Summary of Benefits and Coverage: What this Plan covers & What You Pay For Covered Services

Ambetter from Arkansas Health & Wellness : Ambetter Balanced Care 7 (2018)

Coverage Period: 01/01/2018-12/31/2018

Coverage for: Individual/Family | Plan Type: PPO



The 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 care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) 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.ARHealthWellness.com/2018-brochures.html, or call 1-877-617-0390 (TTY/TDD 877-617-0392). For general definitions of common terms, such as <u>allowed</u> <u>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 https://www.healthcare.gov/sbc-glossary or call 1-877-617-0390 (TTY/TDD 877-617-0392) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$4,950 individual/\$9,900 family. Non- <u>network</u> : \$10,200 individual/\$20,400 family.	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. <u>Preventive care</u> , primary care, <u>specialist</u> , and <u>urgent care</u> visits, imaging, <u>diagnostic tests</u> , generic and preferred drugs 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 certain preventive services without cost-sharing and before you meet your deductible. See a list of covered <u>preventive services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	Yes, \$500 individual/\$1,000 family for <u>prescription drug coverage</u> . There are no other specific <u>deductibles</u> .	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
What is the <u>out-of-</u> <u>pocket limit</u> for this <u>plan</u> ?	For <u>network</u> \$5,850 individual/\$11,700 family. For non- <u>network</u> \$12,500 individual/\$25,000 family.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, <u>balance-billing</u> charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See <u>Find a Provider</u> or call 1- 877-617-0390 for a list of <u>network</u> <u>providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays (<u>balance</u> <u>billing</u>). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
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> .



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.

		What You	u will Pay	Limitation, Exceptions, & Other Important Information	
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)		
	Primary care visit to treat an injury or illness	\$30 <u>Copay</u> /visit; <u>deductible</u> does not apply.	50% <u>Coinsurance</u>	None	
If you visit a health care <u>provider's</u> office or clinic	<u>Specialist</u> visit	\$60 <u>Copay</u> /visit; <u>deductible</u> does not apply.	50% <u>Coinsurance</u>	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.	
	Preventive care/ screening/ immunization	No charge	50% Coinsurance	None	
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	\$25 <u>Copay</u> /test; <u>deductible</u> does not apply.	50% <u>Coinsurance</u>	Prior authorization required.	
If you have a test	Imaging(CT/PET scans, MRIs)	\$150 <u>Copay</u> /test; <u>deductible</u> does not apply.	50% <u>Coinsurance</u>	Prior authorization required.	

Common Medical Event	Services You May Need	What You will Pay Network Provider (You out-of-Network Provider vill pay the post)		Limitation, Exceptions, & Other Important Information	
		will pay the least)	(You will pay the most)		
	Generic Drugs (Tier 1)	Retail: \$10 <u>Copay</u> /prescription; Mail order: \$30 <u>Copay</u> /prescription; <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.	
If you need drugs to treat your illness or condition More information about <u>prescription</u> <u>drug coverage</u> is	Preferred brand drugs (Tier 2)	Retail: \$25 <u>Copay</u> /prescription; Mail order: \$75 <u>Copay</u> /prescription; <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.	
available at <u>Preferred</u> <u>Drug List</u> .	Non-preferred brand drugs (Tier 3)	\$50 Copay after prescription drug deductible	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.	
	Specialty drugs (Tier 4)	\$250 <u>Copay</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.	
If you have	Facility fee (e.g., ambulatory surgery center)	9% Coinsurance	50% Coinsurance	Prior authorization required.	
outpatient surgery	Physician/surgeon fees	9% <u>Coinsurance</u>	50% Coinsurance	Prior authorization required.	
	Emergency room care	\$150 <u>Copay</u> /visit	\$150 <u>Copay</u> /visit	None	
lf you need immediate medical	Emergency Medical transportation	10% <u>Coinsurance</u>	10% <u>Coinsurance</u>	None	
attention	<u>Urgent Care</u>	\$75 <u>Copay</u> /visit: <u>deductible</u> does not apply	50% Coinsurance	None	

Common Medical		What You Network Provider (You	u will Pay Out-of-Network Provider	Limitation, Exceptions, & Other Important	
Event	Services You May Need	will pay the least)	(You will pay the most)	Information	
If you have a	Facility fee (e.g., hospital room)	\$1,000 <u>Copay</u> per day	50% Coinsurance	Prior authorization required.	
hospital stay	Physician/surgeon fees	10% Coinsurance	50% Coinsurance	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; 9% <u>coinsurance</u> for all other outpatient services	50% <u>Coinsurance</u> /office visit; <u>deductible does</u> <u>not apply: 50%</u> <u>Coinsurance for all</u> <u>other outpatient</u> <u>services</u>	Prior authorization required. (PCP and Other Practitioner visits do not require prior authorization)	
	Inpatient services	\$1,000 <u>Copay</u> per day	50% Coinsurance	Prior authorization required.	
	Office visits	\$30 <u>Copay</u> /visit; <u>deductible</u> does not apply	50% <u>Coinsurance</u>	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).	
lf you are pregnant	Childbirth/delivery professional services	10% <u>Coinsurance</u>	50% <u>Coinsurance</u>	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	\$1,000 <u>Copay</u> per day	50% <u>Coinsurance</u>	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).	

		What You	u will Pay		
Common Medical Event Services You May Need		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitation, Exceptions, & Other Important Information	
	Home health care	10% <u>Coinsurance</u>	50% <u>Coinsurance</u>	Prior authorization required. 50 visits per year.	
	Rehabilitation services	\$50 <u>Copay</u> /visit; <u>deductible</u> does not apply.	50% Coinsurance	Prior authorization required for in home services. 30 visits per year. Combined with PT, OT, and ST.	
lf you need help	Habilitation services	\$50 <u>Copay</u> /visit; <u>deductible</u> does not apply.	50% Coinsurance	Prior authorization required. 30 visits per year for outpatient habilitative services. 180 visits per year for developmental services.	
recovering or have other special health	Skilled nursing care	\$50 <u>Copay</u> per day	50% Coinsurance	Prior authorization required. 60 days per year in a facility.	
needs	Durable medical equipment	\$50 <u>Copay</u> /visit; <u>deductible</u> does not apply.	50% Coinsurance	Prior authorization required.	
	Hospice services	10% <u>Coinsurance</u>	50% <u>Coinsurance</u>	Prior authorization required. Benefits for hospice inpatient, home or outpatient care are available to a terminally ill covered person for one continuous period up to 180 days in a covered person's lifetime.	
If your child poods	Children's eye exam	\$0 <u>Copay</u> /visit; <u>deductible</u> does not apply	\$0 <u>Copay</u> /visit; <u>deductible</u> does not apply	1 Visit per Year	
If your child needs dental or eye care	Children's glasses	\$0 <u>Copay</u> /item; <u>deductible</u> does not apply	\$0 <u>Copay</u> /item; <u>deductible</u> does not apply	1 Item per Year	
	Children's dental check-up	Not covered	Not covered	None	

Excluded Services & Other Covered Services

Services your Plan Generally Does NOT cover (Check your policy or plan documentation for more information and a list of any other excluded services.)					
Abortion (Except in cases of rape, incest, or	•	Acupuncture	•	•	Bariatric surgery
when the life of the mother is endangered)	•	Dental care (Adult)	•	•	Long-term care
Cosmetic surgery	٠	Private-duty nursing	•	•	Weight loss programs
Non-emergency care when traveling outside the					
U.S.					

	Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)				
•	Chiropractic care (Limited to 30 specialists' visits Hearing aids (Limited to one pair per year) Infertility treatment (See policy for coverage				
	per year)		details)		
•	Routine eye care (Adult - Related to diabetes Routine foot care (Related to diabetes treatment	ıt)			
	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: Arkansas Insurance Department, 1200 West Third Street Little Rock, AR 72201-1904, Phone No. (501) 371-2600 or 1-800-282-9134 Fax No. (800) 852-5494 Seniors No. (800)224-6330. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <u>Marketplace</u>. For more information about the <u>Marketplace</u>, <u>visit www.HealthCare.gov</u> 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 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: Arkansas Insurance Department, 1200 West Third Street Little Rock, AR 72201-1904, Phone No. (501) 371-2600 or 1-800-282-9134 Fax No. (800) 852-5494 Seniors No. (800)224-6330)

Does this plan provide Minimum Essential Coverage? Yes

If you don't have <u>Minimum Essential Coverage</u> 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 <u>plan</u> doesn't meet the <u>Minimum Value Standards</u>, you may be eligible for a <u>premium tax credit</u> to help you pay for a <u>plan</u> through the <u>Marketplace</u>.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-877-617-0390, TTY/TDD 1-877-617-0392. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-877-617-0390, TTY/TDD 1-877-617-0392. Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-877-617-0390, TTY/TDD 1-877-617-0392. Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne 1-877-617-0390, TTY/TDD 1-877-617-0392.

-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 <u>plan</u> 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

(9 months of in-network pre-natal care and a hospital delivery)

- The plan's overall deductible \$4,950 Specialist copayment \$60 Hospital (facility) copayment \$1,000 50%
- Other coinsurance

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	\$3,980
Copayments	\$1,870
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$60
The total Peg would pay is	\$5,910

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>	\$4,950			
 <u>Specialist</u> copayment 	\$60			
 Hospital (facility) <u>copayment</u> 	\$1,000			
• Other <u>coinsurance</u>	50%			
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				
\$0				
\$3,100				
\$0				
What isn't covered				
\$60				
\$3,160				

Mia's Simple Fracture

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

The plan's overall deductible	\$4,950
Specialist copayment	\$60
 Hospital (facility) <u>copayment</u> 	\$1,000
 Other <u>coinsurance</u> 	50%

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
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In this example. Mia would pay:

Cost Sharing	
Deductibles	\$1,200
Copayments	\$500
Coinsurance	\$100
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$1,800

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

Statement of Non-Discrimination

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

Ambetter from Arkansas Health & Wellness:

- 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 Arkansas Health & Wellness, at 1-877-617-0390 (TTY/TDD 1-877-617-0392).

If you believe that Ambetter from Arkansas Health & Wellness 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: Ambetter from Arkansas Health & Wellness Appeals Unit, P.O. Box 25538, Little Rock, AR 72221, 1-877-617-0390 (TTY/TDD 1-877-617-0392), Fax 1-866-811-3255. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Ambetter from Arkansas Health & Wellness 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 <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>, 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.

AMB16-AR-C-00208

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Spanish:	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de Arkansas Health & Wellness, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-617-0390 (TTY/TDD 1-877-617-0392).
Vietnamese:	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Arkansas Health & Wellness, 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 1-877-617-0390 (TTY/TDD 1-877-617-0392).
Marshallese:	Ne kwe, ak bar juon eo kwōj jipañe, ewōr an kajjitōk kōn Ambetter from Arkansas Health & Wellness, ewōr am jimwe in bōk jipañ im melele ko ilo kajin eo am ejjeļok wōnāān. Nan kōnono ippān juon ri-ukōk, kirlok 1-877-617-0390 (TTY/TDD 1-877-617-0392).
Chinese:	如果您,或是您正在協助的對象,有關於 Ambetter from Arkansas Health & Wellness 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 1-877-617-0390 (TTY/TDD 1-877-617-0392)。
Laotian:	ຖ້າທ່ານ ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ Ambetter from Arkansas Health & Wellness, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານ ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຈະເວົ້າກັບ ນາຍພາສາ ໃຫ້ໂທຫາ 1-877-617-0390 (TTY/TDD 1-877-617-0392).
Tagalog:	Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from Arkansas Health & Wellness, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-877-617-0390 (TTY/TDD 1-877-617-0392).
Arabic:	إذا كان لديك أو لدى شخص تساعده أسئلة حول Ambetter from Arkansas Health & Wellness، نديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية نكلفة. للتحدث مع مترجم اتصل بـ 0390-617-877-1-877 (TTY/TDD 1-877-617-0392).
German:	Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Arkansas Health & Wellness 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 1-877-617-0390 (TTY/TDD 1-877-617-0392) an.
French:	Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Arkansas Health & Wellness, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-877-617-0390 (TTY/TDD 1-877-617-0392).
Hmong:	Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Ambetter from Arkansas Health & Wellness, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau 1-877-617-0390 (TTY/TDD 1-877-617-0392).
Korean:	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Arkansas Health & Wellness 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-877-617-0390 (TTY/TDD 1-877-617-0392) 로 전화하십시오.
Portuguese:	Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Ambetter from Arkansas Health & Wellness, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-877-617-0390 (TTY/TDD 1-877-617-0392).
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AMB16-AR-C-00076

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