Ambetter Balance Care 5 (2020) + Vision + Adult Dental

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This is only a summary. Fo https://ambetter.pahealthwell balance billing, coinsurance,	This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit <u>https://ambetter.pahealthwellness.com/2020-brochures.html</u> , or call 1-833-510-4727 (Relay 711). For general definitions of common terms, such as <u>allowed 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 <u>https://www.healthcare.gov/sbc-glossary</u> or call 1-833-510-4727 (Relay 711) 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 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> <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 out-of-pocket limit?	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- 833-510-4727 (Relay 711) for a list of <u>network 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> .				

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

SBC-86199PA0020005-03

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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	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> .

			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	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> .
prescription drug coverage is available at Preferred Drug List.	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 surgery	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> .
	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> .

			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
	Emergency room care	No charge	No charge after deductible	No charge after deductible	Cost sharing waived at non-IHCP with IHCP referral.
If you need immediate medical attention	Emergency medical transportation	No charge	No charge after deductible	No charge after deductible	Cost sharing waived at non-IHCP with IHCP referral.
	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 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
	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 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. 60 visits per year. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
If you need help recovering or have other special health needs	Rehabilitation services	No charge	No charge after deductible	Not covered	30 visits per year for Speech Therapy. Combined limit of 30 Visits per Year for PT & OT. 36 visits per year (includes Cardiac, Pulmonary, & Respiratory Therapy). *These limits do not apply when provided for a mental health / substance use disorder diagnosis. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Habilitation services	No charge	No charge after	Not covered	30 visits per year for Speech Therapy.

			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
			<u>deductible</u>		Combined limit of 30 Visits per Year for PT & OT. 36 visits per year (includes Cardiac, Pulmonary, & Respiratory Therapy). *These limits do not apply when provided for a mental health / substance use disorder diagnosis. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
	Skilled nursing care	No charge	No charge after <u>deductible</u>	Not covered	Prior authorization may be required. 120 days per year. <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. Respite care - maximum of 7 days every 6 months. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
	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. Cost sharing 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 Plan Generally Does NOT Cover (C	Check your policy or <u>plan</u> document for more informatio	n 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 aidsLong-term care	 Non-emergency care when traveling outside the U. S. Private-duty nursing Weight loss programs
Other Covered Services (Limitations may apply to	o these services. This isn't a complete list. Please see y	our <u>plan</u> document.)
• Chiropractic care (Limited to 20 <u>specialist</u> visits per benefit period)	 Infertility treatment (Only covered for artificial insemination) 	Routine foot care (for medically necessary
 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.) 	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: Ambetter from PA Health & Wellness at 1-833-510-4727 (Relay 711); Pennsylvania Insurance Department, 1209 Strawberry Square, Harrisburg, PA 17111, Phone No. 1-877-881-6388. Other coverage options may be available to you too, including buying individual insurance coverage through the <u>Health</u> Insurance Marketplace. 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: Pennsylvania Insurance Department, 1209 Strawberry Square, Harrisburg, PA 17111, Phone No. 1-877-881-6388. Additionally, a consumer assistance program can help you file your appeal. Contact 1-877-881-6388.

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 1-833-510-4727 (Relay 711). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-833-510-4727 (Relay 711). Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-833-510-4727 (Relay 711). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-833-510-4727 (Relay 711).

-----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 <u>deductible</u> \$7,350 <u>Specialist copayment</u> \$80 Hospital (facility) <u>coinsurance</u> 0% Other <u>coinsurance</u> 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</i> <i>disease education</i>) Diagnostic tests (<i>blood work</i>) Prescription drugs Durable medical equipment (glucose meter)		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> v		Diagnostic tests <i>(blood work)</i> Prescription drugs	eter)	Diagnostic test (x-ray) Durable medical equipment (crutches	•
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> v		Diagnostic tests <i>(blood work)</i> Prescription drugs	eter) \$7,400	Diagnostic test (x-ray) Durable medical equipment (crutches	•
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood v</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 ther</i> Total Example Cost	apy)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood v</i> Specialist visit (anesthesia)	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 ther</i>	apy)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood v</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 ther</i> Total Example Cost In this example, Mia would pay:	apy)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood v</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 ther</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 v</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>crutches</i> Rehabilitation services (<i>physical ther</i> Total Example Cost In this example, Mia would pay: Cost Sharing Deductibles	apy) \$1,900 \$1,100
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood v</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: <u>Cost Sharing</u> Deductibles Copayments	\$ 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	apy) \$1,900 \$1,100 \$200
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood v</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>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 \$1,100 \$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>provide</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 PA 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 PA Health & Wellness does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Ambetter from PA 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 PA Health & Wellness at 1-833-510-4727 (Relay 711).

If you believe that Ambetter from PA 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 PA Health & Wellness, Attn: Ambetter Grievances and Appeals Department, 12515-8 Research Blvd, Suite 400, Austin, TX 78759, 1-833-510-4727 (Relay 711), Fax, 1-833-886-7956. You can file a grievance by mail or fax. If you need help filing a grievance, Ambetter from PA 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 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 from PA Health & Wellness, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-833-510-4727 (Relay 711).
Chinese:	如果您、或是您正在協助的對象、有關於Ambetter from PA 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 1-833-510-4727 (Relay 711).
Vietnamese:	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from PA 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 1-833-510-4727 (Relay 711).
Russian:	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from PA Health & Wellness, вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-833-510-4727 (Relay 711).
Pennsylvania Dutch:	Vann du, adda ebbah's du am helfa bisht, ennichi questions hott veyyich Ambetter from PA Health & Wellness, 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 1-833-510-4727 (Relay 711).
Korean:	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이Ambetter from PA Health & Wellness,에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는1-833-510-4727 (Relay 711).로 전화하십시오.
Italian:	Se lei, o una persona che lei sta aiutando, avesse domande su Ambetter from PA Health & Wellness, ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami l' 1-833-510-4727 (Relay 711).
Arabic:	إذا كان لديك أو لدى شخص تساعد أسئلة حول , Ambetter from PA Health & Wellness، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ (Relay 711) 4727-833-11
French:	Si vous-même ou une personne que vous aidez avez des questions à propos Ambetter from PA Health & Wellness, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-833-510-4727 (Relay 711).
German:	Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from PA 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 1-833-510-4727 (Relay 711) an.
Gujarati:	જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, Ambetter from PA Health & Weliness, વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે 1-833-510-4727 (Relay 711) ઉપર કૉલ કરો.
Polish:	Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów za pośrednictwem Ambetter from PA Health & Wellness, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-833-510-4727 (Relay 711).
French Creole:	Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Ambetter from PA Health & Wellness, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-833-510-4727 (Relay 711).
Mon-Khmer, Cambodian:	ប្រសិនលោកអ្នកឬ ខរណាម្នាក់ដែលអ្នកកំពុងតែជួយមានបញ្ហាអំពី Ambetter from PA Health & Wellness អ្នកមានសិទ្ធិទទួលបានជំនួយនិងព័ត៌មានជាភាសាលោកអ្នកដោយឥតគិតថ្លៃ៖ សូមនិយាយទៅកាន់អ្នក បកប្រៃតាម 1-833-510-4727 (Relay 711).
Portuguese:	Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Ambetter from PA Health & Wellness, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-833-510-4727 (Relay 711).