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.louisianahealthconnect.com/2022-brochures.html, or call 1-833-635-0450 (TTY 711). For general definitions of common terms, such as <u>allowed</u> amount, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <a href="https://www.healthcare.gov/sbc-glossary">https://www.healthcare.gov/sbc-glossary</a> or call 1-833-635-0450 (TTY 711) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$0 at Indian Health Care <u>Provider</u> (IHCP) or with IHCP <u>referral</u> at non-IHCP; or \$1,500 individual / \$3,000 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</u> services, primary care, <u>specialist</u> , and <u>urgent 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 services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	\$0 at IHCP or with IHCP <u>referral</u> at non-IHCP; or Yes, \$3,800 individual / \$7,600 family for <u>prescription drug coverage</u> . There are no other specific <u>deductibles</u> .	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	For <u>network providers</u> : \$8,700 individual / \$17,400 family. Not applicable for <u>out-of-network</u> <u>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 <u>out-of-pocket</u> limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See https://ambetter.louisianahealthconnect.com/finda doc or call 1-833-635-0450 (TTY 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 <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .

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)	Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Primary care visit to treat an injury or illness	No charge	\$40 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Unlimited Virtual Care Visits received from Ambetter Telehealth covered at No Charge, <u>providers</u> covered in full, <u>deductible</u> does not apply. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you visit a health care <u>provider's</u> office	<u>Specialist</u> visit	No charge	\$125 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Covered No Limit. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
or clinic	Preventive care/screening / immunization	No charge	No charge; <u>deductible</u> 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 <u>plan</u> will pay for. Cost sharing waived at non-IHCP with IHCP referral.
lf you have a test	<u>Diagnostic test</u> (x-ray, blood work)	No charge	\$60 <u>Copay</u> / test; <u>deductible</u> does not apply for laboratory & professional services 50% <u>Coinsurance</u> for x- ray & diagnostic imaging 50% <u>Coinsurance</u> for laboratory & professional services and x-ray & diagnostic imaging at other places of service	Not covered	Prior authorization may be required. Covered No Limit. Other places of service may include Hospital, Emergency Room, or Outpatient Facility. Failure to obtain prior authorization for any service that requires prior authorization will result in a denial 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	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Generic drugs (Tier 1)	No charge	Preferred Generic Retail: \$5 <u>Copay</u> / prescription;	Not covered	Prior authorization may be required. Prescription drugs are provided up to 30 days retail and up to 90 days through mail order.

	What You Will Pay				
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
lf you need			deductible does not apply Generic Retail: \$35 <u>Copay</u> / prescription; <u>deductible</u> does not apply		Mail orders are subject to 2.5x retail <u>cost-sharing</u> amount. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
drugs to treat your illness or condition More information	Preferred brand drugs (Tier 2)	No charge	Retail: \$195 <u>Copay</u> / prescription; <u>deductible</u> does not apply	Not covered	Prior authorization may be required. <u>Prescription drugs</u> are provided up to 30 days retail and up to 90 days through mail order. Mail orders are subject to 2.5x retail <u>cost-sharing</u> amount. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
about prescription drug coverage is available at <u>https://ambetter.</u> <u>louisianahealthc</u>	Non-preferred brand drugs (Tier 3)	No charge	Retail: \$250 <u>Copay</u> / prescription; subject to Rx drug <u>deductible</u>	Not covered	Prior authorization may be required. <u>Prescription drugs</u> are provided up to 30 days retail and up to 90 days through mail order. Mail orders are subject to 2.5x retail <u>cost-sharing</u> amount. \$3,800 individual / \$7,600 family Rx drug <u>deductible</u> for non-preferred brand and <u>specialty drugs</u> . <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
onnect.com/202 2formulary	<u>Specialty</u> <u>drugs</u> (Tier 4)	No charge	Retail: 50% <u>Coinsurance</u> ; subject to Rx drug <u>deductible</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. (Note: Limited to <u>copayment</u> or <u>coinsurance</u> applicable to specialty tiered drug amount not to exceed \$150 dollars per month for each drug up to a thirty-day supply, is met). \$3,800 individual / \$7,600 family Rx drug <u>deductible</u> for non-preferred brand and <u>specialty</u> <u>drugs</u> . <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	No charge	50% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit. <u>Cost</u> sharing waived at non-IHCP with IHCP referral.
	Physician/surg eon fees	No charge	50% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.

	What You Will Pay				
Common Medical EventServices You May NeedIndian Health Care Provider (IHCP) (You will pay the least)Non-IHCP In-Network Provider (You will pay more)Non-IHCP Out-of- Network Provider (You will pay more)	Limitations, Exceptions, & Other Important Information				
If you need immediate medical	Emergency room care	No charge	\$2,500 <u>Copay</u> / visit (\$1,250 <u>Copay</u> / visit for facility; \$1,250 <u>Copay</u> / visit for physician fee)	\$2,500 <u>Copay</u> / visit (\$1,250 <u>Copay</u> / visit for facility; \$1,250 <u>Copay</u> / visit for physician fee)	Covered No Limit. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
attention	Emergency medical transportation	No charge	50% <u>Coinsurance</u>	50% <u>Coinsurance</u>	Covered No Limit. Note: Prior authorization is not required for emergency transport, however, all non-emergent transport requires prior authorization. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	<u>Urgent care</u>	No charge	\$60 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Covered No Limit. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
lf you have a hospital stay	Facility fee (e.g., hospital room)	No charge	\$3,000 <u>Copay</u> per Day	Not covered	Prior authorization may be required. Covered No Limit. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
nospital stay	Physician/surg eon fees	No charge	No charge; <u>deductible</u> does not apply	Not covered	Prior authorization may be required. Covered No Limit. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you need mental health, behavioral health, or substance	Outpatient services	No charge	\$40 <u>Copay</u> /Office Visit ( <u>deductible</u> does not apply); 50% <u>Coinsurance</u> for other outpatient services	Not covered	Prior authorization may be required. Covered No Limit. (PCP and other practitioner visits do not require prior authorization). <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
abuse services	Inpatient services	No charge	\$3,000 <u>Copay</u> per Day	Not covered	Prior authorization may be required. Covered No Limit. Cost sharing 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)	Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you are pregnant	Office visits	No charge	\$40 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Prior authorization not required for deliveries within the standard timeframe per federal regulation, but may be required for other services. <u>Cost-sharing</u> does not apply for <u>preventive services</u> , such as routine pre-natal and post-natal <u>screenings</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> .
pregnant	Childbirth/deliv ery professional services	No charge	No charge; <u>deductible</u> does not apply	Not covered	Prior authorization may be required. <u>Cost-sharing</u> does not apply for <u>preventive services</u> . 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
	Childbirth/deliv ery facility services	No charge	\$3,000 <u>Copay</u> per Day	Not covered	(i.e. ultrasound). <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
	Home health care	No charge	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.
	Rehabilitation services	No charge	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.
If you need help recovering or	Habilitation services	No charge	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
have other	Skilled nursing care	No charge	\$3,000 <u>Copay</u> per Day	Not covered	Prior authorization may be required. Covered No Limit. Cost sharing waived at non-IHCP with IHCP referral.
special health needs	<u>Durable</u> <u>medical</u> <u>equipment</u>	No charge	50% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit. Note: Medical foods/low protein food products for the treatment of inherited metabolic diseases are subject to applicable <u>deductible</u> , <u>coinsurance</u> & <u>copayment</u> amounts; member's cost share shall not exceed more than \$200 dollars per month. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .

Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	What You Will Pay Non-IHCP In-Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Hospice services	No charge	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Children's eye exam	No charge	No charge; <u>deductible</u> does not apply	Not covered	Limited to 1 visit per year. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If your child needs dental or	Children's glasses	No charge	No charge; <u>deductible</u> does not apply	Not covered	Limited to 1 item per year. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
eye care	Children's dental check- up	Not covered	Not covered	Not covered	None

# **Excluded Services & Other Covered Services:**

Services Your Plan Generally Does NOT Cover (C	heck your policy or <u>plan</u> document for more informati	on and a list of any other <u>excluded services</u> .)
<ul> <li>Abortion (Except in cases of rape, incest, or when the life of the mother is endangered)</li> <li>Acupuncture</li> <li>Bariatric surgery</li> <li>Cosmetic surgery</li> </ul>	<ul> <li>Dental care (Children)</li> <li>Infertility treatment (Note: Coverage is available for diagnosis and services required to correct underlying medical causes of infertility.)</li> <li>Long-Term Care (Long Term Acute Care is a covered benefit. Long Term Nursing Care/ Custodial Care is not a covered benefit.)</li> </ul>	<ul> <li>Non-emergency care when traveling outside the U.S.</li> <li>Weight loss programs</li> </ul>
Other Covered Services (Limitations may apply to	o these services. This isn't a complete list. Please see	your <u>plan</u> document.)
<ul> <li>Chiropractic care</li> <li>Dental care (Adult-visit &amp; item limits apply per year. \$1,000 annual dollar limit per year.)</li> </ul>	<ul> <li>Hearing aids (Limited to 1 per ear every 3 years.)</li> <li>Private-duty nursing (Inpatient private duty nursing services are not covered, only outpatient. Note: Limited to \$5,000 per benefit period.)</li> </ul>	<ul> <li>Routine eye care (Adult-one visit &amp; one item per year. Dollar limits apply.)</li> <li>Routine foot care (Coverage is limited to diabetes care only.)</li> </ul>

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 Louisiana Healthcare Connections at 1-833-635-0450 (TTY 711); 1702 N. Third Street; P.O. Box 94214; Baton Rouge, LA 70802 Other

\*For more information about limitations and exceptions, see plan or policy document at https://api.centene.com/eoc/2022/61604LA002.pdf.

coverage options may be available to you too, including buying individual insurance coverage through the <u>Health Insurance Marketplace</u>. 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 on how 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: 1702 N. Third Street; P.O. Box 94214; Baton Rouge, LA 70802 Additionally, a consumer assistance program can help you file your appeal. Contact 800-259-5300

#### 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? Not Applicable.

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

#### Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-833-635-0450 (TTY 711). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-833-635-0450 (TTY 711). Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-833-635-0450 (TTY 711). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-833-635-0450 (TTY 711).

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



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost-sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

<b>Peg is Having a Baby</b> (9 months of in-network pre-natal care and a hospital delivery)		
The plan's overall deductible	\$1,500	
Specialist copayment	\$125	
Hospital (facility) <u>copayment</u>	\$3,000	
Other <u>coinsurance</u>	50%	
This EXAMPLE event includes services <u>Specialist</u> office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood w <u>Specialist</u> visit (anesthesia)		

# Total Example Cost

# In this example, Peg would pay:

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

\$12,700

Managing Joe's Type (a year of routine in-networ controlled cond	rk care of a well-	
The plan's overall deduction	<u>ble</u> \$1,500	
Specialist copayment	\$125	
Hospital (facility) copayment copayment	<u>ent</u> \$3,000	
Other <u>coinsurance</u> 50%		
This EXAMPLE event includes services like:Primary care physicianoffice visits (including disease education)Diagnostic tests(blood work)Prescription drugsDurable medical equipment (glucose meter)		
Total Example Cost	\$5,600	

# In this example, Joe would pay:

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

# Mia's Simple Fracture(in-network emergency room visit and follow up<br/>care)The plan's overall deductible\$1,500Specialist copayment\$125Hospital (facility) copayment\$3,000

Other <u>coinsurance</u> 50%

### 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

# In this example. Mia would pay:

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

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 plan would be responsible for the other costs of these EXAMPLE covered services.

\$2,800



Spanish:	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter from Louisiana Healthcare Connections, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-833-635-0450 (TTY 711).
French:	Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Louisiana Healthcare Connections, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez-le 1-833- 635-0450 (TTY 711).
Vietnamese:	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Louisiana Healthcare Connections, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-833-635-0450 (TTY 711).
Chinese:	如果您,或是您正在協助的對象,有關於 Ambetter from Louisiana Healthcare Connections 方面的問題,您有權利免費以您的母語得 到幫助和訊息。如果要與一位翻譯員講話,請撥電話 1-833-635-0450 (TTY 711)。
Arabic:	ذا كان لديك أو لدى شخص تساعده أسئلة حولAmbetter from Louisiana Healthcare Connections، لديك الحق في الحصول على المساعدة والمعلومات
	لضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ  1-833-635-0450 (TTY 711).
Tagalog:	Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from Louisiana Healthcare Connections, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-833-635-0450 (TTY 711) <b>.</b>
Korean:	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Louisiana Healthcare Connections 에 관해서 질문이 있다면 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-833-635-0450 (TTY 711)번으로 전화하십시오.
Portuguese:	Se você ou alguém que estiver a ajudar tiver dúvidas sobre a Ambetter from Louisiana Healthcare Connections, tem o direito de obter ajuda e informações no seu idioma gratuitamente. Para falar com um intérprete, ligue para 1-833-635-0450 (TTY 711).
Laotian:	ຖ້າທ່ານ ຫຼືຄົນທີ່ທ່ານກ່າລັງຊ່ວຍເຫຼືອ ມີຄ່າຖາມກ່ຽວກັບ Ambetter from Louisiana Healthcare Connections, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະ ຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານ ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຈະເວົ້າກັບນາຍພາສາ ໃຫ້ໂທຫາ 1-833-635-0450 (TTY 711).
Japanese:	Ambetter from Louisiana Healthcare Connections 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、1-833-635-0450 (TTY 711) までお電話ください。
Urdu:	گر Ambetter from Louisiana Healthcare Connections کے بارے میں آپ کے، یا جن کی آپ مدد کر رہے ہیں، ان کے سوالات ہوں تو، آپ کو اپنی زبان یس مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ کسی مترجم سے بات کرنے کے لیے 1-633-635-0450 (TTY 711) پر کال کریں۔
German:	Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Louisiana Healthcare Connections hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-833-635-0450 (TTY 711) an.
Persian:	گر شما، یا کسي که به او کمک مي کنيد سؤالي در مورد Ambetter from Louisiana Healthcare Connections داريد، از اين حق برخورداريد که کمک و
	طلاعات را بصورت رایگان به زیان خود دریافت کنید۔ براي صحبت کردن با مترجم با شماره 1-833-635-0450 (TTY 711) تماس بگیرید۔
Russian:	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from Louisiana Healthcare Connections вы имеете право получить бесплатную помощь и информацию на своем родном языке Чтобы поговорить с переводчиком, позвоните по телефону 1-833-635-0450 (ТТҮ 711).
Thai:	หากท่านหรือผู้ที่ท่านให้ความช่วยเหลืออยู่ในขณะนี้มีคำถามเกี่ยวกับ Ambetter from Louisiana Healthcare Connections ท่านมีสิทธิ์ที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของท่าน โดยไม่เสียค่าใช้จ่ายใด ๆ ทั้งสิ้น หากต้องการใช้บริการล่าม กรุณาโทรศัพท์ดิดด่อที่หมายเลข 1-833-635-0450 (TTY 711).

#### Statement of Non-Discrimination

Ambetter from Louisiana Healthcare Connections Inc. 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 Louisiana Healthcare Connections Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Ambetter from Louisiana Healthcare Connections Inc.:

- 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 Louisiana Healthcare Connections Inc. at 1-833-635-0450 (TTY 711).

If you believe that Ambetter from Louisiana Healthcare Connections Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Ambetter from Louisiana Healthcare Connections Inc., Attn: Appeals and Grievances PO Box 10341 Van Nuys CA, 91410, 1-833-635-0450 (TTY 711), Fax 1-833-886-7956. You can file a grievance by mail, fax, or email. If you need help filing a grievance, Ambetter from Louisiana Healthcare Connections Inc. 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 <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>, 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 <u>http://www.hhs.gov/ocr/office/file/index.html</u>.