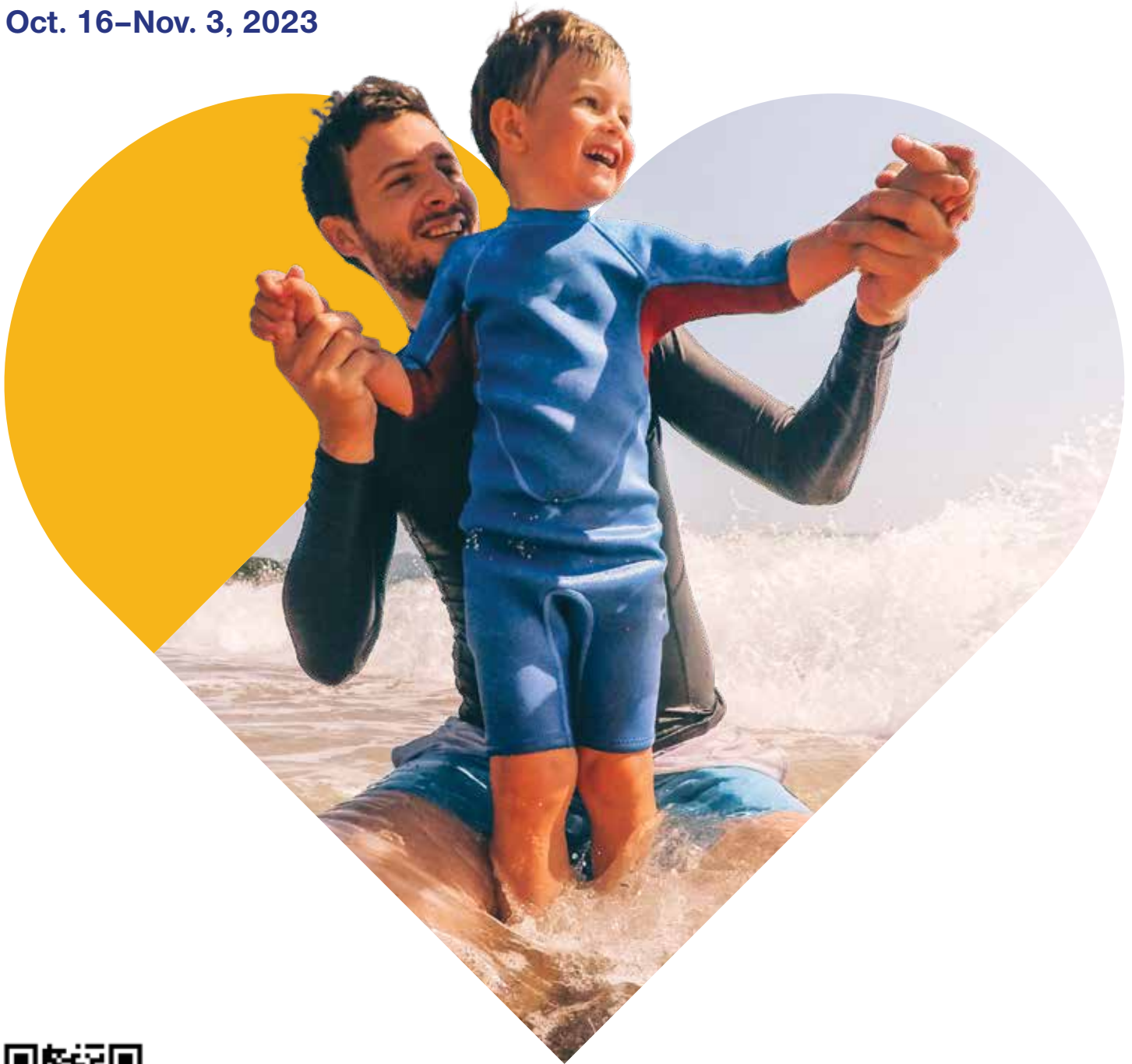


Find care for all of life's moments

State of Florida

Open enrollment

Oct. 16–Nov. 3, 2023



For the moments that matter, care is here

UnitedHealthcare is committed to providing you with a better health care experience. We appreciate the opportunity to have served State of Florida members for over 17 years and to be offered again as an option for 2024. We look forward to helping you and your family achieve your best health. Ready to learn more about the care and solutions designed to support you and find the plan that fits you best?

Let's get started!

A network that's there for you

With UnitedHealthcare, you'll have access to our expansive and high-quality national and statewide network of top doctors and hospitals, including:



Access to our nationwide network of over **1.7 million** physicians and health care professionals and over **7,000** hospitals*



A statewide Florida network that includes over **99,000** providers and **250** hospitals*



Access to convenience care or urgent care clinics for treatment for non-life-threatening injuries or illnesses when you can't get in to see your primary care provider (PCP)



Access to Centers of Excellence for specialty conditions, such as cancer and transplant services



Access to 24/7 Virtual Visits for urgent care with a physician through your computer or smartphone app



Access to virtual primary care through **myuhc.com**® or the UnitedHealthcare® app. You also have access to telehealth visits with your own doctor.



Access to quality virtual specialists who may help you create a personalized care plan, eliminating the inconvenience of travel and waiting rooms

*As of July 2023.

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Choosing a plan for life's moments

Good questions to ask

Is your provider in the network?

Learn how to check if your provider is in the network on page 6.

Does your coverage fit your needs?

Compare plans side by side on page 5.

How do you like to manage your costs?

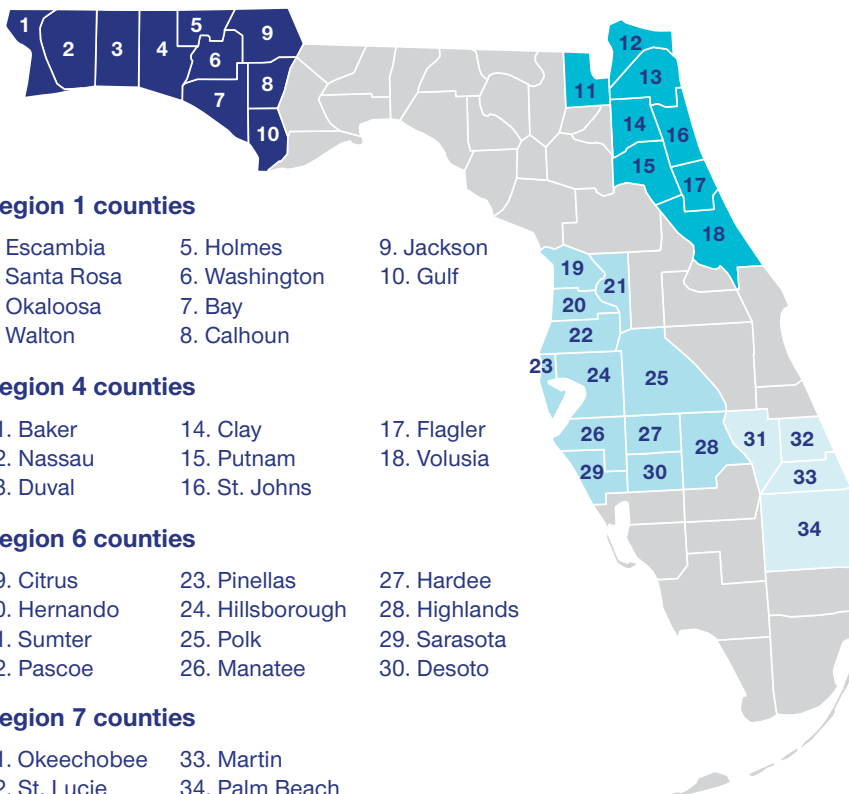
Learn about the Choice HMO and High Deductible Health Plan options on page 4.

What are the plan benefits?

Discover programs included with both plans starting on page 8.

Where you're covered

You can elect to participate in a UnitedHealthcare medical plan if you live and/or work in one of the Florida counties where UnitedHealthcare coverage is offered. Once you're enrolled in a plan, you will have access to our nationwide network of providers.



Health care terms to know

Coinsurance: Your share of the costs of a covered health care service, calculated as a percentage of the allowed amount for the service.

Copay: A fixed amount you pay for a covered health care service, usually when you receive the service.

Deductible: The amount you owe for health care services before your health plan begins to pay.

Out-of-pocket maximum: The most money you have to pay for covered expenses in a plan year.

For more health care term definitions, visit the Just Plain Clear® English and Spanish Glossary at justplainclear.com.



Ready to enroll?

To enroll in a health plan, visit peoplefirst.myflorida.com

Your health plan options

You have 2 plan options. With each plan, you receive customer service and clinical care tailored to your unique needs. Here are some highlights of both plan options to help you make your decision.

	Choice HMO	High Deductible Health Plan (HDHP) with Health Savings Account (HSA)
Large statewide Florida plus a national network included – Over 99,000 providers in Florida and 1.7 million physicians and health care professionals nationwide*	✓	✓
Network coverage only – Save money when you receive care for covered benefits from network providers in Florida or nationwide. If you do not use a network provider, you may be responsible for the entire cost of the service.	✓	✓
Preventive care covered at 100% – There's no additional cost to you for seeing a network provider for preventive care.	✓	✓
UnitedHealthcare® Care Physicians included – Using Premium Care Physicians may offer you the greatest value for your health care benefits, as these providers meet UnitedHealthcare criteria for quality and cost-efficient care	✓	✓
Virtual care included – Get care from anywhere with virtual options, including 24/7 NurseLine, 24/7 Virtual Visits and telehealth visits with your provider, including behavioral health. You can also choose virtual primary and specialty care through myuhc.com or the UnitedHealthcare app.	✓	✓
HSA available – You'll have the option to open an HSA,** which has pretax savings advantages and can be used to help pay for qualified medical, dental and vision expenses. Your employer contributes to your HSA.		✓

Choice HMO	HDHP
<p>With this plan option, you have the freedom to use any doctor or hospital in the UnitedHealthcare Choice network. If you do not use a network provider, you will be responsible for the entire cost of the service except in the case of an emergency.</p> <ul style="list-style-type: none"> You have predictable copays and do not have to meet a deductible as with the PPO plan or HDHP Medical and pharmacy expenses both count toward your out-of-pocket maximum Coinsurance is paid 100% by the plan after you satisfy your copay Outpatient surgery and diagnostic care including lab and X-rays are covered at 100% with no deductible or copay 	<p>With this lower-premium plan option, you can open an HSA through Chard Snyder as the HSA provider for state employees. An HSA is a personal bank account to help you save money to pay for health care expenses, such as deductibles and coinsurance, while also giving you real tax savings.</p> <p>For members covered under a family tier, once 1 family member or a combination of family members meets the family out-of-pocket maximum, all covered medical and pharmacy expenses for the family will be paid at 100% for the plan year.</p>

*As of July 2023.

**HSA administered by Chard Snyder.

2024 medical plans at a glance

Highlights for both plans

- You don't need to choose a PCP, but it's still good to have one
- No referrals needed to visit any provider in our network

Plan network name	Choice HMO	HDHP
	Network	Network
Deductible		
Individual	No deductible	\$1,600
Family	No deductible	\$3,200
Coinsurance (plan pays)	100%	80% after deductible
Medical out-of-pocket maximum (includes covered medical expenses only)		
Individual	\$1,500	\$3,000
Family	\$3,000	\$6,000
Global out-of-pocket maximum (includes covered medical and prescriptions drugs)		
Individual	\$9,450	\$3,000
Family	\$18,900	\$6,000
Preventive care		
Adult	\$0 copay	100% covered
Well visits	\$0 copay	100% covered
Routine mammograms	\$0 copay	100% covered
Colorectal cancer screenings	\$0 copay	100% covered
Medical services		
PCP visits (in person, virtual or telehealth)	\$20 copay per visit	20% coinsurance after deductible has been met
Specialist visits (in person, virtual or telehealth)	\$40 copay per visit	20% coinsurance after deductible has been met
Allergy injections	\$0 copay	20% coinsurance after deductible has been met
Urgent care	\$25 copay per visit	20% coinsurance after deductible has been met
Convenience care clinics	\$25 copay per visit	20% coinsurance after deductible has been met
Emergency room visit	\$100 copay per visit, waived if admitted	20% coinsurance after deductible has been met
Ambulance	\$0 copay	20% coinsurance after deductible has been met
Inpatient hospital	\$250 copay per admission, covered at 100% after copay	20% coinsurance after deductible has been met
Outpatient hospital	\$0 copay	20% coinsurance after deductible has been met
Maternity		
Inpatient	\$250 copay per admission, covered at 100% after copay	20% coinsurance after deductible has been met
Outpatient	\$40 copay, first visit only	20% coinsurance after deductible has been met
Mental health/substance use		
Inpatient	\$250 copay per admission, covered at 100% after copay	20% coinsurance after deductible has been met
Outpatient	\$20 copay per visit	20% coinsurance after deductible has been met
Other services		
Diagnostic lab	\$0 copay	20% coinsurance after deductible has been met
Diagnostic X-ray	\$0 copay	20% coinsurance after deductible has been met
Complex imaging (MRI, MRA, CT)	\$0 copay	20% coinsurance after deductible has been met
Outpatient surgery	\$0 copay	20% coinsurance after deductible has been met
Skilled nursing facility	\$0 copay	20% coinsurance after deductible has been met
Home health care	\$0 copay	20% coinsurance after deductible has been met
Durable medical equipment	\$0 copay	20% coinsurance after deductible has been met
Diabetic supplies	Pharmacy cost-sharing applies	20% coinsurance after deductible has been met
Infertility	Not covered	Not covered
Hospice (inpatient or outpatient)	\$0 copay	20% coinsurance after deductible has been met

This information does not replace your official health plan documents. Please see your official health plan documents for all coverage details, including limitations and exclusions.

Preventive care

Regular preventive care helps you and your doctor catch health issues early when they may be easier to treat—plus, it's **100% covered** by your health plan when you see a network doctor.

Covered preventive services include:

- An annual exam
- Pap tests and mammography for women
- Prostate screenings for men
- Immunizations—including flu shots
- Cancer screenings
- Cholesterol and blood pressure screenings

Preventive vs. diagnostic care— know the difference

Preventive care includes annual checkups, routine screenings and immunizations that can help prevent health problems before they even start. Diagnostic care includes treatments for symptoms or existing health conditions. While preventive care appointments are covered at 100% with both the Choice HMO Plan and the HDHP, diagnostic treatments performed during your preventive exam may cost extra. Outpatient diagnostic services are covered at 100% with the Choice HMO Plan.



Know which preventive care screenings you need and what's covered. Visit [uhc.com/preventivecare](https://www.uhc.com/preventivecare).

Choosing a PCP

Your PCP is your health guide. Although your health plan option may not require you and each covered family member to select a PCP,* it can be a good idea to have one. You can find a network doctor by visiting [myuhc.com](https://www.myuhc.com) or using the UnitedHealthcare app.

Want to connect with a PCP from home? Through [myuhc.com](https://www.myuhc.com) or the UnitedHealthcare app, you can choose to connect remotely with a virtual PCP and their team of health care professionals.**



Look for the 2 blue hearts

From primary care providers to specialists, UnitedHealthcare makes it easy to find network physicians who meet the UnitedHealth Premium quality care criteria, which includes safe, timely, effective and efficient care—**just look for the 2 blue hearts on myuhc.com**.



It's easy to browse network providers

- Go to [whyuhcflorida.com](https://www.whyuhcflorida.com) > **Search for a Provider**
- Choose the Choice HMO Plan or High Deductible Health Plan
- Change your location to search providers near you or call Customer Service at **1-877-614-0581** to confirm whether your provider is in the network



*Some health plans may allow you to choose a facility rather than a doctor as your PCP. Some states allow you to choose a specialist, like an OB/GYN, as your PCP.

**Virtual primary care is applied to primary care benefits—it is not applied to the 24/7 Virtual Visits benefit.

Certain preventive care items and services, including immunizations, are provided as specified by applicable law, including the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services may be based on your age and other health factors. UnitedHealthcare also covers other routine services, and some plans may require copayments, coinsurance or deductibles for these benefits. Always review your benefit plan documents to determine your specific coverage details.



Through each moment, stay connected

With UnitedHealthcare, you get digital tools that help you check in on your plan whenever you want—which makes it easier to stay on top of your benefit details.



myuhc.com

Built to help you manage your plan 24/7, **myuhc.com** gives you access to all your plan info in 1 place, so you can:

- Find and price care
- See what's covered
- View claim details
- Check your plan balances
- Find network doctors
- Video chat with a doctor 24/7



UnitedHealthcare app

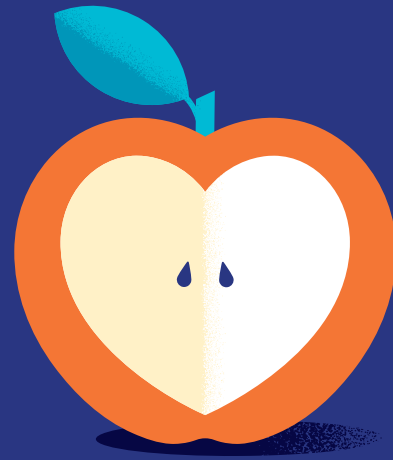
When your health plan's right at your fingertips, you can manage your benefits anytime, anywhere. Download the UnitedHealthcare app to:

- Find nearby care options in your network
- See your claim details and view progress toward your deductible
- View and share your health plan ID card
- Video chat with a doctor 24/7



Benefits that keep up with life

Once your health plan becomes active, you can sign up for programs and take advantage of health support services—all to support physical and mental health.



UnitedHealthcare Customer Service

Support with a personal touch

Connect with an experienced State of Florida customer advocate by phone or chat in the UnitedHealthcare app for information and support. You'll have someone in your corner to help you understand your benefits and claims as well as make more informed decisions about your care that may lead to cost savings and better health outcomes. A customer advocate can even connect you to community-based resources or provide ongoing support for families with special needs.



24/7 NurseLine

People who can help

Call NurseLine for help with your health decisions. You can talk with a registered nurse with clinical experience for immediate answers to your health questions anytime, anywhere—24 hours a day, 7 days a week. NurseLine can help you choose where to get medical care, find a doctor or hospital, or answer specific health questions. Call **1-877-614-0581, TTY 711**.



Virtual primary and specialty care

Get care, virtually anywhere

Now, through myuhc.com or the UnitedHealthcare app, you can choose to connect remotely with a virtual primary or specialty care provider. Connect with a virtual primary care provider—and their team of health care professionals*—to get care at home, at work or wherever it's convenient for you. Just like an in-person PCP, you can see the same virtual PCP for preventive care, follow-up visits or checkups for ongoing conditions. Need specialty care? There are virtual specialty care options, too, including appointments for dermatology, gastroenterology, migraine care, speech therapy and more. Get a care plan through secure video, chat or email. Request a visit and connect within days rather than months.



24/7 Virtual Visits

Get care anywhere, anytime

With 24/7 Virtual Visits, you can video chat with a doctor by computer or mobile device,* from the comfort of home or anywhere. Doctors can diagnose a wide range of nonemergency medical conditions like the flu, fevers, sore throats, etc.—and even provide prescriptions, if needed.** 24/7 Virtual Visits are also good for nonemergency care for sudden health issues like pinkeye, migraines, back pain, and even allergies and anxiety.

*Data rates may apply.

**Certain prescriptions may not be available, and other restrictions may apply.



More benefits to explore



Maternity support

Support throughout pregnancy

If you're thinking about having a baby or have one on the way, maternity support is here to provide information and resources. Take the quick maternity support assessment to get 24/7 access to 7 online maternity courses covering topics from preconception through postpartum. Based on your responses, a maternity nurse may reach out to answer questions, connect you to care and offer support.



Centers of Excellence

Access leading health care facilities

Our Centers of Excellence network provides access to leading health care facilities, physicians and services to support safe, specialized and cost-effective care for services such as transplant and cancer care.



Self Care by AbleTo

Tools to manage stress and anxiety

Access to self-care techniques, coping tools, meditations, and more—anytime, anywhere using the Self Care by AbleTo app. Get personalized content designed to help boost your mood and shift your perspectives. Tap into tools suggested for you based on your responses to a short, optional assessment. Self Care is here to help you feel better and is available at no additional cost.*



Condition Management Programs

Support for dealing with conditions

Many questions may come up if you or a loved one has a chronic condition or catastrophic health event. A personal nurse can help explore care options and provide resources and support. A condition management nurse can help you explore care options and provide resources for more than 100 chronic conditions including asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), diabetes and heart failure. Our Condition Management Programs including digital applications and messaging for a more integrated relationship with your nurse.



Behavioral health

Tap into behavioral health support

Behavioral health support services are available for you and your family to access anytime, anywhere through UnitedHealthcare. You'll find 24/7 confidential access to professional care, self-help programs and more. Learn about your options and choose what fits your lifestyle and needs. Therapists are available virtually or in person. To find personalized behavioral health care recommendations, sign in or register on myuhc.com/mh-recommendations.

*The AbleTo mobile application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The Self Care information contained in the AbleTo mobile application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. AbleTo Self Care is available to members ages 13+ at no additional cost as part of your benefit plan. Self Care is not available for all groups in District of Columbia, Maryland, New York, Pennsylvania, Virginia or West Virginia and is subject to change. Refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number on your health plan ID card. Participation in the program is voluntary and subject to the terms of use contained in the mobile application.



Discover wellness resources

One Pass Select

From strength training and swimming to yoga and spin classes, you can try new things and push yourself physically and mentally with One Pass Select™ from UnitedHealthcare. With the One Pass Select subscription-based fitness and well-being program, you have flexibility to use various fitness locations nationwide without committing to 1 gym. You'll also get access to digital fitness apps and home grocery delivery to make it even more convenient to become a better you.

One Pass Select is simple to set up on myuhc.com. Your One Pass Select member code is a single code that will get you access to any fitness location in your chosen network tier. Additionally, use it for online fitness vendors and other One Pass Select offerings. You can also add family members ages 18+ to your One Pass Select account, and they can get a discounted membership.

Rally

Rewards for well-being

Have fun and get healthier with Rally®. Get a quick assessment of your overall health by taking the Health Survey to get your Health Score. Then get recommended Missions designed to help you improve your mood, fitness and diet. Complete activities to earn Rally Coins that you can use for a chance to win rewards, earn discounts or donate to charity.

Start easy and level up when you're ready. Rally is available at no additional cost to you as part of your UnitedHealthcare plan benefits.

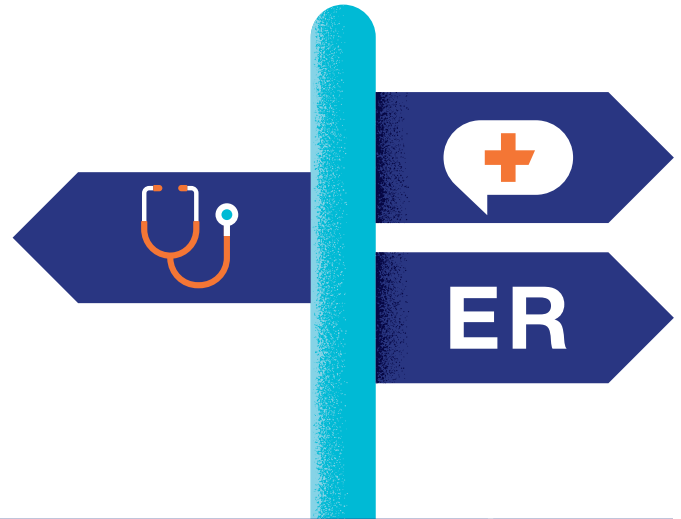
Follow these steps to get started:








- 1 Sign in at myuhc.com
- 2 Go to **Health & Wellness > Rewards**
- 3 Register for Rally and take the Health Survey
- 4 Download the Rally app

Where to go for care

When you need care, call your PCP or family doctor first

Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. When seeing your PCP is not possible, however, it's important to know your quick-care options to find the place that's right for you and help avoid financial surprises.



	Quick-care options	Needs or symptoms	Cost	
	24/7 NurseLine Call the number on your health plan ID card for expert advice	<ul style="list-style-type: none"> • Choosing where to get medical care • Finding a doctor or hospital 	<ul style="list-style-type: none"> • Health and wellness help • Answers to questions about medicines 	No additional cost
	PCP/telehealth visit Office or telehealth visit via your local provider's platform	<ul style="list-style-type: none"> • Preventive care • Follow-up visits • Checkups for ongoing conditions like asthma, diabetes and more 		\$
	Virtual primary care Online PCP appointments via myuhc.com or the UnitedHealthcare app	<ul style="list-style-type: none"> • Preventive care • Follow-up visits • Checkups for ongoing conditions like asthma, diabetes and more 		\$
	24/7 Virtual Visits Anywhere, anytime online doctor visits or telehealth appointments with your local physician	<ul style="list-style-type: none"> • Bladder infection • Bronchitis • Cold/flu 	<ul style="list-style-type: none"> • Fever • Pink eye • Sinus problems 	\$
	Convenience care clinic Treatment that's nearby	<ul style="list-style-type: none"> • Skin rash • Flu shot 	<ul style="list-style-type: none"> • Minor injuries • Earache 	\$\$
	Urgent care center Quicker after-hours care	<ul style="list-style-type: none"> • Low back pain • Respiratory (cough, pneumonia, asthma) • Stomach (pain, vomiting, diarrhea) 	<ul style="list-style-type: none"> • Infections (skin, eye, ear/nose/throat, genital-urinary) • Minor injuries (burns, stitches, sprains, small fractures) 	\$\$\$
	Emergency room (ER) For serious, immediate needs	<ul style="list-style-type: none"> • Chest pain • Shortness of breath • Severe asthma attack 	<ul style="list-style-type: none"> • Major burns • Severe injuries • Kidney stones 	\$\$\$\$



Optum Rx

For pharmacy-related needs, Optum Rx is here to help make things simpler and more convenient, and it may help you save on costs through:



Home delivery

Skip the line at the pharmacy and get a 3-month supply of your medications delivered right to your door with standard shipping at no cost.



Network pharmacies

Use online resources to find pharmacies in the network to potentially save on out-of-pocket costs.



Generic or lower-tier drugs

Choosing medications from the lower tiers or generic drugs on the Prescription Drug List (PDL)—the list of medications that are commonly covered by your health plan—may help you save money.

Ready for the days ahead?



Review your option(s)

Now that you've had some time to review all the details, you're ready to enroll in the plans that fit you best. To enroll, go to peoplefirst.myflorida.com.



Get ready for coverage to begin

While waiting for your plan date to start, you can search the network for providers near you at whyuhcflorida.com and decide if you need to apply for Transition of Care coverage.



Say hello to your benefits

Watch the mail for your welcome kit and health plan ID card—then go to myuhc.com and download the UnitedHealthcare app to stay connected.



A simpler way to get the most out of your benefits

Throughout the plan year, you can sign in to myuhc.com and use the UnitedHealthcare app to see what's covered, view average costs, find network providers and more.



We're here to help

Get even more info about your options

whyuhcflorida.com

1-877-614-0581, TTY 711

To enroll in a health plan, go to:

peoplefirst.myflorida.com



Disclaimers

This document includes general information about your medical benefit plan. This summary is not a plan document under which the plan is maintained and administered. Any discrepancies between this information and your plan documents will be governed by the plan documents. The benefits described on this website are subject to change at any time.

The information provided under Maternity Support is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. If you believe you may have an emergency medical condition you should seek immediate care at an emergency department or call 9-1-1. Employers are responsible for ensuring that any wellness programs they offer to their employees comply with applicable state and/or federal law, including, but not limited to, GINA, ADA and HIPAA wellness regulations, which in many circumstances contain maximum incentive threshold limits for all wellness programs combined that are generally limited to 30 percent of the cost of self-only coverage of the lowest-cost plan, as well as obligations for employers to provide certain notices to their employees. Employers should discuss these issues with their own legal counsel.

Real Appeal is a voluntary weight management program that is offered to eligible members at no additional cost as part of their benefit plan. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. Results, if any, may vary. Any items/tools that are provided may be taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program.

Virtual primary care are services available with a provider via video, chat, email, or audio-only where permitted under state law. Virtual primary care services are only available if the provider is licensed in the state that the member is located at the time of the appointment. Virtual primary care is not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Certain prescriptions may not be available, and other restrictions may apply.

Virtual Specialists are services available with a provider or coach via video, chat, email or audio-only where permitted under state law. It is not an insurance product or a health plan. Virtual Specialists are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Certain prescriptions may not be available, and other restrictions may apply.

24/7 Virtual Visits is a service available with a Designated Virtual Network Provider via video, or audio-only where permitted under state law. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

The UnitedHealth Premium® designation program is a resource for informational purposes only. Designations are displayed in UnitedHealthcare online physician directories at myuhc.com®. **You should always visit myuhc.com for the most current information. Premium designations are a guide to choosing a physician and may be used as one of many factors you consider when choosing a physician. If you already have a physician, you may also wish to confer with him or her for advice on selecting other physicians. You should also discuss designations with a physician before choosing him or her. Physician evaluations have a risk of error and should not be the sole basis for selecting a physician.** Please visit myuhc.com for detailed program information and methodologies.

One Pass Select is a voluntary program featuring a subscription-based nationwide gym network, digital fitness and grocery delivery service. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. Individuals should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for them. Purchasing discounted gym and fitness studio memberships, digital fitness or grocery delivery services may have tax implications. Employers and individuals should consult an appropriate tax professional to determine if they have any tax obligations with respect to the purchase of these discounted memberships or services under this program, as applicable.

Employers and individuals should consult an appropriate tax professional to determine if they have any tax obligations with respect to the purchase of these discounted memberships under this program.

This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. Please discuss with your doctor how the information provided may be right for you. Your health information is kept confidential in accordance with the law. The service is not an insurance program and may be discontinued at any time.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

Apple, App Store and the Apple logo are registered trademarks of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

Here's the fine print

We do not treat members differently because of sex, age, race, color, disability or national origin.

If you think you weren't treated fairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator:

Mail: UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130

Online: UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help with your complaint, please call the toll-free member phone number listed on your ID card.

You can also file a complaint with the U.S. Dept. of Health and Human Services:

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Phone: Toll-free 1-800-368-1019, 1-800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services
200 Independence Avenue SW, Room 509F
HHH Building
Washington, DC 20201

We provide free services to help you communicate with us such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call the toll-free phone number listed on your identification card.

ATENCIÓN: Si habla español (**Spanish**), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意: 如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

XIN LƯU Ý: Nếu quý vị nói tiếng Việt (**Vietnamese**), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

알림: 한국어 (**Korean**)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

PAALALA: Kung nagsasalita ka ng Tagalog (**Tagalog**), may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является русским (**Russian**). Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

توجّه: إذا كنت تتحدث لغة غير العربية (**Arabic**)، فستتاح لك خدمة الترجمة مجاناً. يرجى الاتصال بالرقم المجاني المذكور على بطاقة العضوية الخاصة بك.

ATANSYON: Si w pale Kreyòl ayisyen (**Haitian Creole**), ou kapab benefisyè sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w.

ATTENTION : Si vous parlez français (**French**), des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification.

UWAGA: Jeżeli mówisz po polsku (**Polish**), udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie identyfikacyjnej.

ATENÇÃO: Se você fala português (**Portuguese**), contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação.

ACHTUNG: Falls Sie Deutsch (**German**) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an.

توجّه: اگر زبان شما فارسی (**Farsi**) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفاً با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده تماس بگیرید.

ध्यान दें: यदि आप हिंदी (**Hindi**) बोलते हैं, आपको भाषा सहायता सेवाएं, नि:शुल्क उपलब्ध हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फ्री फोन नंबर पर कॉल करें।

DÍÍ BAA'ÁKONÍNÍZIN: Diné (**Navajo**) bizaad bee yáníłti'go, saad bee áka'anída'awo'ígíí, t'áá jíík'eh, bee ná'ahóót'i'. T'áá shòodí ninaaltsoos nit'izí bee nééhozinígíí bine'déé' t'áá jíík'ehgo béésh bee hane'i biká'ígíí bee hodiilnih.

