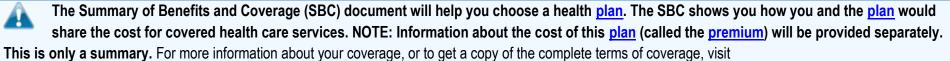
Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services Ambetter from SilverSummit Healthplan

Focused VALUE Silver: 87% AV Level Silver Plan



https://ambetter.silversummithealthplan.com/2023-brochures.html, or call 1-866-263-8134 (TTY/TDD 1-855-868-4945). 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 1-866-263-8134 (TTY/TDD 1-855-868-4945) 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> : \$2,900 individual / \$5,800 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.silversummithealt hplan.com/findadoc or call 1-866- 263-8134 (TTY/TDD 1-855-868- 4945) for a list of <u>network</u> 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> ?	Yes.	This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> .

All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

Common	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	
lf you visit a boolth	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 care provider's office	<u>Specialist</u> visit	\$30 <u>Copay</u> / visit	Not covered	Covered No Limit.	
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)			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)	50% 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	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.	
<u>coverage</u> is available at https://ambetter.silver	Preferred brand drugs (Tier 2)	Retail: \$40 <u>Copay</u> / prescription	Not covered	Prior authorization may be required. <u>Prescription drugs</u> are provided up to 30 days	
https://ambetter.silver summithealthplan.co m/2023formulary.	Non-preferred brand drugs (Tier 3)	Retail: 50% <u>Coinsurance</u>	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 You Will Pay		ou 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	
	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)	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.	
	Emergency room care	50% Coinsurance	50% <u>Coinsurance;</u> <u>deductible</u> does not apply	Covered No Limit.	
If you need immediate medical attention	Emergency medical transportation	50% Coinsurance	50% <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 billing</u> .	
	<u>Urgent care</u>	\$10 <u>Copay</u> / visit	Not covered	Covered No Limit.	
lf you have a hospital	Facility fee (e.g., hospital room)	50% Coinsurance	Not covered	Prior authorization may be required. Covered No Limit.	
stay	Physician/surgeon fees	50% <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; 50% <u>Coinsurance</u> for other outpatient services	Not covered	Prior authorization may be required. Covered No Limit. (Primary care provider (PCP) and other practitioner visits do not require prior authorization).	
abuse services	Inpatient services	50% 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 type of services, <u>coinsurance</u> , <u>deductible</u> or	

Common		What Yo	ou 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
				<u>copayment</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).
	Childbirth/delivery professional services	50% 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	50% <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).
	Home health care	50% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Unlimited except for the following: limited to 1 medical social service consultation per course of treatment and 1 nutrition consultation.
If you need help recovering or have other special health needs	Rehabilitation services	Outpatient: 50% <u>Coinsurance</u> ; Inpatient: 50% <u>Coinsurance</u>	Not covered	Outpatient: Prior authorization may be required. Inpatient and Outpatient <u>Rehabilitation Services</u> are limited to a combined 120 visits per year. Note: Limits do not apply when provided for a mental health/substance use disorder diagnosis. Inpatient: Prior authorization may be required. Inpatient and Outpatient <u>Rehabilitation Services</u> are limited to a combined 120 visits per year. Note: Limits do not apply when provided for a mental health/substance use disorder diagnosis.
	Habilitation services	Outpatient: 50% <u>Coinsurance</u> Inpatient: 50% <u>Coinsurance</u>	Not covered	Outpatient: Prior authorization may be required. Inpatient and Outpatient Habilitation Services are limited to a combined 120 visits per year. Note: Habilitation therapy limits do not apply when provided for a mental health/substance use disorder diagnosis. Inpatient: Prior authorization may be required. Inpatient and Outpatient <u>Rehabilitation</u>

Common	Common		ou Will Pay	Limitations, Exceptions, & Other Important Information	
Medical Event	Services You May Need	Services You May Need Network Provider (You will pay the least)			
				Services are limited to a combined 120 visits per year. Note: Limits do not apply when provided for a mental health/substance use disorder diagnosis.	
	Skilled nursing care	50% Coinsurance	Not covered	Prior authorization may be required. Limited to 100 days per year.	
	Durable medical equipment	50% Coinsurance	Not covered	Prior authorization may be required. Purchased items are limited to 1 every 3 years.	
	Hospice services	50% <u>Coinsurance</u>	Not covered	Prior authorization may be required. Unlimited except for the following: respite care is limited to 5 days/visits per 90 days of home hospice and bereavement services are limited to 5 group therapy sessions per episode.	
If your child poodo	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	No charge	Not covered	Limited to 1 item per year.	
uental of eye cale	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 • Dental (Children) • Non-emergency care when traveling outside the when the life of the mother is endangered)

- Acupuncture ٠
- Cosmetic surgery ٠

- Long-Term Care (Long Term Acute Care is a • covered benefit. Long Term Nursing Care/ Custodial Care is not a covered benefit.)
- U.S.
- Weight loss programs

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)				
 Bariatric surgery (Limited to 1 procedure per lifetime.) 	Hearing aids (Limited to 1 item every 3 years.)Infertility treatment (Artificial insemination	• Routine eye care (Adult-one visit & one item per year. Dollar allowance applies to hardware.)		
• Chiropractic care (Limited to 20 visits per year.)	services are limited to 6 cycles per lifetime.)	Routine foot care		
 Dental care (Adult-visit & item limits apply per year. \$1,000 annual dollar limit per year per person.) 	Private-duty nursing			

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 SilverSummit Healthplan at 1-866-263-8134 (TTY/TDD 1-855-868-4945); Nevada Division of Insurance, 3300 W. Sahara Ave., Suite 275, Las Vegas, Nevada 89102 1-888-872-3234.; Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272); 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, 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: Nevada Division of Insurance, 3300 W. Sahara Ave., Suite 275, Las Vegas, Nevada 89102 1-888-872-3234.

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 <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 1-866-263-8134 (TTY/TDD 1-855-868-4945). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-866-263-8134 (TTY/TDD 1-855-868-4945). Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-866-263-8134 (TTY/TDD 1-855-868-4945). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijijgo holne' 1-866-263-8134 (TTY/TDD 1-855-868-4945).

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 Baby (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)		Mia's Simple Fracture (in-network emergency room visit and follow up car	
The plan's overall deductib	<u>e</u> \$0	The <u>plan's</u> overall <u>deductib</u>	<u>le</u> \$0	The plan's overall deductibl	<u>e</u> :
Specialist copayment	\$30	Specialist copayment	\$30	Specialist copayment	\$
Hospital (facility) coinsurant	Hospital (facility) coinsurance 50%		<u>nce</u> 50%	Hospital (facility) <u>coinsuran</u>	<u>ce</u> 50
Other <u>coinsurance</u>	50%	Other <u>coinsurance</u>	50%	Other <u>coinsurance</u>	50
This EXAMPLE event includes Specialist office visits (prenatal of Childbirth/Delivery Professional Childbirth/Delivery Facility Servio Diagnostic tests (ultrasounds an Specialist visit (anesthesia)	care) Services ces	This EXAMPLE event includes <u>Primary care physician</u> office vis <i>disease education</i>) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glu	sits (including	This EXAMPLE event includes Emergency room care (including Diagnostic tests (x-ray) Durable medical equipment (crut Rehabilitation services (physical	medical supplies) tches)
Total Example Cost	\$12,700	Total Example Cost	\$5,600	Total Example Cost	\$2,80

In this example	Ped would nav:

in this example, rey would pay.			
Cost Sharin	Cost Sharing		
<u>Deductibles</u>	\$0		
<u>Copayments</u>	\$300		
Coinsurance	\$2,600		
What isn't cove	ered		
Limits or exclusions	\$60		
The total Peg would pay is	\$2,960		

In this	example	, Joe	would	pay:

	•		
Cost Sharing			
Deductibles	\$0		
<u>Copayments</u>	\$900		
Coinsurance	\$400		
What isn't covered			
Limits or exclusions	\$20		
The total Joe would pay is	\$1,320		

Total Example Cost	\$2,800
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In this example, Mia would pay:

Cost Sharing	
<u>Deductibles</u>	\$0
Copayments	\$100
Coinsurance	\$1,200
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$1,300

care)

\$0 \$30 50% 50%



Spanish:	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de SilverSummit Healthplan, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-866-263-8134 (TTY 1-855- 868-4945).
Tagalog:	Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Ambetter from SilverSummit Healthplan, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-866-263-8134 (TTY 1-855-868-4945) .
Chinese:	如果您,或是您正在協助的對象,有關於 Ambetter from SilverSummit 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 1-866-263-8134 (TTY 1-855-868-4945)。
Korean:	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Ambetter from SilverSummit Healthplan 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-866-263-8134 (TTY 1-855-868-4945) 로 전화하십시오.
Vietnamese:	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Ambetter from SilverSummit 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 1-866-263-8134 (TTY 1-855-868-4945).
Amharic:	እርስዎ ወይም እርሰዎ የሚርዱት ሰው ስለ Ambetter from SilverSummit Healthplan ግብር ጥያቄ ካለዎት ያለምንም ወጪ በቋንቋዎ ድ <i>ጋ</i> ፍ እንዲሁም መረጃ የማግኘት ሙብት አለዎት፣ ፣ አስተርጓሚ ለማነ <i>ጋገ</i> ር በ 1-866-263-8134 (TTY 1-855-868-4945) ይደውሉ፤ ፤
Thai:	หากท่านหรือผู้ที่ท่านให ้ความช่วยเหลืออยู่ในขณะนี้มีค าถามเกี่ยวกับ Ambetter from SilverSummit Healthplan ท่านมีสิทธิ์ที่จะได ้รับความช่วยเหลือและข ้อมูลในภาษาของท่าน โดยไม่เสียค่าใช ้จ่ายใด ๆ ทั้งสิ้น หากต ้องการใช ้บริการล่าม กรุณาโทรศัพท์ติดต่อที่หมายเลข 1-866-263-8134 (TTY 1-855-868-4945).
Japanese:	Ambetter from SilverSummit 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、1-866-263-8134 (TTY 1-855-868-4945) までお電話ください。
Arabic:	إذا كان لديك أو لدى شخص تساعده أسئلة حول Ambetter from SilverSummit Healthplan ، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتكمن دون أية نكلفة. للتحدث مع مترجم اتصل بـ (TTY 1-855-868-4945) +866-263-8134.
Russian:	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Ambetter from SilverSummit Healthplan вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-866-263-8134 (TTY 1-855-868-4945).
French:	Si vous-même ou une personne que vous aidez avez des questions à propos d'Ambetter from SilverSummit Healthplan, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-866-263- 8134 (TTY 1-855-868-4945).
Persian:	اگر شما، يا كسي كه به او كمك مي كنيد سؤالي در مورد Ambetter from SilverSummit 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 (TTY 1-855-868-4945) 4134-263-868-1 تماس بگيريد.
Samoan:	'Āfai e iai ni au fesili, po'o ni fesili fo'i a se isi 'o 'e fesoasoani i ai, e uiga i le Ambetter from SilverSummit Healthplan, e iai lau āiā e sa'ili ai ni fa'amatalaga i lau lava gagana e aunoa ma se totogi. 'A 'e fia talanoa i se fa'amatala'upu, telefoni le 1-866-263-8134 (TTY 1-855-868-4945).
German:	Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from SilverSummit 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 1-866- 263-8134 (TTY 1-855-868-4945) an.
llocano:	No dakayo, wenno ti tultulunganyo, ket addaan iti saludsod maipapan ti Ambetter from SilverSummit Healthplan, addaankayo iti karbengan nga agpatulong ken dumawat iti impormasyon a naiyulog iti lengguaheyo nga awanan ti bayad. Tapno makasarita iti tao a mangiyulog iti sabali nga lengguahe, umawag iti 1-866-263-8134 (TTY 1-855-868-4945).

AMB17-NV-C-00062

Statement of Non-Discrimination

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

Ambetter from SilverSummit Healthplan:

- 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 SilverSummit Healthplan at 1-866-263-8134 (TTY 1-855-868-4945).

If you believe that Ambetter from SilverSummit 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 grievance with: Ambetter from SilverSummit Healthplan Appeals Unit, 2500 North Buffalo Drive, Suite 250, Las Vegas, NV 89128, 1-866-263-8134 (TTY 1-855-868-4945), Fax 1-855-742-0125. You can file a grievance by mail, fax, or email. If you need help filing a grievance, Ambetter from SilverSummit 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 *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.