsurance	20%

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)

otal Example Cost	

\$12,700

In this example, Peg would pay

Cost Sharing	
Deductibles	\$750
Copayments	\$0
Coinsurance	\$2,400
What isn't covered	
Limits or exclusions	\$70
The total Peg would pay is	\$3,220

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>	\$750
Specialist Copayment	\$50
Hospital (facility) <u>Coinsurance</u>	20%
Other <u>Coinsurance</u>	20%

This EXAMPLE event includes services like: Primary care physician office visits (including disease education) Diagnostic tests (blood work) Prescription drugs Durable m

Total Exa

In this example, Joe would pay:

Cost Sharing	
Deductibles	\$750
Copayments	\$400
Coinsurance	\$30
What isn't covered	
Limits or exclusions	\$3,500
The total Joe would pay is	\$4,680

nedical equipment (glucose n	neter)		
ample Cost	\$5,600	Total Example Cost	\$2,800
ample, les would pave		In this example. Mis would nave	

In this example, Mia would pay:

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

\$750

\$50

20%

20%

The plan's overall deductible

Hospital (facility) Coinsurance

Durable medical equipment (crutches)

Rehabilitation services (physical therapy)

This EXAMPLE event includes services like:

<u>Emergency room care</u> (including medical supplies)

Specialist Copayment

Other Coinsurance

Diagnostic test (x-ray)

Cost Sharing		Cost Sharing		Cost Sharing		
	\$750	<u>Deductibles</u>	\$750	Deductibles	\$750	
	\$0	Copayments	\$400	Copayments	\$200	
	\$2,400	Coinsurance	\$30	<u>Coinsurance</u>	\$300	
at isn't covered	isn't covered What isn't covered		What isn't covered			
	\$70	Limits or exclusions	\$3,500	Limits or exclusions	\$10	
d pay is	\$3,220	The total Joe would pay is	\$4,680	The total Mia would pay is	\$1,260	
s assume the patient does not participate in the plan's wellness program. If you participate in the plan's wellness program, you may be able to reduce						

Note: These numbers your costs. For more information about the wellness program, please contact:833-584-1828.

Non-Discrimination Statement and Foreign Language Access

We do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in our health plans, when we enroll members or provide benefits.

If you or someone you're assisting is disabled and needs interpretation assistance, help is available at the contact number posted on our website or listed in the materials included with this notice (TDD: 711).

Free language interpretation support is available for those who cannot read or speak English by calling one of the appropriate numbers listed below.

If you think we have not provided these services or have discriminated in any way, you can file a grievance by emailing contact@hcrcompliance.com or by calling our Compliance area at 1-800-832-9686 or the U.S. Department of Health and Human Services, Office for Civil Rights at 1-800-368-1019 or 1-800-537-7697 (TDD)

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de este plan de salud, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-396-0183. (Spanish)

如果您,或是您正在協助的對象,有關於本健康計畫方面的問題,您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員, 請撥 1-844-396-0188。 (Chinese)

Nếu quý vị, hoặc là người mà quý vị đang giúp đỡ, có những câu hỏi quan tâm về chương trình sức khỏe này, quý vị sẽ được giúp đở với các thông tin bằng ngôn ngữ của quý vị miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-389-4838 (Vietnamese)

이 건강보험에 관하여 궁금한 사항 혹은 질문이 있으시면 1-844-396-0187로 연락해 주십시오. 귀하의 비용 부담없이 한국어로 도와드립니다. (Korean)

Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa planong pangkalusugang ito, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-844-389-4839. (Tagalog)

Если у Вас или лица, которому вы помогаете, имеются вопросы по поводу Вашего плана медицинского обслуживания, то Вы имеете право на бесплатное получение помощи и информации на русском языке. Для разговора с переводчиком позвоните по телефону 1-844-389-4840. (Russian)

إن كان لديك أو لدى شخص تساعده أسئلة بخصوص خطة الصحة هذه، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة التحدث مع مترجم اتصل ب 1899-996-1844 (Arabic) Si ou menm oswa yon moun w ap ede gen kesyon konsènan plan sante sa a, se dwa w pou resevwa asistans ak enfòmasyon nan lang ou pale a, san ou pa gen pou peye pou sa. Pou pale avèk yon entèprèt, rele nan 1-844-398-6232. (French/Haitian Creole)

Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions à propos de ce plan médical, vous avez le droit d'obtenir gratuitement de l'aide et des informations dans votre langue. Pour parler à un interprète, appelez le 1-844-396-0190. (French)

Jeśli Ty lub osoba, której pomagasz, macie pytania odnośnie planu ubezpieczenia zdrowotnego, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer 1-844-396-0186. (Polish)

Se você, ou alguém a quem você está ajudando, tem perguntas sobre este plano de saúde, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-396-0182. (Portuguese)

Se tu o qualcuno che stai aiutando avete domande su questo piano sanitario, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare 1-844-396-0184. (Italian)

あなた、またはあなたがお世話をされている方が、この健康保険についてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、1-844-396-0185 までお電話ください。 (Japanese)

Falls Sie oder jemand, dem Sie helfen, Fragen zu diesem Krankenversicherungsplan haben bzw. hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-396-0191 an. (German)

اگر شما یا فردی که به او کمک می کنید سؤالاتی در بارهی این برنامهی بهداشتی داشته باشید، حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت کنید. برای صحبت کردن با مترجم، لطفاً با شمارهی 6233-1844-18 تماس حاصل نمایید. (Persian-Farsi)

Ni da doodago t'áá háída bíká'aná nílwo'ígíí díí Béeso Ách'ááh naa'nilígi háá'ída yí na' ídíł kidgo, nihá'áhóót'i' nihí ká'a'doo wołgo kwii ha'át'íshíí bí na'ídołkidígi doo bik'é'azláagóó. Ata' halne'é ła' bich'í' ha desdzih nínízingo, koji' béésh bee hólne' 1-844-516-6328. (Navajo)

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