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.superiorhealthplan.com/2023-brochures.html, or call 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). For general definitions of common terms, such as <u>allowed amount</u>, <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 <u>https://www.healthcare.gov/sbc-glossary</u> or call 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) 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 \$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</u> <u>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?	No.	You don't have to meet deductibles 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 out-of-pocket limit?	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.superiorhealthplan.c om/findadoc or call 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) for a list of <u>network 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</u> <u>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</u> <u>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 specialist you choose without a referral.

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	\$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. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you visit a health care <u>provider's</u> office or clinic	<u>Specialist</u> visit	No charge	\$55 <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.
	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 <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)	No charge	\$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	<ul> <li>Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. Other places of service may include Hospital, Emergency Room, or Outpatient Facility.</li> <li>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</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u>.</li> </ul>
	Imaging (CT/PET scans, MRIs)	No charge	35% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Generic drugs (Tier 1)	No charge	Preferred Generic Retail: \$5 <u>Copay</u> /	Not covered	Prior authorization may be required. <u>Prescription</u> <u>drugs</u> are provided up to 30 days retail and up to 90

			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 need drugs to treat your illness or condition			prescription; <u>deductible</u> does not apply Generic Retail: \$15 <u>Copay</u> / prescription; <u>deductible</u> does not apply		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> .
More information about <u>prescription</u> <u>drug coverage</u> is	Preferred brand drugs (Tier 2)	No charge	Retail: \$60 <u>Copay</u> / prescription; <u>deductible</u> does not apply	Not covered	Prior authorization may be required. <u>Prescription</u> <u>drugs</u> are provided up to 30 days retail and up to 90 days through mail order. Mail orders are subject to
available at <u>https://ambetter.su</u>	Non-preferred brand drugs (Tier 3)	No charge	Retail: 50% <u>Coinsurance</u>	Not covered	2.5x retail <u>cost-sharing</u> amount. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
periorhealthplan.c om/2023formulary.	<u>Specialty drugs</u> (Tier 4)	No charge	Retail: 50% <u>Coinsurance</u>	Not covered	Prior authorization may be required. <u>Prescription</u> <u>drugs</u> are provided up to 30 days retail and up to 30 days through mail order. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
lf you have	Facility fee (e.g., ambulatory surgery center)	No charge	35% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
outpatient surgery	Physician/surgeon fees	No charge	35% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Emergency room care	No charge	35% Coinsurance	35% Coinsurance	Covered No Limit. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
If you need immediate medical attention	Emergency medical transportation	No charge	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. If you receive service from an out of <u>network</u> ground/water ambulance <u>provider</u> , you may be subject to <u>balance billing</u> . <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .

			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
	<u>Urgent care</u>	No charge	\$35 <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	Facility fee (e.g., hospital room)	No charge	35% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
hospital stay	Physician/surgeon fees	No charge	35% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you need mental health, behavioral health, or	Outpatient services	No charge	\$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. *See Manage Your Healthcare: Prior Authorization section in your policy. ( <u>Primary Care</u> <u>Provider</u> (PCP) and other practitioner visits do not require prior authorization.) <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
substance abuse services	Inpatient services	No charge	35% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
lf you are pregnant	Office visits	No charge	\$35 <u>Copay</u> / visit; <u>deductible</u> does not apply	Not covered	Prior authorization not required for deliveries within the standard time frame 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). *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> 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
	Childbirth/delivery professional services	No charge	35% <u>Coinsurance</u>	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
	Childbirth/delivery facility services	No charge	35% <u>Coinsurance</u>	Not covered	<u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Home health care	No charge	35% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Limited to 60 visits per year. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you need help recovering or have other special health needs	Rehabilitation services	No charge	Outpatient: 35% <u>Coinsurance</u> Inpatient: 35% <u>Coinsurance</u>	Not covered	Outpatient: Prior authorization may be required. Limited to 35 combined visits per year (combined with chiropractic care). Note: the visit limit does not apply: to treatment or care determined to be <u>medically necessary</u> as a result of and related to an acquired brain injury, for treating developmental delays or for any mental health/substance use disorder diagnosis. *See Manage Your Healthcare: Prior Authorization section in your policy. Inpatient: Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Habilitation services	No charge	35% Coinsurance	Not covered	Prior authorization may be required. Limited to 35 visits per year. Note: This visit limit does not apply when treatment is provided for a mental health/substance use disorder diagnosis or developmental delays. *See Manage Your

			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
					Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP referral.
	Skilled nursing care	No charge	35% Coinsurance	Not covered	Prior authorization may be required. Limited to 25 days per year. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Durable medical equipment	No charge	35% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
	Hospice services	No charge	35% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Covered No Limit. *See Manage Your Healthcare: Prior Authorization section in your policy. <u>Cost 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 referral.
If your child needs dental or eye care	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 <u>referral</u> .
	Children's dental check-up	Not covered	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 when the life of the mother is Cosmetic surgery Non-emergency care when traveling outside the • • endangered if the fetus were carried to term or U.S. Dental care (Children) • delivered.) Private-duty nursing Long-Term Care (Long Term Acute Care is a • Acupuncture • covered benefit. Long Term Nursing Care/ Weight loss programs • Bariatric surgery Custodial Care is not a covered benefit.) •

## Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)

- Chiropractic care (Limited to 35 combined visits per year (combined with outpatient rehabilitation therapy).)
- Hearing aids (Limited to 2 items every 3 years.)
- Infertility treatment (Limited to services for <u>diagnostic tests</u> to find the cause of infertility.)
- Routine eye care (Adult-one visit & one item per year. Dollar allowance applies to hardware.)
- Routine foot care

 Dental care (Adult-visit & item limits apply per year. \$1,000 annual dollar limit per year per person.)

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 Superior HealthPlan at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989); Texas Department of Insurance, 333 Guadalupe, Austin, TX 78701, Phone No. 1-800-578-4677.; the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="https://www.dol.gov/agencies/ebsa/about-ebsa/ask-aguestion/ask-ebsa">https://www.dol.gov/agencies/ebsa/about-ebsa/ask-aguestion/ask-ebsa</a>]; or the Office of Personnel Management Multi State Plan Program at <a href="https://www.opm.gov/healthcare-insurance/multi-state-plan-program/externalreview/">https://www.opm.gov/healthcare-insurance/multi-state-plan-program/externalreview/</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="https://www.HealthCare.gov">Health Insurance Marketplace</a>. For more information about the Marketplace, visit 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: Texas Department of Insurance, 333 Guadalupe, Austin, TX 78701, Phone No. 1-800-578-4677.

## Does this plan provide Minimum Essential Coverage? Yes.

<u>Minimum Essential Coverage</u> generally includes <u>plans</u>, <u>health insurance</u> available through the <u>Marketplace</u> or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of <u>Minimum Essential Coverage</u>, you may not be eligible for the <u>premium tax credit</u>.

## 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 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).

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.

<b>Peg is Having a Baby</b> (9 months of in-network pre-natal care and a hospital delivery)		Managing Joe's Type 2 Diabetes (a year of routine in-network care of a well- controlled condition)		<b>Mia's Simpl</b> e (in-network emerger follow up
The plan's overall deductib	<u>le</u> \$750	The <u>plan's</u> overall <u>deductib</u>	<u>ole</u> \$750	The plan's overall deduce
Specialist copayment	\$55	Specialist copayment	\$55	Specialist copayment
Hospital (facility) coinsurar	<mark>nce</mark> 35%	Hospital (facility) coinsuration	<u>nce</u> 35%	Hospital (facility) coinsumatical constructions in the second
Other <u>coinsurance</u>	35%	Other coinsurance 35%		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 services like:Primary care physicianPrimary care physicianoffice visits (includingdisease education)Diagnostic tests (blood work)Prescription drugsDurable medical equipment (glucose meter)		This EXAMPLE event includ Emergency room care (includ Diagnostic tests (x-ray) Durable medical equipment ( Rehabilitation services (phys
Total Example Cost \$12,700		Total Example Cost	\$5,600	Total Example Cost
In this example, Peg would pa	ay:	In this example, Joe would pay:		In this example, Mia would
Cost Sharing		Cost Sharing		Cost Sh

Cost Sharin	g
<u>Deductibles</u>	\$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

in this example, soe would pay.				
Cost Sharin	g			
<u>Deductibles</u>	\$0			
<u>Copayments</u>	\$0			
<u>Coinsurance</u>	\$0			
What isn't covered				
Limits or exclusions \$				
The total Joe would pay is	\$0			

### le Fracture ency room visit and ip care)

)	The <u>plan's</u> overall <u>deductible</u>	\$750
5	Specialist copayment	\$55
Ď	Hospital (facility) <u>coinsurance</u>	35%
)	Other <u>coinsurance</u>	35%
	This EXAMPLE event includes services like:	
	Emergency room care (including medical supplie	es)
	Diagnostic tests (x roy)	,

t (crutches) vsical therapy)

Total Example Cost	\$2,800
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## ld pay:

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

Note: These numbers assume the patient received care from an IHCP provider or with IHCP referral at a non-IHCP. If you receive care from a non-IHCP provider without a referral from an IHCP your costs may be higher.

The plan 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 Superior HealthPlan, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).
Vietnamese:	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from Superior HealthPlan, 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 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).
Chinese:	如果您,或是您正在協助的對象,有關於 Ambetter from Superior HealthPlan 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 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989)。
Korean:	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from Superior HealthPlan 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) 로 전화하십시오.
Arabic:	إذا كان لديك أو لدى شخص تساعده أسئلة حول Ambetter from Superior HealthPlan ، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك
	من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 1966-687-871 (Relay Texas/TTY).
Urdu:	اگر Ambetter from Superior HealthPlan کے بارے میں آپ، یا جن کی آپ مدد کررہے ہیں ان کے سوالات ہوں تو، آپ کو بلامعاوضہ اپنی زبان میں مدد اور معلومات حاصل کرنے کا حق ہے۔ کسی مترجم سے بات کرنے کے لیے، 1196-877-687-116( Relay Texas/TTY 1-800-735-2989) پر کال کریں۔
Tagalog:	Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from Superior HealthPlan, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).
French:	Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from Superior HealthPlan, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).
Hindi:	आप या जिसकी आप मदद कर रहे हैं उनके, Ambetter from Superior HealthPlan 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 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) पर कॉल करें।
Persian:	اگر شما، يا كسي كه به او كمك مي كنيد سؤالي در مورد Ambetter from Superior HealthPlan داريد، از اين حق برخورداريد كه كمك و اطلاعات را بصورت رايگان به زبان خود دريافت كنيد. براي صحبت كردن با مترجم با شماره 1196-687-687 (Relay Texas/TTY 1-800-735-2989) تماس بگيريد.
German:	Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Superior HealthPlan 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 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) an.
Gujarati:	જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, Ambetter from Superior HealthPlan વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દ્રભાષિયા સાથે વાત કરવા માટે 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) ઉપર કૉલ કરો.
Russian:	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from Superior HealthPlan вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).
Japanese:	Ambetter from Superior HealthPlan 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、1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) までお電話ください。
Laotian:	ຖ້າທ່ານ ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ Ambetter from Superior HealthPlan, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນ ຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານ ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຈະເວົ້າກັບນາຍພາສາ, ໃຫ້ໂທຫາ 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989).



# Statement of Non-Discrimination

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

#### Ambetter from Superior HealthPlan:

#### • Provides free aids and services to people with disabilities to communicate effectively with us, such as:

o Qualified sign language interpreters

o 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:

- o Qualified interpreters
- o Information written in other languages

If you need these services, contact Ambetter from Superior HealthPlan at 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

If you believe that Ambetter from Superior HealthPlan 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 complaint with:

#### Superior HealthPlan Complaints Department 5900 E Ben White Blvd., Austin, TX 78741 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989) Fax 1-866-683-5369

You can file a complaint by mail, fax, or email. If you need help filing a complaint, Ambetter from Superior HealthPlan 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>.

# Declaración de no discriminación

Ambetter de Superior HealthPlan cumple con las leyes de derechos civiles federales aplicables y no discrimina basándose en la raza, color, origen nacional, edad, discapacidad, o sexo. Ambetter de Superior HealthPlan no excluye personas o las trata de manera diferente debido a su raza, color, origen nacional, edad, discapacidad, o sexo.

#### Ambetter de Superior HealthPlan:

- Proporciona ayuda y servicios gratuitos a las personas con discapacidad para que se comuniquen eficazmente con nosotros, tales como:
  - o Intérpretes calificados de lenguaje por señas
  - o Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)

#### • Proporciona servicios de idiomas a las personas cuyo lenguaje primario no es el inglés, tales como:

- o Intérpretes calificados
- o Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con Ambetter de Superior HealthPlan a 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989).

Si considera que Ambetter de Superior HealthPlan no le ha proporcionado estos servicios, o en cierto modo le ha discriminado debido a su raza, color, origen nacional, edad, discapacidad o sexo, puede presentar una queja ante:

#### Superior HealthPlan Complaints Department 5900 E Ben White Blvd., Austin, TX 78741 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989) Fax 1-866-683-5369

Usted puede presentar una queja por correo, fax, o correo electrónico. Si necesita ayuda para presentar una queja, Ambetter de Superior HealthPlan está disponible para brindarle ayuda.

También puede presentar una queja de violación a sus derechos civiles ante la Oficina de derechos civiles del Departamento de Salud y Servicios Humanos de Estados Unidos (U.S. Department of Health and Human Services), en forma electrónica a través del portal de quejas de la Oficina de derechos civiles, disponible en <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>, o por correo o vía telefónica llamando al: 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).

Los formularios de queja están disponibles en http://www.hhs.gov/ocr/office/file/index.html.

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