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/2020-brochures.html, or call 1-877-687-1189 (TTY/TDD: 1-877-941-9236). 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: 1-877-941-9236) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	\$0 at Indian Health Care Provider (IHCP) or with IHCP <u>referral</u> at non-IHCP; or \$7,350 individual / \$14,700 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 services</u> , primary care, <u>specialist</u> , and <u>urgent care</u> office visits, children's eye exam and glasses, generic and preferred brand 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 <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive</u> <u>services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet deductibles for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	For <u>network providers</u> : \$7,350 individual / \$14,700 family. No, for non- <u>network providers</u> .	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, balance-billing charges, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See <u>Find a Provider</u> or call 1- 877-687-1189 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.

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 Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Primary care visit to treat an injury or illness	No charge	\$40 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Cost sharing waived at non-IHCP with IHCP referral.
If you visit a health care <u>provider's</u> office	<u>Specialist</u> visit	No charge	\$80 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Cost sharing waived at non-IHCP with IHCP referral.
or clinic Pr ca	Preventive care/screening/ immunization	No charge	No charge	Not covered	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for. <u>Cost sharing</u> waived at non- IHCP with IHCP <u>referral</u> .
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	No charge	No charge after deductible	Not covered	Prior authorization may be required. Failure to obtain prior authorization for any service that requires prior authorization may result in reduction of benefits. See your policy for more details. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Imaging (CT/PET scans, MRIs)	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .

* For more information about limitations and exceptions, see plan or policy document at https://api.centene.com/EOC/2020/41047OH001.pdf.

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Generic drugs (Tier 1)	No charge	Retail:\$20 <u>Copay</u> / prescription; Mail Order: \$50 <u>Copay</u> / prescription; <u>deductible</u> does not apply	Not covered	Prescription drugs are provided up to 30 days retail and up to 90 days through mail order. Mail orders are subject to 2.5x retail <u>cost</u> sharing amount. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you need drugs to treat your illness or condition More information about prescription drug	Preferred brand drugs (Tier 2)	No charge	Retail: \$60 <u>Copay</u> / prescription; Mail Order: \$150 <u>Copay</u> / prescription; <u>deductible</u> does not apply.	Not covered	Prior authorization may be required. <u>Prescription drugs</u> are provided up to 30 days retail and up to 90 days through mail order. Mail orders are subject to 2.5x retail <u>cost</u> <u>sharing</u> amount. <u>Cost sharing</u> waived at non- IHCP with IHCP <u>referral</u> .
<u>coverage</u> is available at <u>Preferred Drug List</u> .	Non-preferred brand drugs (Tier 3)	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Prescription drugs</u> are provided up to 30 days retail and up to 90 days through mail order. Mail orders are subject to 2.5x retail <u>cost</u> <u>sharing</u> amount. <u>Cost sharing</u> waived at non- IHCP with IHCP <u>referral</u> .
	Specialty drugs (Tier 4)	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Prescription drugs</u> are provided up to 30 days retail and up to 30 days through mail order. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
surgery	Physician/surgeon fees	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you need immediate	Emergency room care	No charge	No charge after deductible	No charge after deductible	Cost sharing waived at non-IHCP with IHCP referral.
medical attention	Emergency medical	No charge	No charge after	No charge after	Cost sharing waived at non-IHCP with IHCP

* For more information about limitations and exceptions, see plan or policy document at https://api.centene.com/EOC/2020/41047OH001.pdf.

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	transportation		deductible	deductible	<u>referral</u> .
	Urgent care	No charge	\$60 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Cost sharing waived at non-IHCP with IHCP referral.
If you have a hospital	Facility fee (e.g., hospital room)	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
stay	Physician/surgeon fees	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you need mental health, behavioral health, or substance abuse services	Outpatient services	No charge	\$40 <u>Copay</u> / office visit (<u>deductible</u> does not apply); No charge after <u>deductible</u> for all other outpatient services	Not covered	Prior authorization may be required. (PCP and other practitioner visits do not require prior authorization). <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Inpatient services	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
lf you are pregnant	Office visits	No charge	\$40 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Prior authorization not required for deliveries within the standard timeframe per federal regulation, but may be required for other services. <u>Cost-sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, <u>coinsurance</u> , <u>deductible</u> or <u>copayment</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Childbirth/delivery professional services	No charge	No charge after deductible	Not covered	Prior authorization not required for deliveries within the standard timeframe per federal regulation, but may be required for other

* For more information about limitations and exceptions, see plan or policy document at https://api.centene.com/EOC/2020/410470H001.pdf.

	What You Will Pay					
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
					services. <u>Cost-sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, <u>coinsurance</u> , <u>deductible</u> or <u>copayment</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .	
	Childbirth/delivery facility services	No charge	No charge after deductible	Not covered	Prior authorization not required for deliveries within the standard timeframe per federal regulation, but may be required for other services. <u>Cost-sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, <u>coinsurance</u> , <u>deductible</u> or <u>copayment</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .	
	Home health care	No charge	No charge after deductible	Not covered	Prior authorization may be required. 100 Visits per year. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .	
If you need help recovering or have other special health	Rehabilitation services	No charge	No charge after deductible	Not covered	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. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .	
needs	Habilitation services	No charge	No charge after deductible	Not covered	Prior authorization may be 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. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .	

* For more information about limitations and exceptions, see plan or policy document at https://api.centene.com/EOC/2020/410470H001.pdf.

			What You Will Pay		
Common Medical Event	Services You May Need		Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Skilled nursing care	No charge	No charge after deductible	Not covered	Prior authorization may be required. 90 days per year in a facility. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
	Durable medical equipment	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Hospice services	No charge	No charge after deductible	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Children's eye exam	No charge	No charge	Not covered	1 visit per year. <u>Cost sharing</u> waived at non- IHCP with IHCP referral.
If your child needs dental or eye care	Children's glasses	No charge	No charge	Not covered	1 item per year. <u>Cost sharing</u> waived at non- IHCP with IHCP referral.
	Children's dental check- up	Not covered	Not covered	Not covered	None

 Excluded Services & Other Covered Services: Services Your <u>Plan</u> Generally Does NOT Cover (C Abortion (Except in cases of rape, incest, or when the life of the mother is endangered) Acupuncture Bariatric surgery 	 heck your policy or <u>plan</u> document for more information Cosmetic surgery Dental care Long-term care 	 ation and a list of any other <u>excluded services</u>.) Non-emergency care when traveling outside the U. S. Routine eye care (Adult) Weight loss programs
Other Covered Services (Limitations may apply to	these services. This isn't a complete list. Please se	ee your <u>plan</u> document.)
 Chiropractic care (Limited to 12 <u>specialist</u> visits per year) 	 Infertility treatment (See policy for coverage details) 	Routine foot care (Related to diabetes treatment)
 Hearing aids (Cochlear implants only) 	 Private-duty nursing (Limited to 90 visits per year) 	

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: Ambetter from Buckeye Health Plan at 1-877-687-1189 (TTY/TDD: 1-877-941-9236); The Ohio Department of Insurance, 50 W. Town Street Third Floor - Suite 300 Columbus, Ohio 43215, Phone No. 1-800-686-1526. Other coverage options may be available to you too, including buying individual insurance coverage through the <u>Health Insurance Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>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: The Ohio Department of Insurance, 50 W. Town Street Third Floor - Suite 300 Columbus, Ohio 43215, Phone No. 1-800-686-1526.

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 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 <u>plan</u> might cover costs for a sample medical situation, see the next section.------



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 <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. 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)		Managing Joe's type 2 Diabetes (a year of routine in-network care of a well- controlled condition)		Mia's Simple Fracture (in-network emergency room visit and follow up care)	
The plan's overall deductible\$7,350Specialist copayment\$80Hospital (facility) coinsurance0%Other coinsurance0%		 The plan's overall deductible Specialist copayment Hospital (facility) coinsurance Other coinsurance 0% 		 The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$7,35 \$80 0% 0%
This EXAMPLE event includes services like: Specialist office visits (<i>prenatal care</i>) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood work</i>) Specialist visit (<i>anesthesia</i>)		This EXAMPLE event includes services like: Primary care physician office visits (<i>including disease education</i>) Diagnostic tests (<i>blood work</i>) Prescription drugs Durable medical equipment (<i>glucose meter</i>)		This EXAMPLE event includes services like: Emergency room care <i>(including medical supplies)</i> Diagnostic test <i>(x-ray)</i> Durable medical equipment <i>(crutches)</i> Rehabilitation services <i>(physical therapy)</i>	
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i>		Diagnostic tests <i>(blood work)</i> Prescription drugs	eter)	Diagnostic test (<i>x-ray</i>) Durable medical equipment (crutche	
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i>		Diagnostic tests <i>(blood work)</i> Prescription drugs	eter) \$7,400	Diagnostic test (<i>x-ray</i>) Durable medical equipment (crutche	
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> Specialist visit (<i>anesthesia</i>) Total Example Cost	work)	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i> Total Example Cost	-	Diagnostic test (<i>x-ray</i>) Durable medical equipment (<i>crutche</i> Rehabilitation services (<i>physical the</i> Total Example Cost	capy)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> Specialist visit (<i>anesthesia</i>)	work)	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i>	-	Diagnostic test (<i>x-ray</i>) Durable medical equipment (<i>crutche</i> Rehabilitation services (<i>physical the</i>)	capy)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay:	work)	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i> Total Example Cost In this example, Joe would pay:	-	Diagnostic test (<i>x-ray</i>) Durable medical equipment (<i>crutche</i> Rehabilitation services (<i>physical the</i> Total Example Cost In this example, Mia would pay:	capy)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay: Cost Sharing	work) \$12,800	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i> Total Example Cost In this example, Joe would pay: <i>Cost Sharing</i>	\$7,400	Diagnostic test <i>(x-ray)</i> Durable medical equipment <i>(crutche</i> Rehabilitation services <i>(physical the</i> Total Example Cost In this example, Mia would pay: <i>Cost Sharing</i>	apy) \$1,900
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay: Cost Sharing Deductibles	work) \$12,800 \$6,790	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i> Total Example Cost In this example, Joe would pay: <i>Cost Sharing</i> Deductibles	\$ 7,400 \$1,900	Diagnostic test (<i>x-ray</i>) Durable medical equipment (<i>crutche</i> Rehabilitation services (<i>physical ther</i> Total Example Cost In this example, Mia would pay: <u>Cost Sharing</u> Deductibles	rapy) \$1,900 \$1,100
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay: Cost Sharing Deductibles Copayments	work) \$12,800 \$6,790 \$560	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i> Total Example Cost In this example, Joe would pay: <i>Cost Sharing</i> Deductibles Copayments	\$7,400 \$1,900 \$1,900	Diagnostic test (<i>x-ray</i>) Durable medical equipment (<i>crutche</i> Rehabilitation services (<i>physical the</i>) Total Example Cost In this example, Mia would pay: <u>Cost Sharing</u> Deductibles Copayments	(*************************************
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay: Cost Sharing Deductibles Copayments Coinsurance	work) \$12,800 \$6,790 \$560	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i> Total Example Cost In this example, Joe would pay: <i>Cost Sharing</i> Deductibles Copayments Coinsurance	\$7,400 \$1,900 \$1,900	Diagnostic test (<i>x-ray</i>) Durable medical equipment (<i>crutche</i> Rehabilitation services (<i>physical ther</i> Total Example Cost In this example, Mia would pay: <u>Cost Sharing</u> Deductibles Copayments Coinsurance	rapy) \$1,900 \$1,100 \$200

Note: These numbers assume the patient received care from an IHCP <u>provider</u> or with IHCP <u>referral</u> at a non-IHCP. If you receive care from a non-IHCP <u>provider</u> without a <u>referral</u> from an IHCP your costs may be higher.

The <u>plan</u> 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 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://corportal.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 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).
Chinese:	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)。
German:	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.
Arabic:	اذا كان لدوك أو لدى شخص تساعده أسئلة حول Ambetter from Buckeye Health Plan، لدوك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1189-687-878-1 (TTY/TDD 1-877-941-9236).
Pennsylvania Dutch:	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).
Russian:	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).
French:	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).
Vietnamese:	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).
Cushite:	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 wajiin dubadhuu, 1-877-687-1189 irra bilbilli (TTY/TDD 1-877-941-9236).
Korean:	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.
Italian:	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 l'1-877-687-1189 (TTY/TDD 1-877-941-9236).
Japanese:	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。
Dutch:	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.
Ukrainian:	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).
Romanian:	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).