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.HomeStateHealth.com/2021-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-qlossary 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?	\$250 individual / \$500 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 <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> : \$900 individual / \$1,800 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 1-855-650-3789 (TTY/TDD 1-877-250-6113) 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 $\underline{\text{copayment}}$ and $\underline{\text{coinsurance}}$ costs shown in this chart are after your $\underline{\text{deductible}}$ has been met, if a $\underline{\text{deductible}}$ applies.

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	
	Primary care visit to treat an injury or illness	\$3 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Virtual Visits from Ambetter Health covered at \$0, providers covered in full, deductible does not apply.	
If you visit a health care <u>provider's</u> office or clinic	<u>Specialist</u> visit	\$10 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	None	
	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	<u>Diagnostic test</u> (x-ray, blood work)	\$10 <u>Copay</u> / test for laboratory outpatient & professional services; 25% <u>Coinsurance</u> for x-ray and diagnostic imaging	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.	
	Imaging (CT/PET scans, MRIs)	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit.	
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at Preferred Drug List.	Generic drugs (Tier 1)	Retail: \$3 <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.	
	Preferred brand drugs (Tier 2)	Retail: \$20 <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. Mail orders are	
	Non-preferred brand drugs (Tier 3)	Retail: 50% Coinsurance	Not covered	subject to 2.5x retail cost-sharing amount.	

^{*}For more information about limitations and exceptions, see $\underline{\text{plan}} \text{ or policy document at } \underline{\text{https://api.centene.com/EOC/2021/99723MO011.pdf}}.$

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)	25% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit.	
surgery	Physician/surgeon fees	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit.	
	Emergency room care	25% <u>Coinsurance</u>	25% <u>Coinsurance</u>	None	
If you need immediate	Emergency medical transportation	25% <u>Coinsurance</u>	25% <u>Coinsurance</u>	None	
medical attention	<u>Urgent care</u>	\$10 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	None	
If you have a hospital	Facility fee (e.g., hospital room)	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit.	
stay	Physician/surgeon fees	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit.	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$3 <u>Copay</u> / Office Visit (<u>deductible</u> does not apply); 25% <u>Coinsurance</u> for all other outpatient services	Not covered	Prior authorization may be required. Note: Services (excluding emergency services) rendered by an out-of-network provider are not covered under this plan, with the exception of two (2) sessions per year for diagnosis/assessment by a licensed mental health provider. (PCP and other practitioner visits do not require prior authorization).	
	Inpatient services	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit.	
If you are pregnant	Office visits	\$3 <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 $\underline{\text{plan}} \text{ or policy document at } \underline{\text{https://api.centene.com/EOC/2021/99723MO011.pdf}}.$

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	
				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).	
	Childbirth/delivery professional services	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. <u>Cost-sharing</u> does not apply for <u>preventive services</u> .	
	Childbirth/delivery facility services	25% <u>Coinsurance</u>	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).	
	Home health care	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Limited to 100 visits per year.	
	Rehabilitation services	\$3 <u>Copay</u> / office visit for physical and occupational therapy; Not covered t	Prior authorization may be required. Limited to 20 visits per year per therapy (occupational and physical therapy); no limit applies for speech therapy or pulmonary therapy; limited to 36 visits per year for cardiac therapy.		
If you need help recovering or have other special health needs	Habilitation services	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Limited to 20 visits per year per therapy (occupational and physical therapy); no limit applies for speech therapy or pulmonary therapy; limited to 36 visits per year for cardiac therapy.	
	Skilled nursing care	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Limited to 150 days per year.	
	Durable medical equipment	25% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit.	
	Hospice services	25% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit.	
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
- Long-term care

- 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 plan document.)

- Chiropractic care (Limited to 26 visits per year.
 Visits in excess of 26 require prior authorization.)
- Dental care (Adult-visit & item limits apply per year. \$1,000 annual dollar limit per year.)
- Hearing aids (Limited to 1 item per ear per year.)
- Infertility treatment (Covered Services include <u>diagnostic tests</u> to find the cause of infertility and services to treat the underlying medical conditions that cause infertility.)
- Private-duty nursing (Limited to 82 visits per year.)
- Routine eye care (Adult-visit & one item per year. Dollar limits apply.)
- Routine foot care (Coverage is limited to diabetes care only.)

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. 1-573-751-4126. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="https://example.com/health/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth/lealth

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: Missouri Department of Insurance, PO Box 690, Jefferson City, MO 65102-0690, Phone No. 1-573-751-4126. Additionally, a consumer assistance program can help you <u>appeal</u>. Contact 800-726-7390.

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 1-855-650-3789 (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, kwiijigo 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.

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>	\$250
■ Specialist copayment	\$10
■ Hospital (facility) coinsurance	25%
Other coinsurance	25%

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
Tutai Example Cust	\$12,700

In this example, Peg would pay:

Cost Sharing		
<u>Deductibles</u>	\$250	
Copayments	\$200	
Coinsurance	\$400	
What isn't covered		
Limits or exclusions	\$60	
The total Peg would pay is	\$910	

Managing Joe's Type 2 Diabetes

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

■ The plan's overall deductible	\$250
■ Specialist copayment	\$10
■ Hospital (facility) coinsurance	25%
Other <u>coinsurance</u>	25%

This EXAMPLE event includes services like:

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

<u>Diagnostic tests</u> (blood work)

Prescription drugs

Durable medical equipment (glucose meter)

Total Example Cost	\$5,600

In this example, Joe would pay:

Cost Sharing		
\$250		
\$500		
\$100		
What isn't covered		
\$20		
\$870		

Mia's Simple Fracture

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

■ The plan's overall deductible	\$250
■ Specialist copayment	\$10
■ Hospital (facility) coinsurance	25%
Other coinsurance	25%

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)

	Total Example Cost	\$2,800
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In this example, Mia would pay:

Cost Sharing		
<u>Deductibles</u>	\$250	
<u>Copayments</u>	\$50	
<u>Coinsurance</u>	\$500	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$800	



Spanish:	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: 711).
Chinese:	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: 711) ₀
Vietnamese:	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: 711).
Serbo-	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,
Croatian:	pozovite broj 1-855-650-3789 (TTY: 711).
	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
German:	Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-855-650-3789 (TTY: 711) an.
Ahi	إذا كان لديك أو لدى شخص تماعده أسئلة حول Ambetter from Home State Health، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. التحث مع مترجم اتصل بـ 478-855-850-1-
Arabic:	.(TTY: 711)
Korean:	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: 711) 로 전화하십시오.
Di.	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
Russian:	помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-855-650-3789 (ТТҮ: 711).
Faranti.	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
French:	langue. Pour parler à un interprète, appelez le 1-855-650-3789 (TTY: 711).
T	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
Tagalog:	gastos. Upang makausap ang isang tagasalin, tumawag sa 1-855-650-3789 (TTY: 711).
Pennsylvania	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
Dutch:	nix. Fa shvetza mitt ebbah diveyya, kawl 1-855-650-3789 (TTY: 711).
Persian:	اگر شما، یا کسی که به او کمک می کنید سؤالی در مورد Ambetter from Home State Health دارید، از این حق برخور دارید که کمک و اطلاعات را بصورت رایگان به زبان خود دریافت کنید. بر ای صحبت کردن با مترجم با شمار، Ambetter from Home State Health دارید، از این حق برخور دارید که کمک و اطلاعات را بصورت رایگان به زبان خود دریافت کنید. بر ای صحبت کردن با مترجم با شمار، (TTY: 711) تمان بگرید.
Cushite:	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: 711).
Portuguese:	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: 711).
Amharic:	እርስዎ ወዶም እርሰዎ የሚርዲት ሰው ስለ Ambetter from Home State Health ግብር ጥያቄ ከለዎት ያለምንም ወጪ በቋንቋዎ ድጋፍ እንዲሁም መረጀ የማግኘት መብት አለዎት፣ ፣ አስተርጻሚ ለማነ <i>ጋገ</i> ር በ 1-855-650-
	3789 (TTY: 711). ዶደውሉ፤ ፤

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: 711).

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, 11720 Borman Drive, Maryland Heights, MO 63146, 1-855-650-3789 (TTY: 711), 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.