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 <a href="https://Ambetter.MagnoliaHealthPlan.com/2021-brochures.html">https://Ambetter.MagnoliaHealthPlan.com/2021-brochures.html</a>, or call 1-877-687-1187 (Relay 711). For general definitions of common terms, such as <a href="mailto:allowed">allowed</a> <a href="mailto:amount">amount</a>, <a href="mailto:bolder">bolder</a>, <a href="mailto:coinsurance">coinsurance</a>, <a href="mailto:coinsurance">copayment</a>, <a href="mailto:deductible">deductible</a>, <a href="mailto:provider">provider</a>, or other <a href="mailto:underlined">underlined</a> terms see the Glossary. You can view the Glossary at <a href="https://www.healthcare.gov/sbc-glossary">https://www.healthcare.gov/sbc-glossary</a> or call 1-877-687-1187 (Relay 711) to request a copy.

| Important Questions  | Answers  | Why This Matters:   |
|--|--|---|
| What is the overall deductible?                                      | \$0  | See the Common Medical Events chart below for your costs for services this <u>plan</u> covers.  |
| Are there services covered before you meet your deductible?          | Yes.   | This plan covers items and services even if you haven't yet met the <u>deductible</u> amount  |
| 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> ? | Not Applicable.  | This <u>plan</u> does not have an <u>out-of-pocket limit</u> on your expenses.  |
| What is not included in the <u>out-of-pocket limit</u> ?             | Not Applicable.  | This <u>plan</u> does not have an <u>out-of-pocket limit</u> on your expenses.  |
| Will you pay less if you use a <u>network provider</u> ?             | Yes. See Find a Provider or call 1-877-687-1187 (Relay 711) 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 referral to see a specialist?                          | No.  | You can see the specialist you choose without a referral.   |

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|   |  | What You Will Pay   |   |   |
|---|--|---|---|---|
| Common<br>Medical Event   | Services You May Need                            | Indian Health Care<br>Provider (IHCP)<br>(You will pay the least) | Non-IHCP Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information  |
|   | Primary care visit to treat an injury or illness | No charge   | Not covered                               | Virtual Visits from Ambetter Health covered at \$0, providers covered in full. Cost sharing waived at non-IHCP with IHCP referral.  |
| If you visit a health   | Specialist visit                                 | No charge   | Not covered                               | Cost sharing waived at non-IHCP with IHCP referral.   |
| care <u>provider's</u> office<br>or clinic  | Preventive care/screening/<br>immunization       | 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   | Not covered                               | Prior authorization may be required. Covered No Limit. Failure to obtain prior authorization for any service that requires prior authorization may result in reduction of benefits. See your policy for more details. Cost sharing waived at non-IHCP with IHCP referral. |
|   | Imaging (CT/PET scans, MRIs)                     | No charge   | Not covered                               | Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.  |
| If you pood drugs to  | Generic drugs (Tier 1)                           | Retail: No charge   | Not covered                               | Prescription drugs are provided up to 30 days retail and up to 90 days through mail order.  Cost sharing waived at non-IHCP with IHCP referral.   |
| If you need drugs to treat your illness or  | Preferred brand drugs (Tier 2)                   | Retail: No charge   | Not covered                               | Prior authorization may be required.  |
| condition  More information about prescription drug coverage is available at Preferred Drug List. | Non-preferred brand drugs<br>(Tier 3)            | Retail: No charge   | Not covered                               | Prescription drugs are provided up to 30 days retail and up to 90 days through mail order.  Cost sharing waived at non-IHCP with IHCP referral.   |
|   | Specialty drugs (Tier 4)                         | Retail: No charge   | Not covered                               | Prior authorization may be required.  Prescription drugs are provided up to 30 days retail and up to 30 days through mail order.  Cost sharing waived at non-IHCP with IHCP referral.   |

<sup>\*</sup>For more information about limitations and exceptions, see  $\underline{\text{plan}}$  or policy document at  $\underline{\text{https://api.centene.com/EOC/2021/90714MS003.pdf}}$ .

|  |  | What You Will Pay   |   |   |  |
|--|--|---|---|---|--|
| Common<br>Medical Event  | Services You May Need                          | Indian Health Care<br>Provider (IHCP)<br>(You will pay the least)     | Non-IHCP Provider (You will pay the most) | Limitations, Exceptions, & Other Important<br>Information   |  |
| If you have outpatient   | Facility fee (e.g., ambulatory surgery center) | No charge   | Not covered                               | Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.  |  |
| surgery  | Physician/surgeon fees                         | No charge   | Not covered                               | Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.  |  |
|  | Emergency room care                            | No charge   | No charge                                 | Cost sharing waived at non-IHCP with IHCP referral.   |  |
| If you need immediate medical attention                          | Emergency medical transportation               | No charge   | No charge                                 | Cost sharing waived at non-IHCP with IHCP referral.   |  |
|  | <u>Urgent care</u>                             | No charge   | Not covered                               | Cost sharing waived at non-IHCP with IHCP referral.   |  |
| If you have a hospital stay                                      | Facility fee (e.g., hospital room)             | No charge   | Not covered                               | Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.  |  |
|  | Physician/surgeon fees                         | No charge   | Not covered                               | Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.  |  |
| If you need mental<br>health, behavioral<br>health, or substance | Outpatient services                            | No charge / Office Visit; No charge 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). Cost sharing waived at non-IHCP with IHCP referral.  |  |
| abuse services   | Inpatient services                             | No charge   | Not covered                               | Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.  |  |
| If you are pregnant  | Office visits                                  | No charge   | 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 type of services, coinsurance, deductible or copayment may apply. Maternity care may |  |

<sup>\*</sup>For more information about limitations and exceptions, see  $\underline{\text{plan}}$  or policy document at  $\underline{\text{https://api.centene.com/EOC/2021/90714MS003.pdf}}$ .

|   | What You Will Pay                         |   |   |  |
|---|---|---|---|--|
| Common<br>Medical Event   | Services You May Need                     | Indian Health Care<br>Provider (IHCP)<br>(You will pay the least) | Non-IHCP Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information   |
|   |   |   |   | include tests and services described elsewhere in the SBC (i.e. ultrasound). Cost sharing waived at non-IHCP with IHCP referral.   |
|   | Childbirth/delivery professional services | No charge   | Not covered                               | Prior authorization may be required. <u>Cost-sharing</u> does not apply for <u>preventive services</u> .   |
|   | Childbirth/delivery facility services     | No charge   | Not covered                               | Depending on the type of services, <u>copayment</u> , <u>coinsurance</u> or <u>deductible</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   | Not covered                               | Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.   |
| If you need help<br>recovering or have<br>other special health<br>needs | Rehabilitation services                   | No charge   | Not covered                               | Prior authorization may be required. Limited to: 36 visits per year for cardiac rehabilitation, 20 visits per year for speech therapy and 20 combined visits per year for chiropractic care, occupational and physical therapy. Cost sharing waived at non-IHCP with IHCP referral.  |
|   | Habilitation services                     | No charge   | Not covered                               | Prior authorization may be required. Outpatient habilitation limited to: 36 visits per year for cardiac rehabilitation, 20 visits per year for speech therapy and 20 combined visits per year for chiropractic care, occupational and physical therapy. Inpatient habilitation: limited to 30 days per year. Cost sharing waived at non-IHCP with IHCP referral. |
|   | Skilled nursing care                      | No charge   | Not covered                               | Prior authorization may be required. Limited to 60 days per year in a facility. Cost sharing waived at non-IHCP with IHCP referral.  |

<sup>\*</sup>For more information about limitations and exceptions, see  $\underline{\text{plan}}$  or policy document at  $\underline{\text{https://api.centene.com/EOC/2021/90714MS003.pdf}}$ .

|                         |                            | What You Will Pay   |   |  |  |
|-------------------------|----------------------------|---|---|--|--|
| Common<br>Medical Event | Services You May Need      | Indian Health Care<br>Provider (IHCP)<br>(You will pay the least) | Non-IHCP Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information   |  |
|                         | Durable medical equipment  | No charge   | Not covered                               | Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.                 |  |
|                         | Hospice services           | No charge   | Not covered                               | Prior authorization may be required. Limited to 6 months per lifetime. Cost sharing waived at non-IHCP with IHCP referral. |  |
| If your child needs     | Children's eye exam        | No charge   | Not covered                               | Limited to 1 visit per year. Cost sharing waived at non-IHCP with IHCP referral.   |  |
| dental or eye care      | Children's glasses         | No charge   | Not covered                               | Limited to 1 item per year. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .                             |  |
|                         | 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

- Hearing aids
- 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 20 combined visits per year (combined for occupational therapy, physical therapy and chiropractic care).)
- Dental care (Adult-visit & item limits apply per year. \$1,000 annual dollar limit per year.)
- Infertility treatment (Limited to services for diagnostic tests to find the cause of infertility. Services to treat the underlying medical conditions that cause infertility are covered (e.g., endometriosis, obstructed fallopian tubes, and hormone deficiency).)
- Routine eye care (Adult-one visit & one item per year. Dollar limits apply.)
- Routine foot care (Covered when deemed medically necessary or related to a diabetes diagnosis.)

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 Magnolia Health at 1-877-687-1187 (Relay 711); Mississippi Insurance Department, P.O. Box 79 Jackson, MS 39205-0079, Phone No. 1-601-359-3569. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="Marketplace">Marketplace</a>, visit <a href="https://www.HealthCare.gov">www.HealthCare.gov</a> or call 1-800-318-2596.

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: Mississippi Insurance Department, P.O. Box 79 Jackson, MS 39205-0079, Phone No. 1-601-359-3569. Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact 800-562-2957 or 877-314-3843.

# 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 1-877-687-1187 (Relay 711).

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-877-687-1187 (Relay 711).

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-877-687-1187 (Relay 711).

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-877-687-1187 (Relay 711).

To see examples of how this <u>plan</u> 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 plan's overall deductible | \$0 |
|---------------------------------|-----|
| ■ Specialist copayment          | \$0 |
| ■ Hospital (facility) copayment | \$0 |
| Other coinsurance               | 0%  |

#### 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:

| Cost Sharing               |      |  |
|----------------------------|------|--|
| <u>Deductibles</u>         | \$0  |  |
| Copayments                 | \$0  |  |
| Coinsurance                | \$0  |  |
| What isn't covered         |      |  |
| Limits or exclusions       | \$60 |  |
| The total Peg would pay is | \$60 |  |
|                            |      |  |

# Managing Joe's Type 2 Diabetes (a year of routine in-network care of a well-

controlled condition)

| ■ The plan's overall deductible | \$0 |
|---------------------------------|-----|
| ■ Specialist copayment          | \$0 |
| ■ Hospital (facility) copayment | \$0 |
| ■ Other <u>coinsurance</u>      | 0%  |

### This EXAMPLE event includes services like:

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

<u>Diagnostic tests</u> (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>         | \$0  |
| Copayments                 | \$0  |
| Coinsurance                | \$0  |
| What isn't covered         |      |
| Limits or exclusions       | \$20 |
| The total Joe would pay is | \$20 |
|                            |      |

## Mia's Simple Fracture

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

| ■ The plan's overall deductible | \$0 |
|---------------------------------|-----|
| ■ Specialist copayment          | \$0 |
| ■ Hospital (facility) copayment | \$0 |
| Other coinsurance               | 0%  |

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic tests (x-ray)

<u>Durable medical equipment</u> (crutches)

Rehabilitation services (physical therapy)

|--|

## In this example, Mia would pay:

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



| Spanish:    | Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de Magnolia Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-687-1187 (Relay 711).  |
|-------------|---|
| Vietnamese: | Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Magnolia 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 1-877-687-1187 (Relay 711).  |
| Chinese:    | 如果您,或是您正在協助的對象,有關於 Ambetter from Magnolia 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 1-877-687-1187 (Relay 711)。  |
| French:     | Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Magnolia Health, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-877-687-1187 (Relay 711).                                      |
| Arabic:     | إذا كان لديك أو لدى شخص نساعده أسئلة حول Ambetter from Magnolia Health، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية نكلفة. للتحدث مع مترجم انصل بـ 1187-687-187<br>(Relay 711).   |
| Choctaw:    | Chim ayalhpísah ihokih Chishno kiyokmat kanah ish apíla ka, Ambetter from Magnolia Health imma ná ponaklo hachim ashah ihokma. Apíla hicha náan annówa ya chim annopa anóli ako hashísha hinah kat. Ahíkachih kiyoh. Annopa tishóli imanópolih chinnakma, holhtina yappa ipayah 1-877-687-1187 (Relay 711). |
| Tagalog:    | Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from Magnolia Health, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-877-687-1187 (Relay 711).                                     |
| German:     | Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Magnolia 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 1-877-687-1187 (Relay 711) an.                                   |
| Korean:     | 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Magnolia Health 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와<br>얘기하기 위해서는 1-877-687-1187 (Relay 711) 로 전화하십시오.  |
| Gujarati:   | જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, Ambetter from Magnolia Health વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા<br>માટે 1-877-687-1187 (Relay 711) ઉપર કૉલ કરો.  |
| Japanese:   | Ambetter from Magnolia Health 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、1-877-687-1187 (Relay 711) 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 Magnolia Health вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-877-687-1187 (Relay 711). |
| Punjabi:    | ਜੇ ਤੁਹਾਡੇ, ਜਾਂ ਤੁਹਾਡੀ ਮਦਦ ਲੈ ਰਹੇ ਕਿਸੇ ਵਿਅਕਤੀ ਦੇ ਮਨ ਵਿਚ Ambetter from Magnolia Health ਦੇ ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹਨ. ਤਾਂ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮੁਫਤ ਮਦਦ ਲੈਣ ਦਾ ਪੂਰਾ ਹੱਕ ਹੈ। ਦੁਭਾਸ਼ੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ 1-877-687-1187<br>(Relay 711) 'ਤੇ ਕਾਲ ਕਰੇ।  |
| Italian:    | Se lei, o una persona che lei sta aiutando, avesse domande su Ambetter from Magnolia Health, ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami l'1-877-687-1187 (Relay 711).  |
| Hindi:      | आप या जिसकी आप मदद कर रहे हैं उनके, Ambetter from Magnolia Health 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<br>करने के लिए 1-877-687-1187 (Relay 711) पर कॉल करें।   |

#### Statement of Non-Discrimination

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

Ambetter from Magnolia 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 Magnolia Health at 1-877-687-1187 (Relay 711).

If you believe that Ambetter from Magnolia 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 Coordinator, 111 E Capitol Street, Suite 500, Jackson, MS 39201, 1-877-687-1187 (Relay 711), Fax 1-877-264-6519. You can file a grievance by phone, mail, or fax. If you need help filing a grievance, Ambetter from Magnolia 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 <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.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 <a href="http://www.hhs.gov/ocr/office/file/index.html">http://www.hhs.gov/ocr/office/file/index.html</a>.