



The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. **NOTE:** Information about the cost of this [plan](#) (called the [premium](#)) 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.coordinatedcarehealth.com/2024-brochures.html>, or call 1-877-687-1197 (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 <https://www.healthcare.gov/sbc-glossary> or call 1-877-687-1197 (TTY 711) to request a copy.

| Important Questions                                                             | Answers                                                                                                                                                                                                           | Why This Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall <a href="#">deductible</a> ?                                | \$0 individual / \$0 family.                                                                                                                                                                                      | See the Common Medical Events chart below for your costs for services this <a href="#">plan</a> covers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Are there services covered before you meet your <a href="#">deductible</a> ?    | Yes.                                                                                                                                                                                                              | This <a href="#">plan</a> covers items and services even if you haven't yet met the <a href="#">deductible</a> amount.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Are there other <a href="#">deductibles</a> for specific services?              | No.                                                                                                                                                                                                               | You don't have to meet <a href="#">deductibles</a> for specific services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ? | Not Applicable.                                                                                                                                                                                                   | This <a href="#">plan</a> does not have an <a href="#">out-of-pocket limit</a> on your expenses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| What is not included in the <a href="#">out-of-pocket limit</a> ?               | Not Applicable.                                                                                                                                                                                                   | This <a href="#">plan</a> does not have an <a href="#">out-of-pocket limit</a> on your expenses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Will you pay less if you use a <a href="#">network provider</a> ?               | Yes. See <a href="https://ambetter.coordinatedcarehealth.com/findadoc">https://ambetter.coordinatedcarehealth.com/findadoc</a> or call 1-877-687-1197 (TTY 711) for a list of <a href="#">network providers</a> . | This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services. |
| Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?    | No.                                                                                                                                                                                                               | You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Common Medical Event                                                                                                                                                                                                                                                               | Services You May Need                                  | What You Will Pay                                                                                                                                                                                                  |                                                          | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                    |                                                        | Indian Health Care Provider (IHCP) & Non-IHCP In-Network Provider (You will pay the least)                                                                                                                         | Non-IHCP Out-Of-Network Provider (You will pay the most) |                                                                                                                                                                                                                                                                                  |
| <b>If you visit a health care <a href="#">provider's</a> office or clinic</b>                                                                                                                                                                                                      | Primary care visit to treat an injury or illness       | No charge                                                                                                                                                                                                          | Not covered                                              | Unlimited Virtual 24/7 Care Visits covered at No Charge, <a href="#">providers</a> covered in full.                                                                                                                                                                              |
|                                                                                                                                                                                                                                                                                    | <a href="#">Specialist</a> visit                       | No charge                                                                                                                                                                                                          | Not covered                                              | Covered No Limit..                                                                                                                                                                                                                                                               |
|                                                                                                                                                                                                                                                                                    | <a href="#">Preventive care/screening/immunization</a> | No charge                                                                                                                                                                                                          | Not covered                                              | You may have to pay for services that aren't preventive. Ask your <a href="#">provider</a> if the services needed are preventive. Then check what your <a href="#">plan</a> will pay for.                                                                                        |
| <b>If you have a test</b>                                                                                                                                                                                                                                                          | <a href="#">Diagnostic test</a> (x-ray, blood work)    | No charge for laboratory & professional services<br><br>No charge for x-ray & diagnostic imaging<br><br>No charge 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.<br><br>Failure to obtain prior authorization for any service that requires prior authorization will result in a denial of benefits. |
|                                                                                                                                                                                                                                                                                    | Imaging (CT/PET scans, MRIs)                           | No charge                                                                                                                                                                                                          | Not covered                                              | Prior authorization may be required. Covered No Limit.                                                                                                                                                                                                                           |
| <b>If you need drugs to treat your illness or condition</b><br>More information about <a href="#">prescription drug coverage</a> is available at <a href="https://ambetter.coordinatedcarehealth.com/2024formulary">https://ambetter.coordinatedcarehealth.com/2024formulary</a> . | Generic drugs (Tier 1)                                 | Retail: No charge                                                                                                                                                                                                  | Not covered                                              | Prior authorization may be required. <a href="#">Prescription drugs</a> are provided up to 30 days retail and up to 90 days through mail order.                                                                                                                                  |
|                                                                                                                                                                                                                                                                                    | Preferred brand drugs (Tier 2)                         | Retail: No charge                                                                                                                                                                                                  | Not covered                                              | Prior authorization may be required. <a href="#">Prescription drugs</a> are provided up to 30 days retail and up to 90 days through mail order.                                                                                                                                  |
|                                                                                                                                                                                                                                                                                    | Non-preferred brand drugs (Tier 3)                     | Retail: No charge                                                                                                                                                                                                  | Not covered                                              | Prior authorization may be required. <a href="#">Prescription drugs</a> are provided up to 30 days retail and up to 90 days through mail order.                                                                                                                                  |
|                                                                                                                                                                                                                                                                                    | <a href="#">Specialty drugs</a> (Tier 4)               | Retail: No charge                                                                                                                                                                                                  | Not covered                                              | Prior authorization may be required. <a href="#">Prescription drugs</a> are provided up to 30 days retail and up to 30 days through mail order.                                                                                                                                  |
| <b>If you have outpatient surgery</b>                                                                                                                                                                                                                                              | Facility fee (e.g., ambulatory surgery center)         | No charge                                                                                                                                                                                                          | Not covered                                              | Prior authorization may be required. Covered No Limit.                                                                                                                                                                                                                           |

| Common Medical Event                                                      | Services You May Need                            | What You Will Pay                                                                          |                                                          | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                           |                                                  | Indian Health Care Provider (IHCP) & Non-IHCP In-Network Provider (You will pay the least) | Non-IHCP Out-Of-Network Provider (You will pay the most) |                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                                           | Physician/surgeon fees                           | No charge                                                                                  | Not covered                                              | Prior authorization may be required. Covered No Limit.                                                                                                                                                                                                                                                                                                                                 |
| If you need immediate medical attention                                   | <a href="#">Emergency room care</a>              | No charge                                                                                  | No charge                                                | Covered No Limit. For emergency services in Washington state and out-of-state, only in- <a href="#">network cost sharing</a> amounts are applicable; <a href="#">providers</a> /hospitals aren't permitted to balance bill members - despite <a href="#">network</a> status. (See note on <a href="#">balance billing</a> above this chart.)                                           |
|                                                                           | <a href="#">Emergency medical transportation</a> | No charge                                                                                  | No charge                                                | Covered No Limit. Note: Prior authorization is not required for emergency transport, however, all non-emergent transport requires prior authorization.                                                                                                                                                                                                                                 |
|                                                                           | <a href="#">Urgent care</a>                      | No charge                                                                                  | Not covered                                              | Covered No Limit.                                                                                                                                                                                                                                                                                                                                                                      |
| If you have a hospital stay                                               | Facility fee (e.g., hospital room)               | No charge                                                                                  | Not covered                                              | Prior authorization may be required. Covered No Limit.                                                                                                                                                                                                                                                                                                                                 |
|                                                                           | 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                              | No charge                                                                                  | Not covered                                              | Prior authorization may be required. Covered No Limit. ( <a href="#">Primary Care Provider</a> (PCP) and other practitioner office visits do not require prior authorization.)                                                                                                                                                                                                         |
|                                                                           | Inpatient services                               | No charge                                                                                  | Not covered                                              | Prior authorization may be required. Covered No Limit.                                                                                                                                                                                                                                                                                                                                 |
| If you are pregnant                                                       | Office visits                                    | No charge                                                                                  | Not covered                                              | Prior authorization not required for deliveries within the standard timeframe per federal regulation, but may be required for other services. Depending on the type of services, <a href="#">coinsurance</a> , <a href="#">deductible</a> , or <a href="#">copayment</a> may apply. Maternity care may include tests and services that have <a href="#">cost-sharing</a> found under a |

| Common Medical Event                                           | Services You May Need                     | What You Will Pay                                                                          |                                                          | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                |                                           | Indian Health Care Provider (IHCP) & Non-IHCP In-Network Provider (You will pay the least) | Non-IHCP Out-Of-Network Provider (You will pay the most) |                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                                |                                           |                                                                                            |                                                          | different benefit category, such as diagnostic tests like ultrasounds. <a href="#">Cost-sharing</a> does not apply for <a href="#">preventive services</a> .                                                                                                                                                                                                                                                                             |
|                                                                | Childbirth/delivery professional services | No charge                                                                                  | Not covered                                              | Prior authorization may be required. Depending on the type of services, <a href="#">copayment</a> , <a href="#">coinsurance</a> or <a href="#">deductible</a> may apply. Maternity care may include tests and services that have <a href="#">cost-sharing</a> found under a different benefit category, such as diagnostic tests like ultrasounds. <a href="#">Cost-sharing</a> does not apply for <a href="#">preventive services</a> . |
|                                                                | Childbirth/delivery facility services     | No charge                                                                                  | Not covered                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| If you need help recovering or have other special health needs | <a href="#">Home health care</a>          | No charge                                                                                  | Not covered                                              | Prior authorization may be required. Limited to 130 visits per year.                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                | <a href="#">Rehabilitation services</a>   | Outpatient: No charge<br>Inpatient: No charge                                              | Not covered                                              | Outpatient: Prior authorization may be required after 6th visit. Limited to 25 outpatient visits per year. Note: Limits do not apply when provided for a mental health/substance use disorder diagnosis. Inpatient: Prior authorization may be required. Limited to 30 inpatient days per year. Note: Limits do not apply when provided for a mental health/substance use disorder diagnosis.                                            |
|                                                                | <a href="#">Habilitation services</a>     | Outpatient: No charge<br>Inpatient: No charge                                              | Not covered                                              | Outpatient: Prior authorization may be required after 6th visit. Limited to 25 outpatient visits per year. Note: Limits do not apply when provided for a mental health/substance use disorder diagnosis. Inpatient: Prior authorization may be required. Limited to 30 inpatient days per year. Note: Limits do not apply when                                                                                                           |

| Common Medical Event                   | Services You May Need                     | What You Will Pay                                                                          |                                                          | Limitations, Exceptions, & Other Important Information                                                                                               |
|----------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                        |                                           | Indian Health Care Provider (IHCP) & Non-IHCP In-Network Provider (You will pay the least) | Non-IHCP Out-Of-Network Provider (You will pay the most) |                                                                                                                                                      |
|                                        |                                           |                                                                                            |                                                          | provided for a mental health/substance use disorder diagnosis.                                                                                       |
|                                        | <a href="#">Skilled nursing care</a>      | No charge                                                                                  | Not covered                                              | Prior authorization may be required. Limited to 60 days per year.                                                                                    |
|                                        | <a href="#">Durable medical equipment</a> | No charge                                                                                  | Not covered                                              | Prior authorization may be required. Covered No Limit.                                                                                               |
|                                        | <a href="#">Hospice services</a>          | No charge                                                                                  | Not covered                                              | Prior authorization may be required. Limited to 14 days per lifetime for respite care covered in conjunction with <a href="#">hospice services</a> . |
| If your child needs dental or eye care | Children's eye exam                       | No charge                                                                                  | Not covered                                              | Limited to 1 visit per year.                                                                                                                         |
|                                        | Children's glasses                        | No charge                                                                                  | Not covered                                              | Limited to 1 item per year. Limited to one frame and one pair (two lenses) per calendar year or contacts in lieu of glasses.                         |
|                                        | Children's dental check-up                | Not covered                                                                                | Not covered                                              | None                                                                                                                                                 |

#### Excluded Services & Other Covered Services:

| Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or <a href="#">plan</a> document for more information and a list of any other <a href="#">excluded services</a> .) |                                                                                                                                                                                                                                            |                                                                                                                                                                                                 |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ul style="list-style-type: none"> <li>Bariatric surgery</li> <li>Cosmetic surgery</li> <li>Dental care (Adult)</li> </ul>                                                                        | <ul style="list-style-type: none"> <li>Long-Term Care (Long Term Acute Care is a covered benefit. Long Term Nursing Care/ Custodial Care is not a covered benefit.)</li> <li>Non-emergency care when traveling outside the U.S.</li> </ul> | <ul style="list-style-type: none"> <li>Private-duty nursing</li> <li>Routine eye care (Adult)</li> <li>Weight loss programs</li> </ul>                                                          |  |
| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <a href="#">plan</a> document.)                                                      |                                                                                                                                                                                                                                            |                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>Abortion</li> <li>Acupuncture (Limited to 12 visits per year. Note: visits are unlimited for chemical dependency treatment.)</li> </ul>                    | <ul style="list-style-type: none"> <li>Chiropractic care (Limited to 10 visits per year.)</li> <li>Hearing aids (Covered for cochlear implants and bone anchored hearing aids (BAHA) only.)</li> </ul>                                     | <ul style="list-style-type: none"> <li>Infertility treatment (Limited to services for <a href="#">diagnostic tests</a> to find the cause of infertility.)</li> <li>Routine foot care</li> </ul> |  |

**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 Coordinated Care Corporation at 1-877-687-1197 (TTY 711); Consumer Advocacy/SHIBA Office of the Insurance Commissioner, 5000 Capitol Blvd., SE, Turnwater, WA 98501, Phone No. (800) 562-6900 or (360) 725-7080.; 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](#), visit [www.HealthCare.gov](http://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 [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information on how to submit a [claim](#), [appeal](#), or a [grievance](#) for any reason to your [plan](#). For more information about your rights, this notice, or assistance, contact: Consumer Advocacy/SHIBA Office of the Insurance Commissioner, 5000 Capitol Blvd., SE, Turnwater, WA 98501, Phone No. (800) 562-6900 or (360) 725-7080.

**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 1-877-687-1197 (TTY 711).

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-877-687-1197 (TTY 711).

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-877-687-1197 (TTY 711).

Navajo (Dine): Dine'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-877-687-1197 (TTY 711).

*To see examples of how this [plan](#) might cover costs for a sample medical situation, see the next section.*

## About these Coverage Examples:



**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)

|                                                                 |     |
|-----------------------------------------------------------------|-----|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$0 |
| ■ <a href="#">Specialist coinsurance</a>                        | 0%  |
| ■ Hospital (facility) <a href="#">coinsurance</a>               | 0%  |
| ■ Other <a href="#">coinsurance</a>                             | 0%  |

This EXAMPLE event includes services like:

[Specialist](#) office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
[Diagnostic tests](#) (*ultrasounds and blood work*)  
[Specialist](#) visit (*anesthesia*)

|                    |          |
|--------------------|----------|
| Total Example Cost | \$12,700 |
|--------------------|----------|

In this example, Peg would pay:

| Cost Sharing                |     |
|-----------------------------|-----|
| <a href="#">Deductibles</a> | \$0 |
| <a href="#">Copayments</a>  | \$0 |
| <a href="#">Coinsurance</a> | \$0 |
| What isn't covered          |     |
| Limits or exclusions        | \$0 |
| The total Peg would pay is  | \$0 |

### Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

|                                                                 |     |
|-----------------------------------------------------------------|-----|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$0 |
| ■ <a href="#">Specialist coinsurance</a>                        | 0%  |
| ■ Hospital (facility) <a href="#">coinsurance</a>               | 0%  |
| ■ Other <a href="#">coinsurance</a>                             | 0%  |

This EXAMPLE event includes services like:

[Primary care physician](#) office 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                |     |
|-----------------------------|-----|
| <a href="#">Deductibles</a> | \$0 |
| <a href="#">Copayments</a>  | \$0 |
| <a href="#">Coinsurance</a> | \$0 |
| What isn't covered          |     |
| Limits or exclusions        | \$0 |
| The total Joe would pay is  | \$0 |

### Mia's Simple Fracture

(in-network emergency room visit and follow up care)

|                                                                 |     |
|-----------------------------------------------------------------|-----|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$0 |
| ■ <a href="#">Specialist coinsurance</a>                        | 0%  |
| ■ Hospital (facility) <a href="#">coinsurance</a>               | 0%  |
| ■ Other <a href="#">coinsurance</a>                             | 0%  |

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                |     |
|-----------------------------|-----|
| <a href="#">Deductibles</a> | \$0 |
| <a href="#">Copayments</a>  | \$0 |
| <a href="#">Coinsurance</a> | \$0 |
| What isn't covered          |     |
| Limits or exclusions        | \$0 |
| The total Mia would pay is  | \$0 |

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>English:</b>              | If you, or someone you are helping, have questions about Ambetter from Coordinated Care Corporation, and are not proficient in English, you have the right to get help and information in your language at no cost and in a timely manner. If you, or someone you are helping, have an auditory and/or visual condition that impedes communication, you have the right to receive auxiliary aids and services at no cost and in a timely manner. To receive translation or auxiliary services, please contact Member Services at 1-877-687-1197 (TTY 711).                                                                                                                          |
| <b>Spanish:</b>              | Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de Coordinated Care Corporation y no domina el inglés, tiene derecho a obtener ayuda e información en su idioma sin costo alguno y de manera oportuna. Si usted, o alguien a quien está ayudando, tiene un impedimento auditivo o visual que le dificulta la comunicación, tiene derecho a recibir ayuda y servicios auxiliares sin costo alguno y de manera oportuna. Para recibir servicios auxiliares o de traducción, comuníquese con Servicios para Miembros al 1-877-687-1197 (TTY 711).                                                                                                        |
| <b>Chinese:</b>              | 如果您，或是您正在協助的對象，有關於 Ambetter from Coordinated Care Corporation 方面的問題，且不精通英語，您有權利免費並及時以您的母語獲幫助和訊息。如果您，或您正在協助的對象有聽力和/或視力上的問題，阻礙了溝通，您有權利免費並及時獲得輔助支援與服務。若要取得翻譯或輔助服務，請聯絡會員服務部，電話是 1-877-687-1197 (TTY 711)。                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Vietnamese:</b>           | Nếu quý vị hoặc người mà quý vị đang giúp đỡ có câu hỏi về Ambetter from Coordinated Care Corporation và không thành thạo tiếng Anh, quý vị có quyền được trợ giúp và nhận thông tin bằng ngôn ngữ của mình miễn phí và kịp thời. Nếu quý vị hoặc người mà quý vị đang giúp đỡ mắc bệnh về thính giác và/hoặc thị giác gây cản trở giao tiếp, quý vị có quyền được nhận các hỗ trợ và dịch vụ phụ trợ miễn phí và kịp thời. Để nhận dịch vụ thông dịch hoặc dịch vụ phụ trợ, vui lòng liên hệ bộ phận Dịch Vụ Thành Viên theo số 1-877-687-1197 (TTY 711).                                                                                                                          |
| <b>Korean:</b>               | 귀하 또는 귀하의 도움을 받는 분이 Ambetter from Coordinated Care Corporation에 대한 질문이 있는 경우 영어에 능숙하지 않으시면 해당 언어로 시의적절하게 무료 지원과 정보를 받을 권리가 있습니다. 귀하 또는 귀하의 도움을 받는 분이 청각 및/또는 시각적으로 의사소통에 장애가 있는 경우 시의적절하게 무료 보조 도구 및 서비스를 받을 권리가 있습니다. 번역 또는 보조 서비스를 받으시려면 1-877-687-1197(TTY 711)번으로가입자 서비스부에 연락해주시시오.                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Russian:</b>              | Если у вас или у лица, которому вы помогаете, возникли какие-либо вопросы о программе страхования Ambetter from Coordinated Care Corporation, при этом вы недостаточно хорошо владеете английским языком, вы имеете право на бесплатную и своевременную помощь и информацию на своем родном языке. Если у вас или у лица, которому вы помогаете, наблюдается какое-либо нарушение слуха и/или зрения, которое препятствует коммуникации, вы имеете право на бесплатные и своевременные вспомогательные услуги и помощь. Для получения услуг перевода или вспомогательных услуг обратитесь в отдел обслуживания участников программы страхования по номеру 1-877-687-1197 (TTY 711). |
| <b>Tagalog:</b>              | Kung ikaw, o ang iyong tinutulongan, ay may mga katanungan tungkol sa Ambetter from Coordinated Care Corporation, at hindi ka mahusay sa Ingles, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos at sa maagap na paraan. Kung ikaw, o ang iyong tinutulongan, ay may kondisyon sa pandinig at/o paningin na nakakaapekto sa komunikasyon, may karapatan kang makatanggap ng mga karagdagang tulong at serbisyo nang walang gastos at sa maagap na paraan. Para makatanggap ng mga serbisyo sa pagsasalin o mga karagdagang serbisyo, mangyaring makipag-ugnayan sa Mga Serbisyo para sa Miyembro sa 1-877-687-1197 (TTY 711).                |
| <b>Ukrainian:</b>            | Якщо у вас або особи, якій ви допомагаєте, виникли запитання щодо плану Ambetter from Coordinated Care Corporation, але ви чи ця особа не володієте англійською мовою, ви маєте право отримати допомогу та інформацію своєю мовою безкоштовно й своєчасно. Якщо у вас або особи, якій ви допомагаєте, є вади слуху або зору, які заважають спілкуванню, ви маєте право отримати допоміжні засоби та послуги безкоштовно й своєчасно. Щоб отримати переклад або додаткові послуги, зв'яжіться зі Службою обслуговування учасників за номером 1-877-687-1197 (TTY 711).                                                                                                               |
| <b>Mon-Khmer, Cambodian:</b> | ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ មានសំណួរអំពី Ambetter from Coordinated Care Corporation ហើយមិនមានភាពស្មោះត្រង់នាពេលក្នុងការប្រើភាសាដទៃ អ្នកមានសិទ្ធិទទួលបានជំនួយ និងព័ត៌មានជាភាសារបស់អ្នកដោយឥតគិតថ្លៃ និងទៅតាមពេលវេលាសមស្រប។ ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ មានបញ្ហាភ្នែក ឬឱស្សនស្រាបៀរដែលរារាំងដល់ការទំនាក់ទំនង អ្នកមានសិទ្ធិទទួលបានជំនួយ និងសេវាកម្មចាំបាច់នានាដោយឥតគិតថ្លៃ និងក្នុងពេលវេលាសមស្រប។ ដើម្បីទទួលបានសេវាកម្មឬកម្រិត ឬសេវាកម្មចាំបាច់នានា សូមទាក់ទង សេវាកម្មសមាជិក តាមរយៈលេខ 1-877-687-1197 (TTY 711)។                                                                                                                                                |
| <b>Japanese:</b>             | ご自身やあなたが介護している他の人が、Ambetter from Coordinated Care Corporationについてご質問をお持ちの場合、英語に自信がなくても無料かつタイムリーにご希望の言語でヘルプや情報を得ることができます。ご自身や、あなたが介護している他の人の聴覚や視覚の状態のためやり取りが難しい場合でも、無料かつタイムリーに補助サービスを受けることができます。翻訳や補助サービスを受けるには、1-877-687-1197 (TTY 711)のメンバーサービスにご連絡ください。                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Amharic:</b>              | እርስዎ ወይም ሌላ የሚያግዙት ሰው፣ ስለ Ambetter from Coordinated Care Corporation ጥያቄ ካለዎት እና እንግሊዝኛ ብቁ ካልሆኑ፣ የለምንም ወጪ እና በጊዜው በቋንቋዎ እርዳታ እና መረጃ የማግኘት መብት አለዎት። እርስዎ ወይም ሌላ የሚያግዙት ሰው፣ ግንኙነትን የሚያደናቅፍ የመስማት እና/ወይም የእይታ ችግር ካልዎት፣ ኢፓዥ እርዳታዎችን እና አገልግሎቶችን ያለ ምንም ወጪ እና በጊዜው የመቀበል መብት አለዎት። የትርጉም ወይም ረዳት አገልግሎቶችን ለማግኘት እባክዎ በ 1-877-687-1197 (TTY 711) የአባል አገልግሎቶች ን ያናግሩ።                                                                                                                                                                                                                                                                                                                   |

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cushite: | Isin, ykn namni biraa isin gargaartan, Ambetter from Coordinated Care Corporation gaaffii qabdu yoo ta'ee fiAfaan Ingiliffaa hin beektanu taanan, yeroodhaan afaan barbaaddaniin kaffaltii tokko malee odeeffannoo barbaaddan argachuudhaaf mirga qabdu. Isin, ykn namni isin gargaartan, rakkoo dhageettii fi/ykn agartii kan haasaa keessan irratti dhiibbaa qabu qabdu taanan, gargaarsa dhageettii argachuu fi tajaajiloota kaffaltii malee argachuudhaaf mirga qabdu. Tajaajiloota hiikkaa afaanii fi dhageettii argachuudhaaf, maaloo Tajaajiloota Maamilaa karaa 1-877-687-1197 (TTY 711)qunnamaa.                  |
| Arabic:  | إذا كان لديك أو لدى شخص تساعد أسئلة حول Ambetter from Coordinated Care Corporation، ولم تكن بارعًا باللغة الإنكليزية، فلدليك الحق في الحصول على المساعدة والمعلومات بلغتك من دون أي تكلفة وفي الوقت المناسب. إذا كنت أنت أو أي شخص تساعد تعاني من حالة سمعية و/أو بصرية تعيق التواصل، فلدليك الحق في تلقي مساعدات وخدمات إضافية من دون أي تكلفة وفي الوقت المناسب. لتلقي خدمات الترجمة أو خدمات إضافية، يرجى الاتصال بخدمات الأعضاء على 1-877-687-1197 (TTY 711).                                                                                                                                                          |
| Panjabi: | ਜੇ ਤੁਸੀਂ, ਜਾਂ ਤੁਹਾਡੇ ਦੁਆਰਾ ਮਦਦ ਕੀਤੇ ਜਾਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਦੇ Ambetter from Coordinated Care Corporation ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹਨ, ਅਤੇ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਵਿੱਚ ਮੁਹਾਰਤ ਨਹੀਂ ਰੱਖਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਦੇ ਅਤੇ ਸਮੇਂ ਸਿਰ ਮਦਦ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਤੁਹਾਡੇ ਦੁਆਰਾ ਮਦਦ ਕੀਤੇ ਜਾਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਸੁਣਨ ਅਤੇ/ਜਾਂ ਦੇਖਣ ਸੰਬੰਧੀ ਕੋਈ ਸਮੱਸਿਆ ਹੈ, ਜੋ ਸੰਚਾਰ ਵਿੱਚ ਰੁਕਾਵਟ ਪਾਉਂਦੀ ਹੈ, ਤਾਂ ਤੁਹਾਨੂੰ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਅਤੇ ਸਮੇਂ ਸਿਰ ਸਹਾਇਕ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਅਨੁਵਾਦ ਜਾਂ ਸਹਾਇਕ ਸੇਵਾਵਾਂ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ 1-877-687-1197 (TTY 711) 'ਤੇ ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। |
| German:  | Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Coordinated Care Corporation hat und nicht Englisch spricht, haben Sie das Recht, kostenlos und zeitnah Hilfe und Informationen in Ihrer Sprache zu erhalten. Falls Sie oder jemand, dem Sie helfen, eine Hör- und/oder Sehbeeinträchtigung hat, die die Kommunikation beeinflusst, haben Sie das Recht, kostenlos und zeitnah zusätzliche Hilfe und Dienstleistungen zu erhalten. Um eine Übersetzung oder zusätzliche Dienstleistungen zu erhalten, wenden Sie sich an den Kundendienst unter 1-877-687-1197 (TTY 711).                                   |
| Laotian: | ຖ້າຫາກທ່ານ ຫຼື ຜູ້ໃດຜູ້ໜຶ່ງທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອ, ມີຄຳຖາມກ່ຽວກັບ Ambetter from Coordinated Care Corporation, ແລະ ບໍ່ຊ່ຽວຊານພາສາອັງກິດ, ທ່ານມີສິດໄດ້ຮັບການຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນທີ່ເປັນພາສາຂອງທ່ານໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ ແລະ ທັນເວລາ. ຖ້າຫາກທ່ານ ຫຼື ຜູ້ໃດຜູ້ໜຶ່ງທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອ, ມີສະພາບທາງການໄດ້ຍິນ ແລະ/ຫຼື ການເບິ່ງເຫັນທີ່ຂັດຂວາງການສື່ສານ, ທ່ານມີສິດໄດ້ຮັບການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການເສີມໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ ແລະ ທັນເວລາ. ເພື່ອໃຫ້ໄດ້ຮັບການບໍລິການແປພາສາ ຫຼື ບໍລິການເສີມ, ກະລຸນາຕິດຕໍ່ຫາ Member Services (ການບໍລິການສະມາຊິກ) ໄດ້ທີ 1-877-687-1197 (TTY 711).                                                 |

### Statement of Non-Discrimination

Ambetter from Coordinated Care Corporation complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, gender identity or sexual identity. Ambetter from Coordinated Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex, gender identity or sexual orientation.

Ambetter from Coordinated 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 Coordinated Care at 1-877-687-1197 (TTY 711).

If you believe that Ambetter from Coordinated Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, gender identity or sexual orientation, you can file a grievance with: Ambetter from Coordinated Care, Grievance Department, 1145 Broadway, Suite 700, Tacoma, WA 98402, 1- 877-687-1197 (TTY 711), Fax 1-855-218-0588. You can file a grievance by mail, fax, or email [WAqualitydept@centene.com](mailto:WAqualitydept@centene.com). If you need help filing a grievance, Ambetter from Coordinated 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, 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>.
- The Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/online services/cc/pub/complaintinformation.aspx>.

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