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.homestatehealth.com/2022-brochures.html">https://ambetter.homestatehealth.com/2022-brochures.html</a>, or call 1-855-650-3789 (TTY 711). 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 <a href="https://www.heeltheeree.eu/chae.el/heeree.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu/chae.eu

https://www.healthcare.gov/sbc-glossary or call 1-855-650-3789 (TTY 711) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	\$0 individual / \$0 family.	See the Common Medical Events chart below for your cost for services this plan covers.
Are there services covered before you meet your <u>deductible</u> ?	Yes, except for Non-Preferred Brand (Tier 3) and Specialty drugs (Tier 4).	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 deductibles for specific services?	Yes, \$3,800 individual / \$7,600 family for <u>prescription drug</u> <u>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 out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See https://ambetter.homestatehealt h.com/findadoc or call 1-855- 650-3789 (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> .

		What You		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
<b>16</b> • 16 • 161	Primary care visit to treat an injury or illness	\$45 <u>Copay</u> / visit	Not covered	Unlimited Virtual Care Visits received from Ambetter Telehealth covered at No Charge, providers covered in full.
If you visit a health	<u>Specialist</u> visit	\$115 <u>Copay</u> / visit	Not covered	Covered No Limit.
care <u>provider's</u> office or clinic	Preventive care/screening/ 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.
lf you have a test	<u>Diagnostic test</u> (x-ray, blood work)	<ul> <li>\$60 <u>Copay</u> / test for laboratory &amp; professional services</li> <li>50% <u>Coinsurance</u> for x-ray &amp; diagnostic imaging</li> <li>50% <u>Coinsurance</u> for laboratory &amp; professional services and x-ray &amp; diagnostic imaging at other places of service</li> </ul>	Not covered	Prior authorization may be required. Covered No Limit. Other places of service may includ 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)	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit.

		What You	Will Pay	
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Generic drugs (Tier 1)	Preferred Generic Retail: \$5 <u>Copay</u> / prescription Generic Retail: \$35 <u>Copay</u> / prescription	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.
If you need drugs to treat your illness or condition	Preferred brand drugs (Tier 2)	Retail: \$195 <u>Copay</u> / prescription	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.
More information about prescription drug coverage is available at https://ambetter.home statehealth.com/2022f ormulary.	Non-preferred brand drugs (Tier 3)	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-</u> <u>sharing</u> amount. \$3,800 individual / \$7,600 family Rx drug <u>deductible</u> for non-preferred brand and <u>specialty drugs</u> .
	Specialty drugs (Tier 4)	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. \$3,800 individual / \$7,600 family Rx drug <u>deductible</u> for non-preferred brand and <u>specialty drugs</u> .
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit.
surgery	Physician/surgeon fees	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit.
If you need immediate medical attention	Emergency room care	\$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; <u>deductible</u> does not apply (\$1,250 <u>Copay</u> / visit; <u>deductible</u> does not apply for facility; \$1,250 <u>Copay</u>	Covered No Limit.

		What You Will Pay		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
			/ ; <u>deductible</u> does not apply for physician fee)	
	Emergency medical transportation	50% <u>Coinsurance</u>	50% <u>Coinsurance;</u> <u>deductible</u> does not apply	Covered No Limit. Note: Prior authorization is not required for emergency transport, however, all non-emergent transport requires prior authorization.
	<u>Urgent care</u>	\$60 <u>Copay</u> / visit	Not covered	Covered No Limit.
If you have a hospital	Facility fee (e.g., hospital room)	\$3,000 <u>Copay</u> per Day	Not covered	Prior authorization may be required. Covered No Limit.
stay	Physician/surgeon fees	No charge	Not covered	Prior authorization may be required. Covered No Limit.
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$45 <u>Copay</u> /Office Visit; 50% <u>Coinsurance</u> for other outpatient services	Not covered	Prior authorization may be required. Note: Services (excluding emergency services) rendered by an out-of- <u>network provider</u> are not covered under this <u>plan</u> , with the exception of two (2) sessions per year for diagnosis/assessment by a licensed mental health <u>provider</u> . (PCP and other practitioner visits do not require prior authorization).
	Inpatient services	\$3,000 <u>Copay</u> per Day	Not covered	Prior authorization may be required. Covered No Limit.
lf you are pregnant	Office visits	\$45 <u>Copay</u> / visit	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).

	What You Will Pay			
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Childbirth/delivery professional services	No charge	Not covered	Prior authorization may be required. <u>Cost-</u> <u>sharing</u> does not apply for <u>preventive</u>
	Childbirth/delivery facility services	\$3,000 <u>Copay</u> per Day	Not covered	<u>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 (i.e. ultrasound).
	Home health care	50% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Limited to 100 visits per year.
	Rehabilitation services	\$45 <u>Copay</u> /Office Visit for physical and occupational therapy; 50% <u>Coinsurance</u> for other services	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. Note: Limits do not apply when provided for a mental health/substance use disorder diagnosis.
If you need help recovering or have other special health needs	Habilitation services	\$45 <u>Copay</u> /Office Visit for physical and occupational therapy; 50% <u>Coinsurance</u> for other services	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. Note: Habilitation therapy limits do not apply when provided for a mental health/substance use disorder diagnosis.
	Skilled nursing care	\$3,000 <u>Copay</u> per Day	Not covered	Prior authorization may be required. Limited to 150 days per year.
	Durable medical equipment	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit.
	Hospice services	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit.
If your child needs	Children's eye exam	No charge	Not covered	Limited to 1 visit per year.
dental or eye care	Children's glasses	No charge	Not covered	Limited to 1 item per year.

		What Yoเ	ı Will Pay		
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the mos	Limitations, Exceptions, & Other Important Information t)	
	Children's dental check-up	Not covered	Not covered	None	
xcluded Services & Oth Services Your <u>Plan</u> Gen		k your policy or <u>plan</u> documer:	nt for more information a	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> <li>Dental care</li> </ul>		<ul> <li>Infertility treatment (Covered <u>diagnostic tests</u> to find the caservices to treat the underlyin conditions that cause infertility.</li> <li>Long-Term Care (Long Term Covered benefit. Long Term Custodial Care is not a covered benefit.</li> </ul>	ause of infertility and ng medical ty.) Acute Care is a Nursing Care/	Non-emergency care when traveling outside the U.S. Routine eye care (Adult) Weight loss programs	
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)					
	nited to 26 visits per year. require prior authorization.)	<ul> <li>Private-duty nursing (Limited year.)</li> </ul>	to 82 visits per •	Routine foot care (Limited to medically necessary treatment.)	
<ul> <li>Hearing aids (Limited</li> </ul>	to 1 per ear per year.)				

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 711); 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 <u>Health Insurance</u> <u>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: 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 file your appeal. 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.

\*For more information about limitations and exceptions, see plan or policy document at https://api.centene.com/eoc/2022/99723MO009.pdf.

# Does this plan meet Minimum Value Standards? Not Applicable.

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

## Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-855-650-3789 (TTY 711). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-855-650-3789 (TTY 711). Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-855-650-3789 (TTY 711). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijijgo holne' 1-855-650-3789 (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 <u>plan's</u> overall <u>deductibl</u>	<u>e</u> \$0	
Specialist copayment	\$115	
Hospital (facility) <u>copayment</u> \$3,00		
Other <u>coinsurance</u> This EXAMPLE event includes <u>Specialist</u> office visits (prenatal of Childbirth/Delivery Professional S     Childbirth/Delivery Facility Service <u>Diagnostic tests</u> (ultrasounds and Specialist visit (anesthesia)	are) Services ces	
Total Example Cost	\$12,700	

# In this example, Peg would pay:

<u>Cost Sharing</u>		
Deductibles *	\$10	
Copayments	\$3,600	
<u>Coinsurance</u>	\$200	
What isn't covered		
Limits or exclusions	\$60	
The total Peg would pay is	\$3,870	

Managing Joe's Type 2 Diabetes			
(a year of routine in-netwo	rk care of a well-		
controlled conc	lition)		
The plan's overall deduction	ble \$0		
Specialist copayment	\$115		
Hospital (facility) copayment	<u>ent</u> \$3,000		
Other coinsurance 50%			
This EXAMPLE event include	es services like:		
Primary care physician office v	visits (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		
Deductibles *	\$3,500	
Copayments	\$700	
Coinsurance	\$400	
What isn't covered		
Limits or exclusions \$20		
The total Joe would pay is \$4,620		

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

The plan's overall deductible			
Specialist copayment	\$115		
Hospital (facility) copayment	<u>ent</u> \$3,000		
■ Other coinsurance 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	\$2 800		

## In this example, Mia would pay:

Cost Sharing		
Deductibles *	\$10	
Copayments	\$1,300	
<u>Coinsurance</u>	\$700	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$2,010	

\*Note: This plan has other deductibles for specific services included in this coverage example. See "Are there other deductibles for specific services?" row above.

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.



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)。
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- Croatian:	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, pozovite broj 1-855-650-3789 (TTY: 711).
German:	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 Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-855-650-3789 (TTY: 711) an.
Arabic:	إذا كان لديك أو لدى شخص تساعده أسئلة حول Ambetter from Home State Health، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ TTY: 711) 1-855-650-3789).
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.
Russian:	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 помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-855-650-3789 (TTY: 711).
French:	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 langue. Pour parler à un interprète, appelez le 1-855-650-3789 (TTY: 711).
Tagalog:	आप या जिसकी आप मदद कर रहे हैं उनके, Ambetter from Home State 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 करने के लिए 1-855-650-3789 (TTY: 711) पर कॉल करें।
Pennsylvania Dutch:	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 nix. Fa shvetza mitt ebbah diveyya, kawl 1-855-650-3789 (TTY: 711).
Persian:	اگر شما، يا كسي كه به او كمك مي كنيد سؤالي در مورد Ambetter from Home State Health داريد، از اين حق برخورداريد كه كمك و اطلاعات را بصورت رايگان به زبان خود دريافت كنيد. براي صحبت كردن با مترجم با شماره TTY: 711) 1-855-650-3789) تماس بگيريد.
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 ወይም እርሰዎ የሚርዱት ሰው ስለ Ambetter from Home State Health ግብር ጥያቄ ካለዎት ያለምንም ወጪ በቋንቋዎ ድ <i>ጋ</i> ፍ እንዲሁም መረጃ የማግኘት መብት አለዎት፣ ፣ አስተርጓሚ ለማነ <i>ጋገ</i> ር በ 1-855-650-3789 (TTY: 711). ይደውሉ፤ ፤

#### 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: Ambetter from Home State Health, Attn: Grievance & Appeals, 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 <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, 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 http://www.hhs.gov/ocr/office/file/index.html.