

## Ambetter from Buckeye Community Health Plan : Ambetter Balanced Care 12 (2018)

Coverage for: Individual/Family | Plan Type: HMO



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, visit

<https://ambetter.BuckeyeHealthPlan.com/2018-brochures.html>, or call 1-877-687-1189 (TTY/TDD: 877-941-9236). 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 <https://www.healthcare.gov/sbc-glossary> or call 1-877-687-1189 (TTY/TDD: 877-941-9236) to request a copy.

| Important Questions                                                             | Answers                                                                                                                                                                                                                                      | Why This Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall <a href="#">deductible</a> ?                                | \$3,500 individual/\$7,000 family.                                                                                                                                                                                                           | Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .                                                                                                                                                                                                            |
| Are there services covered before you meet your <a href="#">deductible</a> ?    | Yes. <a href="#">Preventive care</a> , primary care, <a href="#">specialist</a> , and <a href="#">urgent care</a> office visits, generic and preferred and non-preferred drugs are covered before you meet your <a href="#">deductible</a> . | This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain preventive services without cost-sharing and before you meet your deductible. See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .                                                                                                                        |
| Are there other <a href="#">deductibles</a> for specific services?              | Yes, \$500 individual/\$1,000 family for <a href="#">prescription drug coverage</a> . There are no other specific <a href="#">deductibles</a> .                                                                                              | You must pay all of the costs for these services up to the specific <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay for these services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ? | For <a href="#">network</a> \$7,350 individual/\$14,700 family. No, for <a href="#">non-network providers</a> .                                                                                                                              | The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a> , they have to meet their own <a href="#">out-of-pocket limits</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.                                                                                                                                                                                                                                                                                                                                                             |
| What is not included in the <a href="#">out-of-pocket limit</a> ?               | <a href="#">Premiums</a> , <a href="#">balance-billing</a> charges, and health care this <a href="#">plan</a> doesn't cover.                                                                                                                 | Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Will you pay less if you use a <a href="#">network provider</a> ?               | Yes. See <a href="#">Find a Provider</a> or call 1-877-687-1189 for a list of <a href="#">network providers</a> .                                                                                                                            | This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services. |
| Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?    | No.                                                                                                                                                                                                                                          | You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



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                                                             |                                                 | Limitation, Exceptions, & Other Important Information                                                                                                                                                                         |
|------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                        |                                                                            | Network Provider (You will pay the least)                                     | Out-of-Network Provider (You will pay the most) |                                                                                                                                                                                                                               |
| If you visit a health care <a href="#">provider's</a> office or clinic | Primary care visit to treat an injury or illness                           | \$30 <a href="#">Copay</a> /visit; <a href="#">deductible</a> does not apply. | Not covered                                     | ----None----                                                                                                                                                                                                                  |
|                                                                        | <a href="#">Specialist</a> visit                                           | \$65 <a href="#">Copay</a> /visit; <a href="#">deductible</a> does not apply. | Not covered                                     | Prior authorization required. Failure to obtain prior authorization for any service that requires prior authorization may result in denial of payment for care that may otherwise be covered.                                 |
|                                                                        | <a href="#">Preventive care</a> / <a href="#">screening</a> / immunization | No charge                                                                     | Not covered                                     | You may have to pay for services that aren't <a href="#">preventive</a> . Ask your <a href="#">provider</a> if the services you need are <a href="#">preventive</a> . Then check what your <a href="#">plan</a> will pay for. |
| If you have a test                                                     | <a href="#">Diagnostic test</a> (x-ray, blood work)                        | 20% <a href="#">Coinsurance</a>                                               | Not covered                                     | Prior authorization required.                                                                                                                                                                                                 |
|                                                                        | Imaging(CT/PET scans, MRIs)                                                | 20% <a href="#">Coinsurance</a>                                               | Not covered                                     | Prior authorization required.                                                                                                                                                                                                 |

| Common Medical Event                                                                                                                                                                   | Services You May Need                            | What You will Pay                                                                                                                    |                                                 | Limitation, Exceptions, & Other Important Information                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                        |                                                  | Network Provider (You will pay the least)                                                                                            | Out-of-Network Provider (You will pay the most) |                                                                                                                                                                                               |
| <b>If you need drugs to treat your illness or condition</b><br>More information about <a href="#">prescription drug coverage</a> is available at <a href="#">Preferred Drug List</a> . | Generic Drugs (Tier 1)                           | Retail: \$15<br><u>Copay</u> /prescription;<br>Mail order: \$45<br><u>Copay</u> /prescription;<br><u>deductible</u> does not apply   | Not covered                                     | None. Prescription drugs are provided up to 31 days retail and up to 90 days through mail order. Mail orders are subject to 3X retail <u>cost-sharing</u> amount.                             |
|                                                                                                                                                                                        | Preferred brand drugs (Tier 2)                   | Retail: \$50<br><u>Copay</u> /prescription;<br>Mail order: \$150<br><u>Copay</u> /prescription;<br><u>deductible</u> does not apply  | Not covered                                     | Prior authorization required. Prescription drugs are provided for up to 31 days retail and up to 90 days through mail order. Mail orders are subject to 3X retail <u>cost-sharing</u> amount. |
|                                                                                                                                                                                        | Non-preferred brand drugs (Tier 3)               | Retail: \$100<br><u>Copay</u> /prescription;<br>Mail order: \$300<br><u>Copay</u> /prescription;<br><u>deductible</u> does not apply | Not covered                                     | Prior authorization required. Prescription drugs are provided for up to 31 days retail and up to 90 days through mail order. Mail orders are subject to 3X retail <u>cost-sharing</u> amount. |
|                                                                                                                                                                                        | <a href="#">Specialty drugs</a> (Tier 4)         | 40% <u>Coinsurance</u> ;<br>subject to Rx <u>deductible</u>                                                                          | Not covered                                     | Prior authorization required. Prescription drugs are provided for up to 31 days retail and up to 90 days through mail order. Mail orders are subject to 3X retail <u>cost-sharing</u> amount. |
| <b>If you have outpatient surgery</b>                                                                                                                                                  | Facility fee (e.g., ambulatory surgery center)   | 20% <u>Coinsurance</u>                                                                                                               | Not covered                                     | Prior authorization required.                                                                                                                                                                 |
|                                                                                                                                                                                        | Physician/surgeon fees                           | 20% <u>Coinsurance</u>                                                                                                               | Not covered                                     | Prior authorization required.                                                                                                                                                                 |
| <b>If you need immediate medical attention</b>                                                                                                                                         | <a href="#">Emergency room care</a>              | 20% <u>Coinsurance</u>                                                                                                               | 20% <u>Coinsurance</u>                          | -----None-----                                                                                                                                                                                |
|                                                                                                                                                                                        | <a href="#">Emergency Medical transportation</a> | 20% <u>Coinsurance</u>                                                                                                               | 20% <u>Coinsurance</u>                          | -----None-----                                                                                                                                                                                |
|                                                                                                                                                                                        | <a href="#">Urgent Care</a>                      | \$75 <u>Copay</u> /visit;<br><u>deductible</u> does not apply                                                                        | Not covered                                     | -----None-----                                                                                                                                                                                |

| Common Medical Event                                                      | Services You May Need                     | What You will Pay                                                                                                           |                                                 | Limitation, Exceptions, & Other Important Information                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                           |                                           | Network Provider (You will pay the least)                                                                                   | Out-of-Network Provider (You will pay the most) |                                                                                                                                                                                                                                                                                                                |
| If you have a hospital stay                                               | Facility fee (e.g., hospital room)        | 20% <u>Coinsurance</u>                                                                                                      | Not covered                                     | Prior authorization required.                                                                                                                                                                                                                                                                                  |
|                                                                           | Physician/surgeon fees                    | 20% <u>Coinsurance</u>                                                                                                      | Not covered                                     | Prior authorization required.                                                                                                                                                                                                                                                                                  |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                       | \$30 <u>Copay</u> /office visit; <u>deductible</u> does not apply; 20% <u>coinsurance</u> for all other outpatient services | Not covered                                     | Prior authorization required. (PCP and Other Practitioner visits do not require prior authorization)                                                                                                                                                                                                           |
|                                                                           | Inpatient services                        | 20% <u>Coinsurance</u>                                                                                                      | Not covered                                     | Prior authorization required.                                                                                                                                                                                                                                                                                  |
| If you are pregnant                                                       | Office visits                             | \$30 <u>Copay</u> /visit; <u>deductible</u> does not apply                                                                  | Not covered                                     | Prior authorization required. <u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, <u>coinsurance</u> , <u>copayment</u> and/or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). |
|                                                                           | Childbirth/delivery professional services | 20% <u>Coinsurance</u>                                                                                                      | Not covered                                     | Prior authorization required. <u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, <u>coinsurance</u> , <u>copayment</u> and/or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). |
|                                                                           | Childbirth/delivery facility services     | 20% <u>Coinsurance</u>                                                                                                      | Not covered                                     | Prior authorization required. <u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, <u>coinsurance</u> , <u>copayment</u> and/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                                         |                                                 | Limitation, Exceptions, & Other Important Information                                                                                                                                                                     |
|----------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                |                                           | Network Provider (You will pay the least)                 | Out-of-Network Provider (You will pay the most) |                                                                                                                                                                                                                           |
| If you need help recovering or have other special health needs | <a href="#">Home health care</a>          | 20% <u>Coinsurance</u>                                    | Not covered                                     | Prior authorization required. 100 visits per year.                                                                                                                                                                        |
|                                                                | <a href="#">Rehabilitation services</a>   | 20% <u>Coinsurance</u>                                    | Not covered                                     | Prior authorization required. 60 visits per year. PT, OT, ST limited to 20 visits each, Cardiac limited to 36 visits, Pulmonary limited to 20 visits except if rendered as part of PT, the PT visit limit will apply.     |
|                                                                | <a href="#">Habilitation services</a>     | 20% <u>Coinsurance</u>                                    | Not covered                                     | Prior authorization required. Autism spectrum disorder: Outpatient speech & language therapy and occupational therapy of 20 visits per year per benefit. Outpatient clinical therapeutic intervention of 20 hrs per week. |
|                                                                | <a href="#">Skilled nursing care</a>      | 20% <u>Coinsurance</u>                                    | Not covered                                     | Prior authorization required. 90 days per year in a facility.                                                                                                                                                             |
|                                                                | <a href="#">Durable medical equipment</a> | 20% <u>Coinsurance</u>                                    | Not covered                                     | Prior authorization required.                                                                                                                                                                                             |
|                                                                | <a href="#">Hospice services</a>          | 20% <u>Coinsurance</u>                                    | Not covered                                     | Prior authorization required.                                                                                                                                                                                             |
| If your child needs dental or eye care                         | Children's eye exam                       | \$0 <u>Copay</u> /visit; <u>deductible</u> does not apply | Not covered                                     | 1 Visit per Year                                                                                                                                                                                                          |
|                                                                | Children's glasses                        | \$0 <u>Copay</u> /item; <u>deductible</u> does not apply  | Not covered                                     | 1 Item per Year                                                                                                                                                                                                           |
|                                                                | Children's dental check-up                | Not covered                                               | Not covered                                     | -----None-----                                                                                                                                                                                                            |

### Excluded Services & Other Covered Services

|                                                                                                                                                                                                        |                                                                                                                                               |                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Services your <a href="#">Plan</a> Generally Does NOT cover (Check your policy or <a href="#">plan</a> documentation for more information and a list of any other <a href="#">excluded services</a> .) |                                                                                                                                               |                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Abortion (Except in cases of rape, incest, or when the life of the mother is endangered)</li> <li>Hearing aids</li> <li>Routine eye care (Adult)</li> </ul>     | <ul style="list-style-type: none"> <li>Acupuncture</li> <li>Cosmetic surgery</li> <li>Long-term care</li> <li>Weight loss programs</li> </ul> | <ul style="list-style-type: none"> <li>Bariatric surgery</li> <li>Dental care (Adult)</li> <li>Non-emergency care when traveling outside the U.S.</li> </ul> |

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your [plan](#) document.)

- |                                                                  |                                                           |                                                        |
|------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------|
| • Chiropractic care (Limited to 12 specialists' visits per year) | • Infertility treatment (See policy for coverage details) | • Private-duty nursing (Limited to 90 visits per year) |
|                                                                  |                                                           | • Routine foot care (Related to diabetes treatment)    |

**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 Ohio Department of Insurance, 50 W. Town Street Third Floor - Suite 300 Columbus, Ohio 43215, Phone No. (800) 686-1526. 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](http://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 [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 Ohio Department of Insurance, 50 W. Town Street Third Floor - Suite 300 Columbus, Ohio 43215, Phone No. (800) 686-1526.

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

If you don't have [Minimum Essential Coverage](#) for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

#### **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:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-877-687-1189, TTY/TDD 1-877-941-9236.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-877-687-1189, TTY/TDD 1-877-941-9236.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-877-687-1189, TTY/TDD 1-877-941-9236.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne 1-877-687-1189, TTY/TDD 1-877-941-9236.

—————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 [plan's](#) overall [deductible](#) \$3,500
- [Specialist copayment](#) \$65
- Hospital (facility) [coinsurance](#) 20%
- Other [coinsurance](#) 20%

#### This EXAMPLE even includes services like:

Specialist office visits (prenatal care)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery facility Services  
 Diagnostic test (ultrasounds and blood work)  
 Specialist visit (anesthesia)

**Total Example Cost** **\$12,800**

#### In this example, Peg would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| Deductibles                       | \$3,500        |
| Copayments                        | \$600          |
| Coinsurance                       | \$2,000        |
| What isn't covered                |                |
| Limits or exclusions              | \$60           |
| <b>The total Peg would pay is</b> | <b>\$6,160</b> |

### Managing Joe's type 2 Diabetes

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

- The [plan's](#) overall [deductible](#) \$3,500
- [Specialist copayment](#) \$65
- Hospital (facility) [coinsurance](#) 20%
- Other [coinsurance](#) 20%

#### This EXAMPLE even includes services like:

Primary care physician office visits (includes disease education)  
 Diagnostic tests (blood work)  
 Prescription Drugs  
 Durable medical equipment (glucose meter)

**Total Example Cost** **\$7,400**

#### In this example, Joe would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| Deductibles                       | \$1,500        |
| Copayments                        | \$1,500        |
| Coinsurance                       | \$400          |
| What isn't covered                |                |
| Limits or exclusions              | \$60           |
| <b>The total Joe would pay is</b> | <b>\$3,460</b> |

### Mia's Simple Fracture

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

- The [plan's](#) overall [deductible](#) \$3,500
- [Specialist copayment](#) \$65
- Hospital (facility) [coinsurance](#) 20%
- Other [coinsurance](#) 20%

#### This EXAMPLE even includes services like:

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

**Total Example Cost** **\$1,900**

#### In this example, Mia would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| Deductibles                       | \$1,300        |
| Copayments                        | \$200          |
| Coinsurance                       | \$300          |
| What isn't covered                |                |
| Limits or exclusions              | \$0            |
| <b>The total Mia would pay is</b> | <b>\$1,800</b> |

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.

## Statement of Non-Discrimination

Ambetter from Buckeye Health Plan 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 Buckeye Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Ambetter from Buckeye Health Plan:

- 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 Buckeye Health Plan at 1-877-687-1189 (TTY/TDD 1-877-941-9236).

If you believe that Ambetter from Buckeye Health Plan 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: Buckeye Health Plan at the Appeals Unit, 4349 Easton Way, Suite 400, Columbus, OH 43219, 1-877-687-1189 (TTY/TDD 1-877-941-9236), Fax 1-866-719-5404. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Ambetter from Buckeye Health Plan 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>.



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|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Spanish:</b>            | Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de Buckeye Health Plan, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-687-1189 (TTY/TDD 1-877-941-9236).                                                            |
| <b>Chinese:</b>            | 如果您，或是您正在協助的對象，有關於 Ambetter from Buckeye Health Plan 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-877-687-1189 (TTY/TDD 1-877-941-9236)。                                                                                                                                                                                      |
| <b>German:</b>             | Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Buckeye Health Plan 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 1-877-687-1189 (TTY/TDD 1-877-941-9236) an.                                   |
| <b>Arabic:</b>             | إذا كان لديك أو لدى شخص تساعد أمثلة حول Ambetter from Buckeye Health Plan، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1-877-687-1189 (TTY/TDD 1-877-941-9236).                                                                                                     |
| <b>Pennsylvania Dutch:</b> | Vann du, adda ebbah's du am helfa bisht, ennichi questions hott veyyich Ambetter from Buckeye Health Plan, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. Fa shvetza mitt ebbah diveyya, kawl 1-877-687-1189 (TTY/TDD 1-877-941-9236).                                      |
| <b>Russian:</b>            | В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from Buckeye Health Plan вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-877-687-1189 (TTY/TDD 1-877-941-9236). |
| <b>French:</b>             | Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Buckeye Health Plan, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-877-687-1189 (TTY/TDD 1-877-941-9236).                                      |
| <b>Vietnamese:</b>         | Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Buckeye Health Plan, 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 1-877-687-1189 (TTY/TDD 1-877-941-9236).                                                    |
| <b>Cushite:</b>            | Yoo sii ykn namaa gargaaraa jirtuu wa'ee Ambetter from Buckeye Health Plan gaaffi qabaatan ta'ee gargaarsaa fi odeeffanoo afaan ketiin kaffaltii alla argachuuf mirgaa qabdaa. Turjumaana wajjin dubadhuu, 1-877-687-1189 irra bilbilii (TTY/TDD 1-877-941-9236).                                                            |
| <b>Korean:</b>             | 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Buckeye Health Plan 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-877-687-1189 (TTY/TDD 1-877-941-9236) 로 전화하십시오.                                                                                                                             |
| <b>Italian:</b>            | Se lei, o una persona che lei sta aiutando, avesse domande su Ambetter from Buckeye Health Plan, ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami il 1-877-687-1189 (TTY/TDD 1-877-941-9236).                                                       |
| <b>Japanese:</b>           | Ambetter from Buckeye Health Plan について何かご質問がございましたらご連絡ください。ご希望の言語によるサポートや情報を無料でご提供いたします。通訳が必要な場合は、1-877-687-1189 (TTY/TDD 1-877-941-9236) までお電話ください。                                                                                                                                                                         |
| <b>Dutch:</b>              | Als u of iemand die u helpt vragen heeft over Ambetter from Buckeye Health Plan, hebt u recht op gratis hulp en informatie in uw taal. Bel 1-877- 687-1189 (TTY/TDD (teksttelefoon) 1-877-941-9236) om met een tolk te spreken.                                                                                              |
| <b>Ukrainian:</b>          | В разі виникнення у вас або особи, якій ви допомагаєте, будь-яких запитань щодо програми страхування Ambetter from Buckeye Health Plan ви маєте право отримати безкоштовну допомогу та інформацію на своїй рідній мові. Щоб поговорити з перекладачем, зателефонуйте за номером 1-877-687-1189 (TTY/TDD 1-877-941-9236).     |
| <b>Romanian:</b>           | Dacă dvs. sau o persoană pe care o asistați are întrebări despre Ambetter from Buckeye Health Plan, aveți dreptul să obțineți asistență și informații în limba dvs. în mod gratuit. Pentru a vorbi cu un interpret, apelați 1-877-687-1189 (TTY/TDD 1-877-941-9236).                                                         |