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.wellcareky.com/2022-brochures.html, or call 1-833-705-2175 (TTY 711). For general definitions of common terms, such as <u>allowed amount</u>, <u>balance</u> <u>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 <u>https://www.healthcare.gov/sbc-glossary</u> or call 1-833-705-2175 (TTY 711) to request a copy.

| Important Questions | Answers | Why This Matters: |
|---|---|---|
| What is the overall <u>deductible</u> ? | \$750 individual / \$1,500 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 <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</u> <u>services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> . |
| 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> : \$7,500 individual / \$15,000 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 <u>plan</u> 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 https://ambetter.wellcareky.com/fi ndadoc or call 1-833-705-2175 (TTY 711) for a list of <u>network</u> <u>providers</u> . | 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</u> <u>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. |

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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.

| 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 | \$35 <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. |
| If you visit a health care <u>provider's</u> office or clinic | <u>Specialist</u> visit | \$55 <u>Copay</u> / visit; <u>deductible</u> does not apply | Not covered | Covered No Limit. |
| | Preventive care/screening/ immunization | No charge; <u>deductible</u> does not apply | 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. |
| If you have a test | <u>Diagnostic test</u> (x-ray, blood work) | \$35 <u>Copay</u> / test; <u>deductible</u> does not apply for laboratory & professional services 35% <u>Coinsurance</u> for x- ray & diagnostic imaging 35% <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. |
| | Imaging (CT/PET scans, MRIs) | 35% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| If you need drugs to treat your illness or condition | Generic drugs (Tier 1) | Preferred Generic Retail: \$5 <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-</u> <u>sharing</u> amount. |

| Common Medical Event | Services You May Need | What Yo Network Provider (You will pay the least) | u Will Pay Out-of-Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
|--|---|---|--|--|
| More information about prescription drug <u>coverage</u> is available at <u>https://ambetter.wellca</u> | | Generic Retail: \$15 <u>Copay</u> / prescription; <u>deductible</u> does not apply | | |
| <u>reky.com/2022formula</u> <u>ry</u> . | Preferred brand drugs (Tier 2) | Retail: \$60 <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. |
| | Non-preferred brand drugs (Tier 3) | Retail: 50% Coinsurance | Not covered | Mail orders are subject to 2.5x retail <u>cost-</u> sharing amount. |
| | Specialty drugs (Tier 4) | Retail: 50% Coinsurance | 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. |
| If you have outpatient | Facility fee (e.g., ambulatory surgery center) | 35% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| surgery | Physician/surgeon fees | 35% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| | Emergency room care | 35% Coinsurance | 35% Coinsurance | Covered No Limit. |
| If you need immediate medical attention | Emergency medical transportation | 35% <u>Coinsurance</u> | 35% <u>Coinsurance</u> | Covered No Limit. Note: Prior authorization is not required for emergency transport, however, all non-emergent transport requires prior authorization. Covered No Limit. |
| | <u>Urgent care</u> | \$35 <u>Copay</u> / visit; <u>deductible</u> does not apply | Not covered | |
| lf you have a hospital | Facility fee (e.g., hospital room) | 35% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| stay | Physician/surgeon fees | 35% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| If you need mental health, behavioral health, or substance | Outpatient services | \$35 <u>Copay</u> /Office Visit (<u>deductible</u> does not apply); 35% <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). |
| abuse services | Inpatient services | 35% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |

| Common Medical Event | Services You May Need | What Yo Network Provider (You will pay the least) | ou Will Pay Out-of-Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
|---|---|--|---|--|
| If you are pregnant | Office visits | \$35 <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). |
| | Childbirth/delivery professional services | 35% Coinsurance | Not covered | Prior authorization may be required. <u>Cost-</u> <u>sharing</u> does not apply for <u>preventive services</u> . |
| | Childbirth/delivery facility services | 35% <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). |
| | <u>Home health care</u> | 35% <u>Coinsurance</u> | Not covered | Prior authorization may be required. Limited to 100 visits per year. (Each visit by an authorized representative of a home health agency shall be considered as one (1) <u>home</u> <u>health care</u> visit, except that at least four (4) hours of home health aide service shall be considered as one (1) home health visit.) |
| If you need help recovering or have other special health needs | Rehabilitation services | \$35 <u>Copay</u> /Office Visit for physical and occupational therapy (<u>deductible</u> does not apply); 35% <u>Coinsurance</u> for other services | Not covered | Prior authorization may be required. Per year, limited to 25 visits per therapy (occupational, speech and physical therapy); Limited to 25 visits for pulmonary therapy; Limited to 36 visits for cardiac therapy; Limited to 20 visits for cognitive therapy. Note: Limits do not apply when provided for a mental health/substance use disorder diagnosis. |
| | Habilitation services | \$35 <u>Copay</u> /Office Visit for physical and occupational therapy (<u>deductible</u> does not | Not covered | Prior authorization may be required. Per year, limited to 25 visits per therapy (occupational, speech and physical therapy); Limited to 25 visits for pulmonary therapy; Limited to 36 |

| 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 | |
| | | apply); 35% <u>Coinsurance</u> for other services | | visits for cardiac therapy; Limited to 20 visits for cognitive therapy. Note: Habilitation therapy limits do not apply when provided for a mental health/substance use disorder diagnosis. | |
| | Skilled nursing care | 35% Coinsurance | Not covered | Prior authorization may be required. Limited to 90 days per year. | |
| | Durable medical equipment | 35% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. | |
| | Hospice services | No charge; <u>deductible</u> does not apply | No charge; <u>deductible</u> does not apply | Prior authorization may be required. Covered No Limit. | |
| If your shild poods | Children's eye exam | No charge; <u>deductible</u> does not apply | Not covered | Limited to 1 visit per year. | |
| If your child needs dental or eye care | Children's glasses | No charge; <u>deductible</u> 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 Infertility treatment (Note: Coverage is available Non-emergency care when traveling outside the • • for diagnosis and services required to correct U.S. when the life of the mother is endangered.) underlying medical causes of infertility.) Weight loss programs Acupuncture ٠ ٠ Long-Term Care (Note: Long Term Acute ٠ Bariatric surgery ٠ Rehabilitation (LTAC) is a covered benefit. Long Cosmetic surgery Term Nursing Home/Custodial Care is not a ٠ covered benefit.) Dental care (Children) ٠

| 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 visits per year.) Dental care (Adult-visit & item limits apply per | Hearing aids (Limited to 1 per ear every 3 years.)Private-duty nursing (Limited to 250 visits per | Routine eye care (Adult-visit & one item per year. Dollar limits apply.) | |
| year. \$1,000 annual dollar limit per year.) | year.) | 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 WellCare of Kentucky at 1-833-705-2175 (TTY 711); Public Protection Cabinet 500 Mero Street Frankfort, KY 40601, Phone No. 1-502-564-3630. Other 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: Public Protection Cabinet 500 Mero Street Frankfort, KY 40601, Phone No. 1-502-564-3630.

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 1-833-705-2175 (TTY 711). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-833-705-2175 (TTY 711). Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-833-705-2175 (TTY 711). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-833-705-2175 (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.

| Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery) | | |
|--|----------------|---|
| The plan's overall deductibl | <u>e</u> \$750 | |
| Specialist copayment | \$55 | |
| Hospital (facility) <u>coinsurance</u> 35% | | |
| ■ Other <u>coinsurance</u> 35% | | |
| This EXAMPLE event includes services like: | | |
| <u>Specialist</u> office visits (prenatal care) Childbirth/Delivery Professional Services | | |
| Childbirth/Delivery Facility Services | | |
| Diagnostic tests (ultrasounds and blood work) | | |
| <u>Specialist</u> visit <i>(anesthesia)</i> | | |
| Total Example Cost | \$12,700 | Т |

In this example, Peg would pay:

| <u>Cost Sharing</u> | | |
|----------------------------|---------|--|
| Deductibles | \$750 | |
| Copayments | \$500 | |
| <u>Coinsurance</u> | \$2,800 | |
| What isn't covered | | |
| Limits or exclusions | \$60 | |
| The total Peg would pay is | \$4,110 | |

| Managing Joe's Type 2 Diabetes | | |
|---|--|--|
| (a year of routine in-network care of a well- | | |
| tion) | | |
| <u>le</u> \$750 | | |
| \$55 | | |
| <u>ce</u> 35% | | |
| Other <u>coinsurance</u> 35% | | |
| This EXAMPLE event includes services like: | | |
| its (including | | |
| disease education) | | |
| Diagnostic tests (blood work) | | |
| Prescription drugs | | |
| Durable medical equipment (glucose meter) | | |
| Total Example Cost \$5,600 | | |
| | | |

In this example, Joe would pay:

| Cost Sharing | | |
|----------------------------|---------|--|
| <u>Deductibles</u> | \$750 | |
| Copayments | \$1,400 | |
| <u>Coinsurance</u> | \$10 | |
| What isn't covered | | |
| Limits or exclusions | \$20 | |
| The total Joe would pay is | \$2,180 | |

Mia's Simple Fracture (in-network emergency room visit and follow up care)

| The <u>plan's</u> overall <u>deductible</u> | \$750 |
|---|-----------|
| Specialist copayment | \$55 |
| Hospital (facility) <u>coinsurance</u> | 35% |
| Other <u>coinsurance</u> | 35% |
| This EXAMPLE event includes services | like: |
| Emergency room care (including medical s | 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 | | |
|----------------------------|---------|--|
| Deductibles | \$750 | |
| <u>Copayments</u> | \$300 | |
| Coinsurance | \$500 | |
| What isn't covered | | |
| Limits or exclusions | \$0 | |
| The total Mia would pay is | \$1,550 | |



| Spanish: | Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter from WellCare of Kentucky, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-833-705-2175 (TTY 711). |
|------------------------|--|
| Chinese: | 如果您,或是您正在協助的對象,有關於 Ambetter from WellCare of Kentucky, 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 1-833-705-2175 (TTY 711). |
| German: | Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from WellCare of Kentucky 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 1-833-705-2175 (TTY 711) an. |
| Vietnamese: | Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from WellCare of Kentucky, 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 1-833-705-2175 (TTY 711). |
| Arabic: | إذا كان لديك أو لدى شخص تساعده أسئلة حولAmbetter from WellCare of Kentucky ، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ (TTY 711) 1-833-705-2175. |
| Serbo- Croatian: | Ako Vi, ili neko kome pomažete, imate pitanja u vezi Ambetter from WellCare of Kentucky, imate pravo na besplatnu pomoć i informaciju na sopstvenom jeziku. Ukoliko želite da pričate sa prevodiocem, pozovite broj 1-833-705-2175 (TTY 711). |
| Japanese: | Ambetter from WellCare of Kentucky 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、1-833-705-2175 (TTY 711) までお電話ください。 |
| French: | Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from WellCare of Kentucky, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez-le 1-833-705-2175 (TTY 711). |
| Korean: | 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from WellCare of Kentucky 에 관해서 질문이 있다면 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-833-705-2175 (TTY 711)번으로 전화하십시오. |
| Pennsylvania Dutch: | Vann du, adda ebbah's du am helfa bisht, ennichi questions hott veyyich Ambetter from WellCare of Kentucky, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. Fa shvetza mitt ebbah diveyya, kawl 1-833-705-2175 (TTY 711). |
| Nepali: | यदि तपाईं स्वयं वा तपाईंले मद्दत गर्दै गरेको व्यक्तिसँग Ambetter from WellCare of Kentucky को बारेमा प्रश्नहरू छन् भने तपाईंसँग तपाईंलाई कुनै खर्च नलाग्ने गरी आफ्नो भाषामा मद्दत तथा जानकारी प्राप्त गर्ने अधिकार हुन्छ । दोभाषेसँग कुरा गर्नको लागि 1-833-705-2175 (TTY 711) मा फोन गर्नुहोस् । |
| Cushite: | lsin yookan namni biraa isin deeggartan Ambetter from WellCare of Kentucky irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, lakkoofsa bilbilaa 1-833-705-2175 (TTY 711) tiin bilbilaa. |
| Russian: | В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from Ambetter from WellCare of Kentucky вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-833-705-2175 (ТТҮ 711). |
| Tagalog: | Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from WellCare of Kentucky, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-833- 705-2175 (TTY 711) . |
| Bantu: | Niba wowe cyangwa undi muntu wese uri gufasha yaba afite ikibazo kijyanye na Ambetter from WellCare of Kentucky, ufite uburenganzira bwo guhabwa amakuru mu rurimi wunva utishyuye. Kugira ngo uvugane n'umusobanuzi, Hamagara1-833-705-2175 (TTY 711). |

Statement of Non-Discrimination

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

Ambetter from WellCare of Kentucky:

- 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 WellCare of Kentucky at 1-833-705-2175 (TTY 711).

If you believe that Ambetter from WellCare of Kentucky 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 WellCare of Kentucky, Attn: Appeals & Grievances PO Box 10341 Van Nuys CA, 91410, 1-833-705-2175 (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 WellCare of Kentucky 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>.