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.mhsindiana.com/2020-brochures.html, or call 1-877-687-1182 (TTY/TDD 1-800-743-3333). 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 1-877-687-1182 (TTY/TDD 1-800-743-3333) 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 \$950 individual / \$1,900 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, lab-work, X-ray, 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 deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> limit for this <u>plan</u> ?	For <u>network providers</u> : \$3,950 individual / \$7,900 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 does not 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- 877-687-1182 for a list of <u>network</u> <u>providers.</u>	This <u>plan</u> uses a provider <u>network</u> . You will pay less if you use a <u>provider</u> in the plan's <u>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>)

		billing). 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	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .

see a <u>specialist</u>?

<u>pecialist</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.

		V	Vhat 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	\$25 <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	\$50 <u>Copay</u> / visit; <u>deductible</u> does not apply.	Not covered	Cost sharing waived at non-IHCP with IHCP referral.
or clinic	Preventive care/screening/ immunization	No charge	No charge; <u>deductible</u> does not apply.	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> .
lf you have a test	<u>Diagnostic test</u> (x-ray, blood work)	No charge	\$25 <u>Copay</u> for laboratory outpatient & professional services (<u>deductible</u> does not apply); \$60 <u>Copay</u> for x-ray and diagnostic imaging	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	20% <u>Coinsurance</u>	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .

		M	Vhat 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
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at Preferred Drug List	Generic drugs (Tier 1)	No charge	Retail: \$25 <u>Copay</u> / prescription; Mail Order: \$62.50 <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> <u>sharing</u> amount. <u>Cost sharing</u> waived at non- IHCP with IHCP <u>referral</u> .
	Preferred brand drugs (Tier 2)	No charge	Retail: \$50 <u>Copay</u> / prescription; Mail Order: \$125 <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> .
	Non-preferred brand drugs (Tier 3)	No charge	30% <u>Coinsurance</u>	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	30% <u>Coinsurance</u>	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	20% <u>Coinsurance</u>	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP referral.
surgery	Physician/surgeon fees	No charge	20% <u>Coinsurance</u>	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 medical attention	Emergency room care	No charge	20% <u>Coinsurance</u>	20% <u>Coinsurance</u>	Cost sharing waived at non-IHCP with IHCP referral.

Common Medical Event	Services You May Need	V Indian Health Care Provider (IHCP) (You will pay the least)	Vhat You Will Pay Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Emergency medical transportation	No charge	20% <u>Coinsurance</u>	20% <u>Coinsurance</u>	Cost sharing waived at non-IHCP with IHCP referral.
	Urgent care	No charge	\$50 <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	20% <u>Coinsurance</u>	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP referral.
stay	Physician/surgeon fees	No charge	20% <u>Coinsurance</u>	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	\$25 <u>Copay</u> / office visit (<u>deductible</u> does not apply); 20% <u>Coinsurance</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 referral.
	Inpatient services	No charge	20% <u>Coinsurance</u>	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP referral.
lf you are pregnant	Office visits	No charge	\$25 <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 sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Childbirth/delivery professional services	No charge	20% <u>Coinsurance</u>	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

		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>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 sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Childbirth/delivery facility services	No charge	20% <u>Coinsurance</u>	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 sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Home health care	No charge	20% <u>Coinsurance</u>	Not covered	Prior authorization may be required. 100 Visits per year. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
If you need help	Rehabilitation services	No charge	20% <u>Coinsurance</u>	Not covered	60 outpatient visits per year, 20 outpatient visits per benefit per year. (Including speech, occupational and physical therapy). 60 Inpatient days per year (Including speech, occupational and physical therapy). <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
recovering or have other special health needs	Habilitation services	No charge	20% <u>Coinsurance</u>	Not covered	Prior authorization may be required. 60 Visits per year. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
	Skilled nursing care	No charge	20% <u>Coinsurance</u>	Not covered	Prior authorization may be required. 90 Days per year in a facility. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Durable medical equipment	No charge	20% <u>Coinsurance</u>	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP referral.
	Hospice services	No charge	20% Coinsurance	Not covered	Prior authorization may be required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .

		V	/hat 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
	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.
dental of eye care	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 (Check your policy or <u>plan</u> document for more information and a list of any other <u>excluded services</u>.)

 Abortion (Except in cases of rape, incest, or when the life of the mother is endangered) Acupuncture Bariatric surgery 	Cosmetic surgeryHearing aidsInfertility treatment	 Long-term care Non-emergency care when traveling outside the U. S. Weight loss programs
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 12 <u>specialist</u> visits per year)	 Private-duty nursing (On an outpatient basis – limited to 82 visits per year) 	 Routine foot care (Related to diabetes treatment)
 Dental care (Adult-visit & item limits apply per year. \$1,000 annual dollar limit per year.) 	 Routine eye care (Adult-visit & one item per year. Dollar limits apply.) 	

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 MHS at 1-877-687-1182 (TTY/TDD 1-800-743-3333); Indiana Department of Insurance, 311 West Washington Street, Suite 300, Indianapolis, IN, 46204, Phone No. 1-317-232-2385 or 1-800-622-4461. 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: Indiana Department of Insurance, 311 West Washington Street, Suite 300, Indianapolis, IN, 46204, Phone No. 1-317 232-2385 or 1-800 622-4461.

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 1-877-687-1182 (TTY/TDD 1-800-743-3333). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-877-687-1182 (TTY/TDD 1-800-743-3333). Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-877-687-1182 (TTY/TDD 1-800-743-3333). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijijgo holne' 1-877-687-1182 (TTY/TDD 1-800-743-3333).

-----To see examples of how this plan 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 Diab (a year of routine in-network care of controlled condition)	etes a well-	Mia's Simple Fracture (in-network emergency room visit and follow up care)	
The plan's overall deductible\$950Specialist copayment\$50Hospital (facility) coinsurance20%Other coinsurance20%		The plan's overall deductible\$950Specialist copayment\$50Hospital (facility) coinsurance20%Other coinsurance20%		 The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$950 \$50 20% 20%
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</i> <i>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 bloo</i> Specialist visit (<i>anesthesia</i>)	od work)	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i>		Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical thera	ру)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and bloo</i>		Diagnostic tests <i>(blood work)</i> Prescription drugs	ter) \$7,400	Diagnostic test (x-ray) Durable medical equipment (crutches)	
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and bloo</i> Specialist visit (<i>anesthesia</i>) Total Example Cost	od 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>crutches</i>) Rehabilitation services (<i>physical thera</i> Total Example Cost	ру)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and bloo</i> Specialist visit (<i>anesthesia</i>)	od work)	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i>		Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical thera	ру)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and bloo</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay:	od 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>(crutches)</i> Rehabilitation services <i>(physical thera</i> Total Example Cost In this example, Mia would pay:	ру)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and bloo</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay: Cost Sharing	od 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 (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical thera Total Example Cost In this example, Mia would pay: Cost Sharing	ру) \$1,900
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and bloo</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay: Cost Sharing Deductibles	od work) \$12,800 \$950	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	\$950	Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical thera Total Example Cost In this example, Mia would pay: Cost Sharing Deductibles	<i>py)</i> \$1,900 \$950
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and bloo</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay: Cost Sharing Deductibles Copayments	od work) \$12,800 \$950 \$1,100	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 \$950 \$2,100	Diagnostic test (<i>x-ray</i>) Durable medical equipment (<i>crutches</i>) Rehabilitation services (<i>physical thera</i> Total Example Cost In this example, Mia would pay: Cost Sharing Deductibles Copayments	<i>py)</i> \$1,900 \$950 \$200
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and bloo</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay: Cost Sharing Deductibles Copayments Coinsurance	od work) \$12,800 \$950 \$1,100	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 \$950 \$2,100	Diagnostic test (<i>x-ray</i>) Durable medical equipment (<i>crutches</i>) Rehabilitation services (<i>physical thera</i> Total Example Cost In this example, Mia would pay: Cost Sharing Deductibles Copayments Coinsurance	<i>py)</i> \$1,900 \$950 \$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 MHS 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 MHS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Ambetter from MHS:

- 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 MHS at 1-877-687-1182 (TTY/TDD 1-800-743-3333).

If you believe that Ambetter from MHS 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 MHS, Grievance & Appeals Department, PO Box 441567, Indianapolis, IN 46244, 1-877-687-1182 (TTY/TDD 1-800-743-3333), Fax 1-866-714-7993. You can file a grievance by mail, fax, or email. If you need help filing a grievance, Ambetter from MHS is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

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



Spanish:	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de MHS, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-687-1182 (TTY/TDD 1-800-743-3333).
Chinese:	如果您,或是您正在協助的對象,有關於 Ambetter from MHS 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 1-877-687-1182 (TTY/TDD 1-800-743-3333)。
German:	Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from MHS 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 1-877-687-1182 (TTY/TDD 1-800-743-3333) an.
Pennsylvania Dutch:	Vann du, adda ebbah's du am helfa bisht, ennichi questions hott veyyich Ambetter from MHS, 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 1-877-687-1182 (TTY/TDD 1-800-743-3333).
Burmese:	သင် သို့မဟုတ် သင်မှကူညီနေသူတစ်ဦးဦးတွင် Ambetter from MHS အကြောင်း မေးစရာများရှိပါက အခမဲ့အကူအညီ ရယူပိုင်ခွင့်နှင့် သင်၏ဘာသာ စကားဖြင့် အချက်အလက်များကို အခမဲ့ရယူပိုင်ခွင့် ရှိပါသည်။ စကားပြန်တစ်ဦးနှင့် စကားပြောဆိုရန် 1-877-687-1182 (TTY/TDD 1-800-743-3333) ကို ဖုန်းဆက်ပါ။
Arabic:	إذا كان لايك أو لدى شخص تساعد أسئلة حول Ambetter from MHS، لايك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1182-687-687-1 (TTY/TDD 1-800-743-3333).
Korean:	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from MHS 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-877-687-1182(TTY/TDD 1-800-743-3333)로 전화하십시오.
Vietnamese:	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from MHS, 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 1-877-687-1182 (TTY/TDD 1-800-743-3333).
French:	Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from MHS, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-877-687-1182 (TTY/TDD 1-800-743-3333).
Japanese:	Ambetter from MHS 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、1-877-687-1182 (TTY/TDD 1-800-743-3333) までお電話 ください。
Dutch:	Als u of iemand die u helpt vragen heeft over Ambetter from MHS, hebt u recht op gratis hulp en informatie in uw taal. Bel 1-877 687-1182 (TTY/TDD (teksttelefoon) 1-800 743-3333) om met een tolk te spreken.
Tagalog:	Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from MHS, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-877-687-1182 (TTY/TDD 1-800-743-3333).
Russian:	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from MHS вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-877-687-1182 (TTY/TDD 1-800-743-3333).
Punjabi:	ਜੇ ਤੁਹਾਡੇ, ਜਾਂ ਤੁਹਾਡੀ ਮਦਦ ਲੈ ਰਹੇ ਕਿਸੇ ਵਿਅਕਤੀ ਦੇ ਮਨ ਵਿਚ Ambetter from MHS ਦੇ ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹਨ. ਤਾਂ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮੁਫਤ ਮਦਦ ਲੈਣ ਦਾ ਪੂਰਾ ਹੱਕ ਹੈ। ਦੁਭਾਸ਼ੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ 1-877-687-1182 (TTY/TDD 1-800-743-3333) 'ਤੇ ਕਾਲ ਕਰੋ।
Hindi:	आप या जिसकी आप मदद कर रहे हैं उनके, Ambetter from MHS के बारे में कोई सवाल हों, तो आपको बिना किसी खर्च के अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। किसी दुभाषिये से बात करने के लिए 1-877-687-1182 (TTY/TDD 1-800-743-3333) पर कॉल करें।