Ambetter Balanced Care 15 (2020) + Vision + Adult Dental

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.homestatehealth.com/2020-brochures.html or call 1-855-650-3789 (TTY/TDD 1-877-250-6113). 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 1-855-650-3789 (TTY/TDD 1-877-250-6113) 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 \$3,025 individual / \$6,050 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</u> <u>care</u> office visits, children's eye exam and glasses, lab-work, 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> limit for this <u>plan</u> ?	For <u>network providers</u> : \$8,150 individual / \$16,300 family. No, for non-network providers	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				

family out-of-pocket limit has been met.

Even though you pay these expenses, they don't count toward the out-of-pocket limit.

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

provider for the difference between the provider's charge and what your plan pays (balance

 use a network provider?
 855-650-3789 for a list of network provider of the difference between the provider s charge and what your pain pays (balance billing). Be aware, your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services.

doesn't cover.

non-<u>network providers</u>.

Premiums, balance-billing

charges, and health care this plan

Yes. See Find a Provider or call 1-

855-650-3789 for a list of network

What is not included in

the out-of-pocket limit?

Will you pay less if you

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	\$65 <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 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
	Generic drugs (Tier 1)	No charge	Retail: \$15 <u>Copay</u> / prescription; Mail Order: \$37.50 <u>Copay</u> / prescription; <u>deductible</u> does not apply	Not covered	Prescription drugs are provided up to 34 days retail and up to 90 days through mail order. Mail orders are subject to 2.5x retail <u>cost-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 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 34 days retail and up to 90 days through mail order. Mail orders are subject to 2.5x retail <u>cost-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	50% <u>Coinsurance</u>	Not covered	Prior authorization may be required. <u>Prescription drugs</u> are provided up to 34 days retail and up to 90 days through mail order. Mail orders are subject to 2.5x retail <u>cost-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 referral.
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% <u>Coinsurance</u>	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.

*For more information about limitations and exceptions, see plan or policy document at https://api.centene.com/EOC/2020/99723MO011.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	
	Urgent care	No charge	\$65 <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). Two mental health assessments per year are covered Out-of-Network. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .	
	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 sharing</u> waived at non- IHCP with IHCP <u>referral</u> .	
n you are pregnant	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 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-	

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		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	
					IHCP with IHCP referral.	
	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 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. 100 Visits per year. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.	
	Rehabilitation services	No charge	\$30 <u>Copay</u> / office visit for physical and occupational therapy (<u>deductible</u> does not apply); 40% <u>Coinsurance</u> for all other services	Not covered	20 Visits per therapy per year for OT and PT. (Limits do not apply to autism services or speech therapy). <u>Cost sharing</u> waived at non- IHCP with IHCP <u>referral</u> .	
If you need help recovering or have other special health needs	Habilitation services	No charge	\$30 <u>Copay</u> / office visit for physical and occupational therapy (<u>deductible</u> does not apply); 40% <u>Coinsurance</u> for all other services	Not covered	20 visits per therapy per year. (Limits do not apply to autism services or speech therapy). <u>Cost sharing</u> waived at non-IHCP with IHCP referral.	
	Skilled nursing care	No charge	40% <u>Coinsurance</u>	Not covered	Prior authorization may be required. 150 Days per year combined with inpatient rehabilitation. Cost sharing waived at non-IHCP with IHCP referral.	
	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 referral.	

*For more information about limitations and exceptions, see plan or policy document at https://api.centene.com/EOC/2020/99723MO011.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	
	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 referral.	
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.	
	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 Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- Abortion (Except in cases of rape, incest, or when the life of the mother is endangered)
- Cosmetic surgery

Long-term care

- Acupuncture
- Bariatric surgery

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 (26 visits per year. Visits in excess of 26 require prior authorization)
 Dental care (Adult)
 Infertility treatment (Diagnosis only)
 Private-duty nursing (Prior authorization required, limited to 82 visits per year)
 Routine foot care (For diabetes treatment)
 - Hearing aids (One pair per year. Covered for all ages)
- Routine eye care (Adult)

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 Home State Health at 1-855-650-3789 (TTY/TDD 1-877-250-6113); Missouri Department of Insurance, PO Box 690, Jefferson City, MO 65102-0690, Phone No. (573) 751-4126. 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: Missouri Department of Insurance, PO Box 690, Jefferson City, MO 65102-0690, Phone No. (573) 751-4126. Additionally, a consumer assistance program can help you file your appeal. Contact 800-726-7390.

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 1-855-650-3789 (TTY/TDD 1-877-250-6113). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-855-650-3789 (TTY/TDD 1-877-250-6113). Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-855-650-3789 (TTY/TDD 1-877-250-6113). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijijgo holne' 1-855-650-3789 (TTY/TDD 1-877-250-6113).

-----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 Bab (9 months of in-network pre-natal hospital delivery)		Managing Joe's type 2 Dia (a year of routine in-network care controlled condition)		Mia's Simple Fracture (in-network emergency room visit and follow up care)	
The plan's overall deductible\$3,025Specialist copayment\$65Hospital (facility) coinsurance40%Other coinsurance40%		 The <u>plan's</u> overall <u>deductible</u> \$3,025 <u>Specialist copayment</u> \$65 Hospital (facility) <u>coinsurance</u> 40% Other <u>coinsurance</u> 40% 		 The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$3,02 \$65 40% 40%
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 (including disease education) Diagnostic tests (blood work) 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>		Diagnostic tests (<i>blood work</i>) Prescription drugs	neter)	Diagnostic test (x-ray) Durable medical equipment (crutches	
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i>		Diagnostic tests (<i>blood work</i>) Prescription drugs	neter) \$7,400	Diagnostic test (x-ray) Durable medical equipment (crutches	
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> Specialist visit (<i>anesthesia</i>) Total Example Cost	d work)	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose n</i> Total Example Cost		Diagnostic test (<i>x-ray</i>) Durable medical equipment (<i>crutches</i> Rehabilitation services (<i>physical ther</i> Total Example Cost	ару)
Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood</i> Specialist visit (anesthesia)	d work)	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose n</i>		Diagnostic test (x-ray) Durable medical equipment (crutches Rehabilitation services (physical ther	ару)
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:	d work)	Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose n 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 ther</i> Total Example Cost In this example, Mia would pay:	ару)
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	d work) \$12,800	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose n</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>crutches</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</i> Specialist visit (<i>anesthesia</i>) Total Example Cost In this example, Peg would pay: <i>Cost Sharing</i> Deductibles	d work) \$12,800	Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose n Total Example Cost In this example, Joe would pay: Cost Sharing Deductibles	\$7,400 \$1,000	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 \$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 Copayments	d work) \$12,800 \$3,000 \$1,100	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose n</i> Total Example Cost In this example, Joe would pay: <u>Cost Sharing</u> Deductibles Copayments	\$7,400 \$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: <u>Cost Sharing</u> Deductibles Copayments	apy) \$1,900 \$900 \$300
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: <i>Cost Sharing</i> Deductibles Copayments Coinsurance	d work) \$12,800 \$3,000 \$1,100	Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose n</i> Total Example Cost In this example, Joe would pay: <u>Cost Sharing</u> Deductibles Copayments Coinsurance	\$7,400 \$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: <u>Cost Sharing</u> Deductibles Copayments Coinsurance	apy) \$1,900 \$900 \$300

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 Home State Health 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 Home State Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Ambetter from Home State Health:

- 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 Home State Health at 1-855-650-3789 (TTY/TDD 1-877-250-6113).

If you believe that Ambetter from Home State Health 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: Grievance/Appeals Home State Health, 16090 Swingley Ridge Road, Suite 500, Chesterfield, MO 63017, 1-855-650-3789 (TTY/TDD 1-877-250-6113), Fax, 1-855-805-9812. You can file a grievance by mail, fax, or email. If you need help filing a grievance, Ambetter from Home State Health 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.



Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de Home State Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-855-650-3789 (TTY/TDD 1-877-250-6113).
如果您,或是您正在協助的對象,有關於 Ambetter from Home State Health 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 1-855-650-3789 (TTY/TDD 1-877-250-6113)。
Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Home State Health, 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 1-855-650-3789 (TTY/TDD 1-877-250-6113).
Ako Vi, ili neko kome pomažete, imate pitanja u vezi Ambetter from Home State Health, imate pravo na besplatnu pomoć i informaciju na sopstvenom jeziku. Ukoliko želite da pričate sa prevodiocem, pozovite broj 1-855-650-3789 (TTY/TDD 1-877-250-6113).
Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Home State Health 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 1-855-650-3789 (TTY/TDD 1-877-250-6113) an.
إذا كان لديك أو لدى شخص تساعده أسئلة حول Ambetter from Home State Health، لديك الحق في الحصول على المماعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. التحدث مع مترجم اتصل بـ 3789-650-1-855-1 (TTY/TDD 1-877-250-6113).
만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Home State Health 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-855-650-3789 (TTY/TDD 1-877-250-6113) 로 전화하십시오.
В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from Home State Health вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-855-650-3789 (TTY/TDD 1-877-250-6113).
Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Home State Health, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-855-650-3789 (TTY/TDD 1-877-250-6113).
Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from Home State Health, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-855-650-3789 (TTY/TDD 1-877-250-6113).
Vann du, adda ebbah's du am helfa bisht, ennichi questions hott veyyich Ambetter from Home State Health, 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 1-855-650-3789 (TTY/TDD 1-877-250-6113).
اگر شما، با کسي که به او کمک مي کنيد سؤالي در مورد Ambetter from Home State Health داريد، از اين حق برخورداريد که کمک و اطلاعات را بصورت رايگان به زبان خود دريافت کنيد. براي صحبت کردن با مترجم با شماره 3789-650-1855 -1 (TTY/TDD 1-877-250-6113) تماس بگيريد.
Yoo sii ykn namaa gargaaraa jirtuu wa'ee Ambetter from Home State Health irra gaaffi qabaatan ta'ee gargaarsaa fi odeeffanoo afaan ketiin kaffaltii alla argachuuf mirgaa qabdaa. Turjumaana wajiin dubadhuu,1-855-650-3789 irra bilbilli (TTY/TDD 1-877-250-6113).
Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Ambetter from Home State Health, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-855-650-3789 (TTY/TDD 1-877-250-6113).
እርስዎ ወይም እርስዎ የሚርዱት ሰው ስለ Ambetter from Home State Health ขብር ዋያቄ ካለዎት ያለምንም ወጪ በቋንቋዎ ድ <i>ጋ</i> ፍ አንዲሁም መረጃ የማขኝት መብት አለዎት፣ ፣ አስ <i>ተርጓሚ ለማኑጋ</i> ነር በ 1-855-650-3789 (TTY/TDD 1-877-250-6113) ይደውሉ፤ ፤