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.nebraskatotalcare.com/2023-brochures.html, or call 1-833-890-0329 (TTY 711). For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing, coinsurance, copayment, deductible, provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at

https://www.healthcare.gov/sbc-glossary or call 1-833-890-0329 (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> ? | There is no <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 <u>deductibles</u> 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> : \$3,000 individual / \$6,000 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 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.nebraskatotalcare .com/findadoc or call 1-833-890- 0329 (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</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. |
| 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 copayment and coinsurance costs shown in this chart are after your deductible has been met, if a deductible applies. | | | | | |
|--|--|--|---|--|--|
| 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 | |
| 16 | Primary care visit to treat an injury or illness | \$15 <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 | Specialist visit | \$35 <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) | \$25 <u>Copay</u> / test for laboratory & professional services 40% <u>Coinsurance</u> for x- ray & diagnostic imaging 40% <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) | 40% Coinsurance | 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 https://ambetter.nebra skatotalcare.com/2023 formulary. | Generic drugs (Tier 1) | Preferred Generic Retail: \$5 <u>Copay</u> / prescription Generic Retail: \$10 <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. | |
| | Preferred brand drugs (Tier 2) | Retail: \$40 <u>Copay</u> / prescription | Not covered | Prior authorization may be required. Prescription drugs are provided up to 30 days | |
| | Non-preferred brand drugs (Tier 3) | Retail: 50% Coinsurance | Not covered | 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 | | What Yo | ou Will Pay | Limitations, Exceptions, & Other |
|--|---|--|---|--|
| Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Important Information |
| | 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) | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| surgery | Physician/surgeon fees | 40% <u>Coinsurance</u> | Not covered | Prior authorization may be required. Covered No Limit. |
| | Emergency room care | 40% Coinsurance | 40% <u>Coinsurance;</u> <u>deductible</u> does not apply | Covered No Limit. |
| If you need immediate medical attention | Emergency medical transportation | 40% Coinsurance | 40% <u>Coinsurance;</u> deductible does not apply | Covered No Limit. Note: Prior authorization is not required for emergency transport, however, all non-emergent transport requires prior authorization. If you receive service from an out of <u>network</u> ground/water ambulance <u>provider</u> , you may be subject to <u>balance</u> <u>billing</u> . |
| | <u>Urgent care</u> | \$10 <u>Copay</u> / visit | Not covered | Covered No Limit. |
| If you have a hospital | Facility fee (e.g., hospital room) | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| stay | Physician/surgeon fees | 40% <u>Coinsurance</u> | Not covered | Prior authorization may be required. Covered No Limit. |
| lf you need mental health, behavioral health, or substance | Outpatient services | \$15 <u>Copay</u> / office visit; 40% <u>Coinsurance</u> for other outpatient services | Not covered | Prior authorization may be required. Covered No Limit. (<u>Primary Care Provider</u> (PCP) and other practitioner visits do not require prior authorization). |
| abuse services | Inpatient services | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| If you are pregnant | Office visits | \$15 <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 |

| Common | | What Yo | ou Will Pay | Limitations, Exceptions, & Other |
|--|---|---|--|--|
| Medical Event | Services You May Need | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Important 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 | 40% Coinsurance | Not covered | Prior authorization may be required. <u>Cost-</u> <u>sharing</u> does not apply for <u>preventive</u> |
| | Childbirth/delivery facility services | 40% <u>Coinsurance</u> | 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 | 40% Coinsurance | Not covered | Prior authorization may be required. Limited to 60 visits per year. |
| If you need help recovering or have other special health | Rehabilitation services | Outpatient: 40% <u>Coinsurance</u> Inpatient: 40% <u>Coinsurance</u> | Not covered | Outpatient: Prior authorization may be required. Per year, limited to 45 combined visits for: physical therapy, occupational therapy, speech therapy, chiropractic physiotherapy and osteopathic physiotherapy (excludes chiropractic/osteopathic manipulative adjustments). Note: Limits do not apply when provided for a mental health/substance use disorder diagnosis. Inpatient: Prior authorization may be required. Covered No Limit. |
| needs | | Outpatient: Not covered Inpatient: Not covered | Outpatient: Prior authorization may be required. Per year, limited to 45 combined visits for: physical therapy, occupational therapy, speech therapy, chiropractic physiotherapy and osteopathic physiotherapy (excludes chiropractic/osteopathic manipulative adjustments). Note: Habilitation therapy limits do not apply when provided for a mental health/substance use disorder diagnosis. | |

| Common | | What Yo | ou Will Pay | Limitations, Exceptions, & Other |
|--|----------------------------|--|--|---|
| Medical Event Services You May Nee | | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Important Information |
| | | | | Inpatient: Prior authorization may be required. Covered No Limit. |
| | Skilled nursing care | 40% Coinsurance | Not covered | Prior authorization may be required. Limited to 60 days per year. |
| | Durable medical equipment | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| | Hospice services | 40% Coinsurance | Not covered | Prior authorization may be required. Covered No Limit. |
| lf your child reads | Children's eye exam | No charge | Not covered | Limited to 1 visit per year. |
| If your child needs dental or eye care | Children's glasses | No charge | 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 (Ch | neck your policy or <u>plan</u> document for more informa | tion and a list of any other <u>excluded services</u> .) |
|---|---|--|
| Abortion (Except in cases of rape, incest, or when the life of the mother is endangered) Acupuncture Bariatric surgery Cosmetic surgery Dental care (Adult) | Infertility treatment (Coverage is available for diagnosis and services required to correct underlying medical causes of infertility.) Long-term care (Long Term Acute Care is a covered benefit. Long Term Nursing Care/Custodial Care is not a covered benefit.) | Non-emergency care when traveling outside the U.S. Private-duty nursing Routine eye care (Adult) Weight loss programs |
| Other Covered Services (Limitations may apply to | these services. This isn't a complete list. Please se | e your <u>plan</u> document.) |
| Chiropractic care (Chiropractic (or osteopathic) manipulative adjustments limited to 20 visits per year.) | Hearing aids (Limited to \$3,000 every 48 months age 18 and under.) | Routine foot care |

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 Nebraska Total Care at 1-833-890-0329 (TTY 711); The Nebraska Department of Insurance PO Box 82089 Lincoln, Nebraska 68501-2089; Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272); or Office of Personnel Management Multi-State Plan Program at https://www.opm.gov/healthcare-insurance/multi-state-plan-program/external-review/. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace. Por more information about the https://www.HealthCare.gov 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: The Nebraska Department of Insurance PO Box 82089 Lincoln, Nebraska 68501-2089

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 1-833-890-0329 (TTY 711). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-833-890-0329 (TTY 711). Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-833-890-0329 (TTY 711). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-833-890-0329 (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 plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

| Peg is Having a Bal (9 months of in-network pre-natal hospital delivery) | | Managing Joe's Type (a year of routine in-network care condition) | | Mia's Simp (in-network emergency ro |
|---|----------|--|----------------|---|
| The <u>plan's</u> overall <u>deductible</u> | \$0 | The <u>plan's</u> overall <u>deductibl</u> | <u>e</u> \$0 | The plan's overall ded |
| Specialist copayment | \$35 | Specialist copayment | \$35 | Specialist copayment |
| Hospital (facility) coinsurance | 40% | Hospital (facility) <u>coinsuran</u> | <u>ce</u> 40% | Hospital (facility) coing |
| Other <u>coinsurance</u> | 40% | Other <u>coinsurance</u> | 40% | Other <u>coinsurance</u> |
| This EXAMPLE event includes services like: <u>Specialist</u> office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood work) <u>Specialist</u> visit (anesthesia) | | This EXAMPLE event includes Primary care physician office vis disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (gluo | its (including | This EXAMPLE event inc Emergency room care (inc Diagnostic tests (x-ray) Durable medical equipmen Rehabilitation services (ph |
| Total Example Cost | \$12,700 | Total Example Cost | \$5,600 | Total Example Cost |

In this example, Peg would pay:

| Cost Sharing | | |
|----------------------------|---------|--|
| <u>Deductibles</u> | \$0 | |
| <u>Copayments</u> | \$400 | |
| Coinsurance | \$2,600 | |
| What isn't covered | | |
| Limits or exclusions | \$60 | |
| The total Peg would pay is | \$3,060 | |

| In | this | example, | Joe | would | pay: |
|----|------|----------|-----|-------|------|
|----|------|----------|-----|-------|------|

| Cost Sharing | | |
|----------------------------|---------|--|
| <u>Deductibles</u> | \$0 | |
| Copayments | \$1,000 | |
| <u>Coinsurance</u> | \$300 | |
| What isn't covered | | |
| Limits or exclusions | \$20 | |
| The total Joe would pay is | \$1,320 | |

ple Fracture

oom visit and follow up care)

|) | The <u>plan's</u> overall <u>deductible</u> | \$0 |
|---|--|------|
| 5 | Specialist copayment | \$35 |
| Ó | Hospital (facility) <u>coinsurance</u> | 40% |
| D | Other <u>coinsurance</u> | 40% |
| | This EXAMPLE event includes services like: | |
| | Emergency room care (including medical supplie | əs) |
| | Diagnostic tests (x-ray) | |

ent (crutches) ohysical therapy)

| Total Example Cost | \$2,800 |
|---------------------|---------|
| I otal Example 003t | ψ2,000 |

In this example, Mia would pay:

| Cost Sharii | ng |
|----------------------------|---------|
| <u>Deductibles</u> | \$0 |
| Copayments | \$100 |
| Coinsurance | \$1,000 |
| What isn't cov | vered |
| Limits or exclusions | \$0 |
| The total Mia would pay is | \$1,100 |



| Spanish: | Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter from Nebraska Total Care, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-833-890-0329 (TTY 711). | |
|-------------|--|--|
| Vietnamese: | Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Nebraska Total Care , 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 1-833-890-0329 (TTY 711). | |
| Chinese: | 如果您,或是您正在協助的對象,有關於 Ambetter from Nebraska Total Care 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 1-833-890-0329 (TTY 711)。 | |
| Arabic: | ذا كان لديك أو لدى شخص تساعده أسئلة حولAmbetter from Nebraska Total Care، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من ون أية تكلفة. للتحدث مع مترجم اتصل بـ 0329-890-1(TTY 711). | |
| Karen: | ်ပသကယသမျသာ်နသညနပသကမေနန္စစငည္ပါလေနဆကန္ျအငသညျဘေသကအ Ambetter from Nebraska Total Care , ပသက္ေလနအ့နမငါ့အ အသါနအ့န္စစည်ေည်သမာ်အေငသညငညပသကမူညေါကဓါနအေညသခသျအဉ် ၂ သျစနငုတငအ့ညေငညအနမစမနအနမယခဋ္ 1-833-890-0329 (TTY 711) | |
| French: | Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Nebraska Total Care, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-833-890-0329 (TTY 711). | |
| Cushite: | Isin yookan namni biraa isin deeggartan Ambetter from Nebraska Total Care 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 1-833-890-0329 (TTY 711) tiin bilbilaa. | |
| German: | Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Nebraska Total Care 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 1-833-890-0329 (TTY 711) an. | |
| Korean: | 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Nebraska Total Care 에 관해서 질문이 있다면 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-833-890-0329 (TTY 711)번으로 전화하십시오. | |
| Nepali: | यदि तपाईं स्वयं वा तपाईंले मद्दत गर्दै गरेको व्यक्तिसँग Ambetter from Nebraska Total Care को बारेमा प्रश्नहरू छन् भने तपाईंसँग तपाईंलाई कुनै खर्च नलाग्ने गरी आफ्नो भाषामा मद्दत तथा जानकारी प्राप्त गर्ने अधिकार हुन्छ । दोभाषेसँग कुरा गर्नको लागि 1-833-890-0329 (TTY 711) मा फोन गर्नुहोस् । | |
| Russian: | В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from Nebraska Total Care вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-833-890-0329 (TTY 711). | |
| Laotian: | ຖ້າທ່ານ ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ Ambetter from Nebraska Total Care, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນ ພາສາຂອງທ່ານ ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຈະເວົ້າກັບນາຍພາສາ, ໃຫ້ໂທ 1-833-890-0329 (TTY 711). | |
| Kurdish: | ئەگىر تۆ، يان كەسنىك كە يارمەتى دەدىيت پرسيارى لەسەر Ambetter from Nebraska Total Care ھەبوو، مافى وەرگرتتى يارمەتى و زانياريت بە زمانى خۆت ھەيە بەبى بەرامبەر(بەخۇرايى). بۇ نەوەى لەگەل وەرگېر قىسە بكەيت پەيوەندى بكە لەرنىگەى ژمارە تەلەفۇنى 0329-039-1- (TTY 711). | |
| Persian: | اگر شما، يا كسي كه به او كمك مي كنيد سؤالي در مورد Ambetter from Nebraska Total Care داريد، از اين حق برخورداريد كه كمك و اطلاعات را بصورت رايگان به زبان خود دريافت كنيد. براي صحبت كردن با مترجم با شماره 0329-890-831 (TTY 711) تماس بگيريد. | |
| Japanese: | Ambetter from Nebraska Total Care 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、1-833-890-0329 (TTY 711) までお電話ください。 | |

Statement of Non-Discrimination

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

Ambetter from Nebraska Total Care:

- 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 Nebraska Total Care at 1-833-890-0329 (TTY 711).

If you believe that Ambetter from Nebraska Total Care 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 Nebraska Total Care, Attn: Appeals and Grievances, PO Box 10341 Van Nuys CA, 91410, 1-833-890-0329 (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 Nebraska Total Care 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, 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.

AMB21-NE-C-00598