This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at **http://Ambetter.NHhealthyfamilies.com** or by calling **844-265-1278, TDD/TTY 1-855-742-0123**

Important Questions	Answers	Why this Matters:
What is the overall deductible?	**$350** individual / **$700** family. Does not apply to preventive care.	You must pay all the costs up to the **deductible** amount before this plan begins to pay for covered services you use. Check your policy plan or plan document to see when the **deductible** starts over (usually, but not always, January 1st). See the chart starting on page 2 for how much you pay for covered services after you meet the **deductible**.
Are there other deductibles for specific services?	No.	You don't have to meet **deductibles** for specific services, but see the chart starting on page 2 for other costs for services this plan covers.
Is there an out-of-pocket-limit on my expenses?	Yes, for network providers **$950** individual/**$1,900** family. No, for non-network providers.	The **out-of-pocket limit** is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
What is not included in the out–of–pocket limit?	Premiums and non-network services this plan doesn't cover.	Even though you pay these expenses, they don't count toward the **out-of-pocket limit**.
Is there an overall annual limit on what the plan pays?	No	The chart starting on page 2 describes any limits on what the plan will pay for *specific* covered services, such as office visits.
Does this plan use a network of providers?	Yes. See Find a Provider or call **1-844-865-1278** for a list of participating providers.	If you use an in-network doctor or other health care **provider**, this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network **provider** for some services. Plans use the term in-network, **preferred**, or participating for **providers** in their **network**. See the chart starting on page 2 for how this plan pays different kinds of **providers**.
Do I need a referral to see a specialist?	No, you don't need a referral to see a network specialist.	You can see the **specialist** you choose without permission from this plan; however, prior authorization is required from this plan.
Are there services this plan doesn't cover?	Yes	Some of the services this plan doesn't cover are listed on page 4. See your policy or plan document for additional information about **excluded services**.

Questions: Call **844-265-1278, TDD/TTY 1-855-742-0123** or visit us at **http://Ambetter.NHhealthyfamilies.com**.
If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at **www.cciio.cms.gov** or call **844-265-1278, TDD/TTY 1-855-742-0123** to request a copy.

- **Copayments** are fixed dollar amounts (for example, $15) you pay for covered health care, usually when you receive the service
- **Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is $1,000, your **coinsurance** payment of 20% would be $200. This may change if you haven't met your **deductible**.
- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount** you may have to pay the difference. For example, if an out-of-network hospital charges $1,500 for an overnight stay and the **allowed amount** is $1,000, you may have to pay the $500 difference. (This is called **balance billing**).
- This plan may encourage you to use in-network **providers** by charging you lower **deductibles**, **copayments**, and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	$3 Copay/visit	Not covered	-----None-----
	Specialist visit	$8 Copay/visit	Not covered	Prior approval required.
	Other practitioner office visit	$3 Copay/visit	Not covered	-----None-----
	Preventive care/screening/immunization	No charge	Not covered	Contraceptive methods approved by FDA and prescribed for a woman by her health care provider, subject to reasonable medical management, will be covered without cost sharing requirements.
If you have a test	Diagnostic test (x-ray, blood work)	No charge for x-ray and diagnostic imaging; $3 Copay for laboratory outpatient & professional services	Not covered	Prior approval required.
	Imaging (CT/PET scans, MRIs)	$35 Copay/visit	Not covered	Prior approval required.

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
If you need drugs to treat your illness or condition More information about **prescription drug coverage** is available at Preferred Drug List .	Generic drugs	$4 Copay	Not covered	-----None-----
	Preferred brand drugs	$8 Copay	Not covered	Prior approval required.
	Non-preferred brand drugs	$8 Copay	Not covered	
	Specialty drugs	$8 Copay	Not covered	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	No charge after deductible	Not covered	Prior approval required.
	Physician/surgeon fees	No charge after deductible	Not covered	Prior approval required.
If you need immediate medical attention	Emergency room services	No charge after deductible	No charge after deductible	-----None-----
	Emergency medical transportation	No charge after deductible	No charge after deductible	-----None-----
	Urgent care	No charge after deductible	Not covered	-----None-----
If you have a hospital stay	Facility fee (e.g., hospital room)	$125 Copay per stay after deductible	Not covered	Prior approval required.
	Physician/surgeon fee	No charge after deductible	Not covered	Prior approval required.
If you have mental health, behavioral health, or substance abuse needs	Mental/Behavioral health outpatient services	$3 Copay	Not covered	Prior approval required.
	Mental/Behavioral health inpatient services	$125 Copay per stay after deductible	Not covered	Prior approval required.
	Substance use disorder outpatient services	$3 Copay	Not covered	Prior approval required.
	Substance use disorder inpatient services	$125 Copay per stay after deductible	Not covered	Prior approval required
If you are pregnant	Prenatal and postnatal care	No charge	Not covered	Prior approval required.
	Delivery and all inpatient services	No charge	Not covered	Prior approval required.

Common Medical Event	Services You May Need	Your Cost If You Use an In-network Provider	Your Cost If You Use an Out-of-network Provider	Limitations & Exceptions
If you need help recovering or have other special health needs	Home health care	No charge after deductible	Not covered	Prior approval required.
	Rehabilitation services	$3 Copay for OT and PT ; $8 Copay for ST	Not covered	Prior authorization required. 20 visits per year per therapy (OT, ST and PT)
	Habilitation services	$8 Copay	Not covered	Prior authorization required. 20 visits per year per therapy (OT, ST and PT)
	Skilled nursing care	No charge after deductible	Not covered	Prior authorization required. 100 days per year in a facility
	Durable medical equipment	No charge after deductible	Not covered	Prior approval required.
	Hospice service	No charge after deductible	Not covered	Prior approval required.
If your child needs dental or eye care	Eye exam	$0 Copay/visit	Not covered	1 Visit per Year.
	Glasses	$0 Copay/visit	Not covered	1 Item per Year
	Dental check-up	Not covered	Not covered	-----None-----

Excluded Services & Other Covered Services

Services Your Plan Does Not Cover **(This isn't a complete list. Check your policy or plan document for other excluded services.)**

- Abortion (Except in cases of rape, incest, or when the life of the mother is endangered)
- Dental Care
- Private-duty nursing
- Weight loss programs
- Acupuncture
- Long-term care
- Routine eye care (Adult)
- Cosmetic Surgery
- Non-emergency care when traveling outside the U.S.
- Routine foot care (Not related to diabetes treatment)

Other Covered Services **(This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)**

- Bariatric surgery
- Infertility treatment (See policy for coverage details)
- Chiropractic care (Limited to 12 specialists visits per year)
- Hearing aids

Your Rights to Continue Coverage

Federal and State laws may provide protections that allow you to keep this health insurance coverage as long as you pay your **premium**. There are exceptions, however, such as if:

- You commit fraud
- The insurer stops offering services in the State
- You move outside the coverage area

For more information on your rights to continue coverage, contact the insurer at 844-265-1278, TDD/TTY 1-855-742-0123. You may also contact your state insurance department at New Hampshire Insurance Department , 21 South Fruit Street, Suite 14, Concord, NH 03301, Phone No. 800-852-3416.

Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**. For questions about your rights, this notice, or assistance, you can contact: New Hampshire Insurance Department , 21 South Fruit Street, Suite 14, Concord, NH 03301, Phone No. 800-852-3416.

Additional Info.Consumer Assistance Info

Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as "minimum essential coverage." **This plan or policy does provide minimum essential coverage.**

Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 844-265-1278, TDD/TTY 1-855-742-0123

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 844-265-1278 (TDD/TTY 1-855-742-0123).

[Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 844-265-1278 (TDD/TTY 1-855-742-0123).

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

About these Coverage Examples:

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.

This is not a cost estimator.

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

Having a baby
(normal delivery)

- **Amount owed to providers:** $7,540
- **Plan pays** $6,790
- **Patient pays** $750

Sample care costs:

Hospital charges (mother)	$2,700
Routine obstetric care	$2,100
Hospital charges (baby)	$900
Anesthesia	$900
Laboratory tests	$500
Prescriptions	$200
Radiology	$200
Vaccines, other preventive	$40
Total	**$7,540**

Patient pays

Deductibles	$350
Copays	$200
Coinsurance	$0
Limits or exclusions	$200
Total	**$750**

Managing type 2 diabetes
(routine maintenance of a well-controlled condition)

- **Amount owed to providers:** $5,400
- **Plan pays** $4,770
- **Patient pays** $630

Sample care costs:

Prescriptions	$2,900
Medical Equipment and Supplies	$1,300
Office Visits and Procedures	$700
Education	$300
Laboratory tests	$100
Vaccines, other preventive	$100
Total	**$5,400**

Patient pays

Deductibles	$350
Copays	$200
Coinsurance	$0
Limits or exclusions	$80
Total	**$630**

Questions and answers about the Coverage Examples:

What are some of the assumptions behind the Coverage Examples?

- Costs don't include **premiums**.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from in-network **providers**. If the patient had received care from out-of-network **providers**, costs would have been higher.

What does a Coverage Example show?

For each treatment situation, the Coverage Examples helps you see how **deductibles**, **copayments**, and **coinsurance** can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

Does the Coverage Example predict my own care needs?

✖ **No**. Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

Does the Coverage Example predict my future expenses?

✖ **No**. Coverage Examples are **not** cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your **providers** charge, and the reimbursement your health plan allows.

Can I use Coverage Examples to compare plans?

✓ **Yes**. When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

Are there other costs I should consider when comparing plans?

✓ **Yes**. An important cost is the **premium** you pay. Generally, the lower your **premium**, the more you'll pay in out-of-pocket costs, such as **copayments**, **deductibles**, and **coinsurance**. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.

Statement of Non-Discrimination

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

Ambetter from NH Healthy Families:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Ambetter from NH Healthy Families at 1-844-265-1278 (TTY/TDD 1-855-742-0123).

If you believe that Ambetter from NH Healthy Families 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: NH Healthy Families Appeal Department, 2 Executive Park Drive, Bedford, NH 03110, 1-844-265-1278 (TTY/TDD 1-855-742-0123), Fax 1-855-702-7343. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Ambetter from NH Healthy Families 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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

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

Spanish	Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Ambetter from NH Healthy Families, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-265-1278 (TTY/TDD 1-855-742-0123).
French	Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Ambetter from NH Healthy Families, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1-844-265-1278 (TTY/TDD 1-855-742-0123).
Chinese	如果您，或是您正在協助的對象，有關於 Ambetter from NH Healthy Families 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，請撥電話 1-844-265-1278 (TTY/TDD 1-855-742-0123)。
Nepali	यदि तपाईं आफ्ना लागि आफैं आवेदनको काम गर्दै, वा कसैलाई मद्दत गर्दै हुनुहुन्छ, Ambetter from NH Healthy Families बारे प्रश्नहरू छन् भने आफ्नो मातृभाषामा नि:शुल्क सहायता वा जानकारी पाउने अधिकार छ । दोभाषे (इन्टरप्रेटर) सँग कुरा गर्नुपरे 1-844-265-1278 (TTY/TDD 1-855-742-0123) मा फोन गर्नुहोस् ।
Vietnamese	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from NH Healthy Families, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-265-1278 (TTY/TDD 1-855-742-0123).
Portuguese	Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Ambetter from NH Healthy Families, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-265-1278 (TTY/TDD 1-855-742-0123).
Greek	Εάν εσείς ή κάποιος που βοηθάτε έχετε ερωτήσεις γύρω απο το Ambetter from NH Healthy Families , έχετε το δικαίωμα να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας χωρίς χρέωση.Για να μιλήσετε σε έναν διερμηνέα, καλέστε 1-844-265-1278 (TTY/TDD 1-855-742-0123).
Arabic	إن كان لديك أو لدى شخص تساعده أسئلة بخصوص Ambetter from NH Healthy Families ، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة. للتحدث مع مترجم اتصل ب (TTY/TDD 1-855-742-0123) 1-844-265-1278.
Serbo-Croatian	Ukoliko Vi ili neko kome Vi pomažete ima pitanje o Ambetter from NH Healthy Families, imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste razgovarali sa prevodiocem, nazovite 1-844-265-1278 (TTY/TDD 1-855-742-0123).

Indonesian	Jika Anda, atau seseorang yang Anda tolong, memiliki pertanyaan tentang Ambetter from NH Healthy Families, Anda berhak untuk mendapatkan pertolongan dan informasi dalam Bahasa Anda tanpa dikenakan biaya. Untuk berbicara dengan seorang penerjemah, hubungi 1-844-265-1278 (TTY/TDD 1-855-742-0123).
Korean	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from NH Healthy Families 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-844-265-1278 (TTY/TDD 1-855-742-0123) 로 전화하십시오.
Russian	Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Ambetter from NH Healthy Families, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-844-265-1278 (TTY/TDD 1-855-742-0123).
French Creole-Haitian Creole	Si oumenm oswa yon moun w ap ede gen kesyon konsènan Ambetter from NH Healthy Families, 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 1-844-265-1278 (TTY/TDD 1-855-742-0123).
Bantu-Kirundi	Nimba wewe canke umuntu uriko urafasha afise ibibazo vyerekeye Ambetter from NH Healthy Families, utegerezwa kugira uburenganzira bwo kuronka ubufasha n’amakuru arambuye mu rurimi gwawe ataco utanze canke kurihira. Hamagara 1-844-265-1278 (TTY/TDD 1-855-742-0123) uhamagara umusobanuzi.
Polish	Jeśli Ty lub osoba, której pomagasz ,macie pytania odnośnie Ambetter from NH Healthy Families, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku .Aby porozmawiać z tłumaczem, zadzwoń pod numer 1-844-265-1278 (TTY/TDD 1-855-742-0123)