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 <a href="https://ambetter.sunflowerhealthplan.com/2020-brochures.html">https://ambetter.sunflowerhealthplan.com/2020-brochures.html</a> or call 1-844-518-9505 (TTY/TDD 1-844-546-9713). 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 1-844-518-9505 (TTY/TDD 1-844-546-9713) 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 \$6,000 individual / \$12,000 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> : \$8,100 individual / \$16,200 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- 844-518-9505 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 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	\$30 <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	\$60 <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	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	\$30 <u>Copay</u> / test for laboratory outpatient & professional services ( <u>deductible</u> does not apply); 40% <u>Coinsurance</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	40% <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> .

			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> - <u>sharing</u> 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	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> .
prescription drug <u>coverage</u> is available at <u>Preferred Drug List</u> .	Non-preferred brand drugs (Tier 3)	No charge	50% <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	50% <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	40% <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> .
surgery	Physician/surgeon fees	No charge	40% <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	Emergency room care	No charge	40% <u>Coinsurance</u>	40% Coinsurance	Cost sharing waived at non-IHCP with IHCP referral.
medical attention	Emergency medical transportation	No charge	40% Coinsurance	40% <u>Coinsurance</u>	Cost sharing waived at non-IHCP with IHCP referral.

			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
	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	40% <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> .
stay	Physician/surgeon fees	No charge	40% <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	\$30 <u>Copay</u> / office visit ( <u>deductible</u> does not apply); 40% <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.
abuse services	Inpatient services	No charge	40% <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 are pregnant	Office visits	No charge	\$30 <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	40% <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</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .	
	Childbirth/delivery facility services	No charge	40% <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</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .	
	Home health care	No charge	40% <u>Coinsurance</u>	Not covered	Prior authorization may be required. 3 Educational visits per year. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .	
	Rehabilitation services	No charge	40% <u>Coinsurance</u>	Not covered	90 days per year. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.	
If you need help recovering or have	Habilitation services	No charge	40% <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> .	
other special health needs	Skilled nursing care	Not covered	Not covered	Not covered	None	
needs	Durable medical equipment	No charge	40% <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> .	
	Hospice services	No charge	40% <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 your child needs dental or eye care	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.	

			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
	Children's glasses	No charge	No charge	Not covered	3 sets of lenses and frames per year. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Children's dental check- up	Not covered	Not covered	Not covered	None

# Excluded Services & Other Covered Services:

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)					
<ul> <li>Abortion (Except in cases of rape, incest, or when the life of the mother is endangered)</li> <li>Acupuncture</li> <li>Bariatric surgery</li> <li>Cosmetic surgery</li> </ul>	<ul><li>Dental care</li><li>Hearing aids</li><li>Long-term care</li></ul>	<ul> <li>Non-emergency care when traveling outside the U.S.</li> <li>Routine eye care (Adult)</li> <li>Weight loss programs</li> </ul>			
Other Covered Services (Limitations may apply to	Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)				
Chiropractic care	• Private-duty nursing				
Infertility treatment (Diagnosis and treatment of infertility only)	<ul> <li>Routine foot care (Related to d treatment)</li> </ul>	iabetes			

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 Sunflower Health Plan at 1-844-518-9505 (TTY/TDD 1-844-546-9713); Kansas Insurance Department, 420 SW 9th Street Topeka, KS 66612, Phone No. 1-785-296-3071. 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: Kansas Insurance Department, 420 SW 9th Street Topeka, KS 66612, Phone No. 1-785-296-3071. Additionally, a consumer assistance program can help you file your <u>appeal</u> contact 1-800-432-2484.

## 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 1-844-518-9505 (TTY/TDD 1-844-546-9713). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-844-518-9505 (TTY/TDD 1-844-546-9713). Chinese (中文): 如果需要中文的帮助, 区区打区个号区 1-844-518-9505 (TTY/TDD 1-844-546-9713). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-844-518-9505 (TTY/TDD 1-844-546-9713).

-----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 Bat (9 months of in-network pre-natal hospital delivery)		Managing Joe's type 2 Diak (a year of routine in-network care of controlled condition)		Mia's Simple Fracture (in-network emergency room visit and follow up care)	
The plan's overall deductible\$6,000Specialist copayment\$60Hospital (facility) coinsurance40%Other coinsurance40%		<ul> <li>The <u>plan's</u> overall <u>deductible</u> \$6,000</li> <li><u>Specialist copayment</u> \$60</li> <li>Hospital (facility) <u>coinsurance</u> 40%</li> <li>Other <u>coinsurance</u> 40%</li> </ul>		<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$6,000 \$60 40% 40%
ecialist office visits (prenatal care)Primildbirth/Delivery Professional Servicesdiseildbirth/Delivery Facility ServicesDiaggnostic tests (ultrasounds and blood work)Pres		0		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 bloc</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 ( <i>x-ray</i> ) Durable medical equipment ( <i>crutches</i> Rehabilitation services ( <i>physical ther</i>	apy)
Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and bloc</i>		Diagnostic tests <i>(blood work)</i> Prescription drugs	eter) \$7,400	Diagnostic test ( <i>x-ray</i> ) Durable medical equipment (crutches	
Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and bloc</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> <b>Total Example Cost</b>		Diagnostic test ( <i>x-ray</i> ) Durable medical equipment (crutches Rehabilitation services (physical ther Total Example Cost	apy)
Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and bloc</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> <b>Total Example Cost</b> In this example, Joe would pay:		Diagnostic test <i>(x-ray)</i> Durable medical equipment <i>(crutches</i> Rehabilitation services <i>(physical ther</i> <b>Total Example Cost</b> In this example, Mia would pay:	apy)
Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and bloc</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> <b>Total Example Cost</b>		Diagnostic test ( <i>x-ray</i> ) Durable medical equipment (crutches Rehabilitation services (physical ther Total Example Cost	apy)
Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and bloc</i> Specialist visit ( <i>anesthesia</i> ) Total Example Cost In this example, Peg would pay: Cost Sharing Deductibles	od work) \$12,800	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i> <b>Total Example Cost</b> In this example, Joe would pay: <i>Cost Sharing</i> Deductibles	\$7,400	Diagnostic test ( <i>x-ray</i> ) Durable medical equipment ( <i>crutches</i> Rehabilitation services ( <i>physical ther</i> <b>Total Example Cost</b> In this example, Mia would pay: <i>Cost Sharing</i>	apy) \$1,900
Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and bloc</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> <b>Total Example Cost</b> In this example, Joe would pay: <i>Cost Sharing</i>	\$7,400	Diagnostic test ( <i>x-ray</i> ) Durable medical equipment ( <i>crutches</i> Rehabilitation services ( <i>physical ther</i> <b>Total Example Cost</b> In this example, Mia would pay: Cost Sharing Deductibles	apy) \$1,900 \$1,000
Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and bloc</i> Specialist visit ( <i>anesthesia</i> ) Total Example Cost In this example, Peg would pay: Cost Sharing Deductibles Copayments	od work) \$12,800 \$3,500 \$900	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i> <b>Total Example Cost</b> In this example, Joe would pay: <u>Cost Sharing</u> Deductibles Copayments	\$ <b>7,400</b> \$1,000 \$2,100	Diagnostic test ( <i>x-ray</i> ) Durable medical equipment ( <i>crutches</i> Rehabilitation services ( <i>physical ther</i> <b>Total Example Cost</b> In this example, Mia would pay: <u>Cost Sharing</u> Deductibles Copayments	apy) \$1,900 \$1,000 \$200
Childbirth/Delivery Facility Services Diagnostic tests ( <i>ultrasounds and bloc</i> Specialist visit ( <i>anesthesia</i> ) Total Example Cost In this example, Peg would pay: Cost Sharing Deductibles Copayments Coinsurance	od work) \$12,800 \$3,500 \$900	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose me</i> <b>Total Example Cost</b> In this example, Joe would pay: <i>Cost Sharing</i> Deductibles Copayments Coinsurance	\$ <b>7,400</b> \$1,000 \$2,100	Diagnostic test ( <i>x-ray</i> ) Durable medical equipment ( <i>crutches</i> Rehabilitation services ( <i>physical ther</i> Total Example Cost In this example, Mia would pay: Cost Sharing Deductibles Copayments Coinsurance	apy) \$1,900 \$1,000 \$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 Sunflower 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 Sunflower Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Ambetter from Sunflower 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 Sunflower Health Plan at 1-844-518-9505 (TTY/TDD 1-844-546-9713).

If you believe that Ambetter from Sunflower 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: Ambetter from Sunflower Health Plan Appeals Unit, 8325 Lenexa Dr, Suite 200, Lenexa, KS 66214, 1-844-518-9505 (TTY/TDD 1-844-546-9713), Fax, 1-844-680-5805. You can file a grievance by mail, fax, or email. If you need help filing a grievance, Ambetter from Sunflower 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 <a href="https://corportal.hhs.gov/ocr/portal/lobby.jsf">https://corportal.hhs.gov/ocr/portal/lobby.jsf</a>, or by mail or phone at: U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <a href="https://corportal.hhs.gov/ocr/portal/lobby.jsf">https://corportal.hhs.gov/ocr/portal/lobby.jsf</a>, 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 Sunflower Health Plan, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-518-9505 (TTY/TDD 1-844-546-9713).
Vietnamese:	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Sunflower 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 1-844-518-9505 (TTY/TDD 1-844-546-9713).
Chinese:	如果您,或是您正在協助的對象,有關於 Ambetter from Sunflower 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 1-844-518-9505 (TTY/TDD 1-844-546-9713)。
German:	Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Sunflower 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 1-844-518-9505 (TTY/TDD 1-844-546-9713711) an.
Korean:	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Sunflower Health Plan 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-844-518-9505 (TTY/TDD 1-844-546-9713) 로 전화하십시오.
Laotian:	ຖ້າທ່ານ ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ Ambetter from Sunflower Health Plan, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານ ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຈະເວົ້າກັບນາຍພາສາ ໃຫ້ໂທຫາ 1-844-518-9505 (TTY/TDD 1-844-546-9713).
Arabic:	إذا كان لذيك أو لدى شخص تساعده أسئلة حول Ambetter from Sunflower Health Plan ، لديك الحق في المصول على المساعدة والمعلومات الضرورية بلغتك من دون أية نكلفة. للتحدث مع مترجم اتصل بـ (TTY/TDD 1-844-546-9713) 1-844-518-9505.
Tagalog:	Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from Sunflower Health Plan, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-844-518-9505 (TTY/TDD 1-844-546-9713).
Burmese:	သင် သို့မဟုတ် သင်မှကူညီနေသူတစ်ဦးဦးတွင် Ambetter from Sunflower Health Plan အကြောင်း မေးစရာများရှိပါက အခမဲ့အကူအညီ ရယူပိုင်ခွင့်နှင့် သင်၏ဘာသာ စကားဖြင့် အချက်အလက်များကို အခမဲ့ရယူပိုင်ခွင့် ရှိပါသည်။ စကားပြန်တစ်ဦးနှင့် စကားပြောဆိုရန် 1-844-518-9505 (TTY/TDD 1-844-546-9713) ကို ဖုန်းဆက်ပါ။
French:	Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Sunflower Health Plan, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-844-518-9505 (TTY/TDD 1-844-546-9713).
Japanese:	Ambetter from Sunflower 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、1-844-518-9505 (TTY/TDD 1-844-546- 9713)までお電話ください。
Russian:	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from Sunflower Health Plan вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-844-518-9505 (TTY/TDD 1-844-546-9713).
Hmong:	Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Ambetter from Sunflower Health Plan, 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 1-844-518-9505 (TTY/TDD 1-844-546-9713).
Persian:	اگر شما، يا كمي كه به او كمك مي كنيد سؤالي در مورد Ambetter from Sunflower Health Plan داريد، از اين حق برخورداريد كه كمك و اطلاعات را بصورت رايگان به زبان خود دريافت كنيد. براي صحبت كردن با مترجم با شماره (TTY/TDD 1-844-546-9713) 1-844-518-9505 (TTY/TDD 1-844-546-9713)
Swahili:	Ikiwa wewe au mtu mwingine unayemsaidia, ana maswali kuhusu Ambetter from Sunflower Health Plan, una haki ya kupata usaidizi na taarifa kwa lugha yako bila malipo. Ili kuzungumza na mkalimani, piga simu 1-844-518-9505 (TTY/TDD 1-844-546-9713).