Coverage Period: 01/01/2021 – 12/31/2021

Coverage for: Individual/Family Plan Type: EPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) 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.SuperiorHealthPlan.com/2021-brochures.html, or call 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989). 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 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989) to request a copy.

| Important Questions | Answers | Why This Matters: |
|--|---|---|
| What is the overall deductible? | \$3,850 individual / \$7,700 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 deductible? | Yes. Preventive care services, primary care, specialist, and urgent care office visits, children's eye exam and glasses, lab-work, generic and preferred brand drugs are covered before you meet your deductible. | 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 services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/ . |
| Are there other deductibles 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> : \$6,500 individual / \$13,000 family. Not applicable for <u>out-of-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 Find a Provider or call 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989) for a list of network providers. | 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 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> ? | You can see the specialist you choose without a referral. |
|--|---|
|--|---|

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All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

| Common | Services You May Need | What You Will Pay | | Limitations, Exceptions, & Other Important |
|--|--|---|---|---|
| Medical Event | | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Information |
| | Primary care visit to treat an injury or illness | \$25 <u>Copay</u> / visit; <u>deductible</u> does not apply | Not covered | Virtual Visits from Ambetter Health covered at \$0, <u>providers</u> covered in full, <u>deductible</u> does not apply. |
| If you visit a health care provider's office | Specialist visit | \$50 Copay / visit; deductible does not apply | Not covered | None |
| or clinic | Preventive care/screening/ immunization | No charge; deductible does not apply | Not covered | You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for. |
| If you have a test | Diagnostic test (x-ray, blood work) | \$25 <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. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. |
| | Imaging (CT/PET scans, MRIs) | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. |
| If you need drugs to treat your illness or condition | Generic drugs (Tier 1) | Retail: \$25 <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 cost-sharing amount. |
| More information about prescription drug coverage is available at Preferred Drug List. | Preferred brand drugs (Tier 2) | Retail: \$45 <u>Copay</u> / prescription; <u>deductible</u> does not apply | Not covered | Prior authorization may be required. Prescription drugs are provided up to 30 days retail and up to 90 days through mail order. |
| | Non-preferred brand drugs (Tier 3) | Retail: 50% Coinsurance | Not covered | Mail orders are subject to 2.5x retail cost-sharing amount. |

^{*} For more information about limitations and exceptions, see <u>plan</u> or policy document at <u>https://api.centene.com/EOC/2021/29418TX016.pdf</u>.

| Common | | What You Will Pay | | Limitations, Exceptions, & Other Important | |
|--|--|--|---|--|--|
| Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Information | |
| | Specialty drugs (Tier 4) | Retail: 50% Coinsurance | Not covered | Prior authorization may be required. Prescription drugs are provided up to 30 days retail and up to 30 days through mail order. | |
| If you have outpatient | Facility fee (e.g., ambulatory surgery center) | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. | |
| surgery | Physician/surgeon fees | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. | |
| | Emergency room care | 40% Coinsurance | 40% Coinsurance | None | |
| If you need immediate medical attention | Emergency medical transportation | 40% Coinsurance | 40% Coinsurance | None | |
| medicai attention | Urgent care | \$55 <u>Copay</u> / visit; <u>deductible</u> does not apply | Not covered | None | |
| If you have a hospital stay | Facility fee (e.g., hospital room) | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. | |
| | Physician/surgeon fees | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. | |
| If you need mental health, behavioral health, or substance | Outpatient services | \$25 <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. Covered No Limit. (PCP and other practitioner visits do not require prior authorization). *See Manage Your Healthcare: Prior Authorization section in your policy. | |
| abuse services | Inpatient services | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. | |
| If you are pregnant | Office visits | \$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. Cost-sharing does not apply for preventive services, such as routine pre-natal and post-natal screenings. Depending on the | |

^{*} For more information about limitations and exceptions, see <u>plan</u> or policy document at <u>https://api.centene.com/EOC/2021/29418TX016.pdf</u>.

| Common What You Will Pay | | u Will Pay | Limitations, Exceptions, & Other Important | |
|---|---|---|---|---|
| Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Information |
| | | | | type of services, coinsurance, deductible or copayment may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). *See Manage Your Healthcare: Prior Authorization section in your policy. |
| | Childbirth/delivery professional services | 40% Coinsurance | Not covered | Prior authorization may be required. Cost- sharing does not apply for preventive services. |
| | Childbirth/delivery facility services | 40% Coinsurance | Not covered | Depending on the type of services, copayment, coinsurance or deductible may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). *See Manage Your Healthcare: Prior Authorization section in your policy. |
| If you need help recovering or have other special health needs | Home health care | 40% <u>Coinsurance</u> | Not covered | Prior authorization may be required. Limited to 60 visits per year. *See Manage Your Healthcare: Prior Authorization section in your policy. |
| | Rehabilitation services | 40% Coinsurance | Not covered | Prior authorization may be required. Limited to 35 combined visits per year (combined with chiropractic care). Note: the visit limit does not apply to treatment or care determined to be medically necessary as a result of and related to an acquired brain injury or for treatment of developmental delays. *See Manage Your Healthcare: Prior Authorization section in your policy. |
| | Habilitation services | 40% Coinsurance | Not covered | Prior authorization may be required. Limited to 35 visits per year. Note: This visit limit does not apply when treatment is provided for a mental health/substance use disorder diagnosis or developmental delays. *See Manage Your Healthcare: Prior Authorization section in your policy. |

^{*} For more information about limitations and exceptions, see $\underline{\text{plan}} \text{ or policy document at } \underline{\text{https://api.centene.com/EOC/2021/29418TX016.pdf}}.$

| Common | | What Yo | u Will Pay | Limitations, Exceptions, & Other Important | |
|--|----------------------------|---|---|--|--|
| Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Information | |
| | Skilled nursing care | 40% Coinsurance | Not covered | Prior authorization may be required. Limited to 25 days per year. *See Manage Your Healthcare: Prior Authorization section in your policy. | |
| | Durable medical equipment | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. | |
| | Hospice services | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. | |
| If your child needs dental or eye care | Children's eye exam | No charge; deductible does not apply | Not covered | Limited to 1 visit per year. | |
| | Children's glasses | No charge; deductible does not apply | Not covered | Limited to 1 item per year. | |
| | Children's dental check-up | 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)
- Acupuncture
- Bariatric surgery

- Cosmetic surgery
- Dental care (Children)
- Long-term care

- Non-emergency care when traveling outside the U.S.
- Private-duty nursing
- Weight loss programs

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Chiropractic care (Limited to 35 combined visits per year (combined with outpatient rehabilitation therapy).)
- Dental care (Adult-visit & item limits apply per year. \$1,000 annual dollar limit per year)
- Hearing aids (Limited to 2 items every 3 years.)
- Infertility treatment (Limited to services for diagnostic tests to find the cause of infertility.)
- Routine eye care (Adult-one visit & one item per year. Dollar limits apply.)
- Routine foot care (Coverage is limited to diabetes care only.)

^{*} For more information about limitations and exceptions, see plan or policy document at https://api.centene.com/EOC/2021/29418TX016.pdf.

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 Superior HealthPlan at 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989); Texas Department of Insurance, 333 Guadalupe, Austin, TX 78701, Phone No. 1-800-578-4677. Other coverage options may be available to you too, including buying individual insurance coverage through the Health_Insurance_Marketplace">Health_Insurance_Marketplace. For more information about the Marketplace">Marketplace. For more information about the Marketplace">Marketplace. For more information about the <a href="https://exas.ps.//exas.p

Your <u>Grievance</u> and <u>Appeals Rights</u>: 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: Texas Department of Insurance, 333 Guadalupe, Austin, TX 78701, Phone No. 1-800-578-4677.

Does this plan provide Minimum Essential Coverage? Yes.

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

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 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

To see examples of how this **plan** might cover costs for a sample medical situation, see the next section.

About these Coverage Examples:



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)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$3,850 |
|---|---------|
| ■ Specialist copayment | \$50 |
| ■ Hospital (facility) coinsurance | 40% |
| ■ Other coinsurance | 40% |

This EXAMPLE event includes services like:

Specialist office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
Diagnostic tests (ultrasounds and blood work)
Specialist visit (anesthesia)

| Total Example Cost | \$12,700 |
|---------------------------|----------|

In this example, Peg would pay:

| i tilis champic, i cg would pay. | | |
|----------------------------------|---------|--|
| Cost Sharing | | |
| <u>Deductibles</u> | \$3,850 | |
| Copayments | \$400 | |
| Coinsurance | \$2,000 | |
| What isn't covered | | |
| Limits or exclusions | \$60 | |
| The total Peg would pay is | \$6,310 | |
| | | |

Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$3,850 |
|---|---------|
| ■ Specialist copayment | \$50 |
| ■ Hospital (facility) coinsurance | 40% |
| ■ Other <u>coinsurance</u> | 40% |

This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (*including disease education*)

Diagnostic tests (blood work)

Prescription drugs

<u>Durable medical equipment</u> (glucose meter)

| Total Example Cost | \$5,600 |
|--------------------|---------|
| | |

In this example, Joe would pay:

| Cost Sharing | | |
|----------------------------|---------|--|
| <u>Deductibles</u> | \$800 | |
| Copayments | \$1,200 | |
| Coinsurance | \$0 | |
| What isn't covered | | |
| Limits or exclusions | \$20 | |
| The total Joe would pay is | \$2,020 | |
| | | |

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

| ■ The plan's overall deductible | \$3,850 |
|-----------------------------------|---------|
| ■ Specialist copayment | \$50 |
| ■ Hospital (facility) coinsurance | 40% |
| ■ Other coinsurance | 40% |

This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic tests (x-ray)

Durable medical equipment (crutches)

Rehabilitation services (physical therapy)

| Total Example Cost | \$2,800 |
|--------------------|---------|
| | |

In this example, Mia would pay:

| Cost Sharing | |
|----------------------------|---------|
| <u>Deductibles</u> | \$2,500 |
| Copayments | \$200 |
| Coinsurance | \$0 |
| What isn't covered | |
| Limits or exclusions | \$0 |
| The total Mia would pay is | \$2,700 |





| Spanish: | Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de Superior HealthPlan, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). |
|-------------|--|
| Vietnamese: | Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Superior HealthPlan, 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 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). |
| Chinese: | 如果您,或是您正在協助的對象,有關於 Ambetter from Superior HealthPlan 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 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989)。 |
| Korean: | 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Superior HealthPlan 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) 로 전화하십시오. |
| Arabic: | إذا كان لديك أو لدى شخص تساعده أسئلة حول Ambetter from Superior HealthPlan ، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم انصل بـ 1196-877-878-1-787. (Relay Texas/TTY 1-800-735-2989). |
| Urdu: | اگر Ambetter from Superior HealthPlan کے بارے میں آپ، یا جن کی آپ مدد کررہے ہیں ان کے سوالات ہوں تو، آپ کو بلامعاوضہ اپنی زبان میں مند اور معلومات حاصل کرنے کا حق ہے۔ کسی مترجم سے بات کرنے کے لیے، 1196-877-87-1190 (Relay Texas/TTY 1-800-735-2989) پر کل کریں۔ |
| Tagalog: | Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from Superior HealthPlan, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). |
| French: | Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Superior HealthPlan, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). |
| Hindi: | आप या जिसकी आप मदद कर रहे हैं उनके, Ambetter from Superior HealthPlan 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 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) पर कॉल करें। |
| Persian: | اگر شما، یا کسی که به او کسک می کنید سؤالی در مورد Ambetter from Superior HealthPlan دارید، از این حق برخوردارید که کسک و اطلاعات را بصورت رایگان به زبان خود دریافت کنید. بر ای صحبت کردن با مترجم با شماره 1196-877-878-1 (Relay Texas/TTY 1-800-735-2989) تماس بگیرید. |
| German: | Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Superior HealthPlan 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 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) an. |
| Gujarati: | જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, Ambetter from Superior HealthPlan વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) ઉપર કૉલ કરો. |
| Russian: | В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from Superior HealthPlan вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). |
| Japanese: | Ambetter from Superior HealthPlan 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、1-877-687-1196 (Relay Texas/TTY 1-800-735-2989)までお電話ください。 |
| Laotian: | ຖ້າທ່ານ ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ Ambetter from Superior HealthPlan, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານ ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຈະເວົ້າກັບນາຍພາສາ, ໃຫ້ໂທຫາ 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). |

Statement of Non-Discrimination

Ambetter from Superior HealthPlan 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 Superior HealthPlan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Ambetter from Superior HealthPlan:

- 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 Superior HealthPlan at 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

If you believe that Ambetter from Superior HealthPlan 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 complaint with: Superior HealthPlan Complaints Department, 5900 E Ben White Blvd., Austin, TX 78741, 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989), Fax 1-866-683-5369. You can file a complaint by mail, fax, or email. If you need help filing a complaint, Ambetter from Superior HealthPlan 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.