



Table of Contents

Introduction	1
Eligibility	2
Qualifying Events	3
Effective Dates & Termination	4
Extension of Benefits After Termination	5
Coordination of Benefits	5
Additional Covered Expenses	6
Student Health Center (SHC)	6
Schedule of Benefits	7
Pre-Authorization Notification	13
Definitions	14
Exclusions and Limitations	18
Academic Emergency Services	21
BlueCard®	21
Summary of Benefits and Coverage	22
BCBSTX Online Resources	22
Claims Procedure	23
Important Notice	24

Introduction

Stephen F. Austin State University is pleased to offer AcademicBlue, its student health insurance plan, underwritten by Blue Cross and Blue Shield of Texas (BCBSTX) and administered by Academic HealthPlans. This brochure explains your health care benefits, including which health care services are covered and how to use the benefits. This insurance plan protects Insured students and their covered Dependents on or off campus for weekends, holidays, summer vacations, at home or while traveling, 24 hours per day, for the Contract year. This Plan meets the requirements of the Affordable Care Act. The actuarial value of this plan meets or exceeds a gold metal level of coverage. This policy will always pay benefits in accordance with any applicable Federal and Texas state insurance law(s).

Please keep these three fundamental plan features in mind as you learn about this policy:

- **The Student Health Insurance Plan is a Preferred Provider Organization (PPO) plan.** You should seek treatment from the BCBSTX Blue Choice® Preferred Provider Organization (PPO) Network, which consists of hospitals, doctors, and ancillary and other health care providers who have contracted with BCBSTX for the purpose of delivering covered health care services at negotiated prices, so you can maximize your benefits under this plan. A list of Network Providers can be found online at sfasu.myahpcare.com or by calling **(855) 899-3451**. Using BCBSTX providers may save you money.
- **If your plan includes benefits covered at your Student Health Center, many of them may be provided at low or no cost to you.** Review this brochure for details.
- **Participating in an insurance plan does not mean all of your health care costs are paid in full by the insurance company.** There are several areas for which you could be responsible for payment, including, but not limited to, a Deductible, a Copayment or Coinsurance (patient percentage of Covered Expenses), and medical costs for services excluded by the plan.
- **It is your responsibility to familiarize yourself with this plan.** Exclusions and limitations are applied to the coverage as a means of cost containment (Please see the “Exclusions and Limitations” section for more details). To make this coverage work for you, it is helpful to be informed and proactive. Check the covered benefits in this brochure before your procedure whenever possible. Know the specifics and communicate them to your health care provider. Review the User Guide for a step-by-step overview of how to use your benefits.

We are here to help.

Representatives from Academic HealthPlans and BCBSTX are available to answer your questions. You may contact AHP at **(855) 899-3451** for enrollment and eligibility questions and BCBSTX at **(855) 267-0214** for benefit and claim questions.

AcademicBlueSM is offered by Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

Academic HealthPlans, Inc. (AHP) is an independent company that provides program management and administrative services for the student health insurance plans of Blue Cross and Blue Shield of Texas.

Please Note: We have capitalized certain terms that have specific, detailed meanings, which are important to help you understand your policy. Please review the meaning of the capitalized terms in the “Definitions” section.

Privacy Notice

We know that your privacy is important to you and we strive to protect the confidentiality of your personal health information. Under the Privacy Rule of the Health Insurance Portability and Accountability Act (HIPAA), we are required to provide you with notice of our legal duties and privacy practices with respect to personal health information. You will receive a copy of the HIPAA Notice of Privacy Practices upon request. Please write to Academic HealthPlans, Inc., P.O. Box 1605, Colleyville, TX 76034-1605, or call **(855) 899-3451**, or you may view and download a copy from the website at sfasu.myahpcare.com.

Eligibility/How to Enroll

The policy issued to the university is a non-renewable, one-year-term policy. However, if you still maintain the required eligibility, you may purchase the plan the next year. It is the Covered Person’s responsibility to enroll for coverage each year in order to maintain continuity of coverage, unless you are automatically enrolled. If you no longer meet the eligibility requirements, contact Academic HealthPlans at **(855) 899-3451** prior to your termination date.

Eligibility Requirements

All students registered for nine (9) or more credit hours and all graduate and allied health students registered for three (3) or more credit hours may purchase the Student Health Insurance Plan.

A student must actively attend classes for at least the first 31 days after the date for which coverage is purchased, unless he or she withdraws from classes due to an Injury or Sickness and the absence is an approved medical leave. The Company maintains its right to investigate student status and attendance records to verify that the eligibility requirements have been met. If the Company discovers the eligibility requirements have not been met, its only obligation is refund of premium.

Eligible students who enroll may also insure their Dependents. Dependent enrollment must take place at the initial time of student enrollment (or within 30 days, if the premium is billed on the student’s tuition); exceptions to this rule are made for newborn or adopted children, or for dependents who become eligible for coverage as the result of a qualifying event. (Please see “Qualifying Events” section for more details.) “Dependent” means an Insured’s lawful spouse including Domestic Partner; or an Insured’s child, stepchild, child of a Covered Person’s Domestic Partner, foster child, dependent grandchild or spouse’s dependent grandchild; or a child who is adopted by the Insured or placed for adoption with the Insured, or for whom the Insured is a party in a suit for the adoption of the child; or a child whom the Insured is required to insure under a medical support order issued or enforceable by the courts. Any such child must be under age 26.

Coverage will continue for a child who is 26 or more years old, chiefly supported by the Insured and incapable of self-sustaining employment by reason of mental or physical handicap. Proof of the child's condition and dependence must be submitted to the Company within 31 days after the date the child ceases to qualify as a dependent, under this policy, for the reasons listed above. During the next two years, the Company may, from time to time, require proof of the continuation of such condition and dependence. After that, the Company may require proof no more than once a year. Dependent coverage is available only if the student is also insured. Dependent coverage must take place within the exact same coverage period as the Insured's; therefore, it will expire concurrently with the Insured's policy.

A newborn child will automatically be covered for the first 31 days following the child's birth. To extend coverage for a newborn child past the 31-day period, the covered student must:

- 1) Enroll the child within 31 days of birth, and
- 2) Pay any required additional premium

If you're not eligible for the Student Health Insurance Plan and would like coverage, please visit sfasu.myahpcare.com.

If you're enrolled in Medicare due to age or disability, you are not eligible for the Student Health Insurance Plan.

Qualifying Events

Eligible students who have a change in status and lose coverage under another health care plan are eligible to enroll for coverage under the policy, provided, within 31 days of the qualifying event, such students send to Academic HealthPlans:

- A copy of the Certificate of Creditable Coverage, or a letter of ineligibility (lost coverage), from their previous health insurer
- A "Qualifying Events" form, which they can download from sfasu.myahpcare.com

A change in status due to a qualifying event includes but is not limited to:

- Birth or adoption of a child
- Loss of a spouse, whether by death, divorce, annulment or legal separation
- If you are no longer covered on a family member's policy because you turned 26

The premium will be the same and/or prorated as it would have been at the beginning of the semester. However, the effective date will be the later of the following: the date the student enrolls for coverage under the Policy and pays the required premium, or the day after the prior coverage ends. To apply for coverage that is needed because of a qualifying event, you may download the "Qualifying Events Form" from sfasu.myahpcare.com.

Effective Dates and Termination

The policy on file at the school becomes effective at 12:00 a.m. Central time at the university's address on the later of the following dates:

- 1) The effective date of the policy, **August 28, 2018**; or
- 2) The date after the premium is received by the Company or its authorized representative.

Effective and Termination Dates

Domestic Students	From	Through
Annual	08/28/2018	08/27/2019
Fall	08/28/2018	12/31/2018
Spring/Summer	01/01/2019	08/27/2019
Spring Only	01/01/2019	05/18/2019
Summer Only	05/19/2019	08/27/2019
Maymester	05/19/2019	06/05/2019
Summer 1	06/06/2019	07/12/2019
Summer 2	07/13/2019	08/27/2019

Open Enrollment Periods

The open enrollment periods during which students may apply for coverage for themselves, and/or their eligible spouse and/or dependents, is as follows:

Annual:	July 28, 2018 thru September 28, 2018
Fall:	July 28, 2018 thru September 28, 2018
Spring/Summer:	December 01, 2018 thru February 01, 2019
Spring Only:	December 01, 2018 thru February 01, 2019
Summer Only:	April 30, 2019 thru May 28, 2019
Maymester:	May 01, 2019 thru May 17, 2019
Summer 1:	May 21, 2019 thru June 18, 2019
Summer 2:	June 26, 2019 thru July 24, 2019

The coverage provided with respect to the Covered Person shall terminate at 11:59 p.m. Central time on the earliest of the following dates:

- 1) The last day of the period through which the premium is paid;
- 2) **August 27, 2019**; or
- 3) The date the eligibility requirements are not met.

Renewal Notice

It is the student's responsibility to make a timely renewal payment to avoid a lapse in coverage. Please refer to your enrollment form to review the payment options you selected as a reminder of the enrollment periods and effective dates for your campus. Mark your calendar now to avoid any lapse in coverage. All Insureds who enroll for periods of less than one year will be mailed a renewal notice, to the Insured's last known address, to submit their next premium payment; however, it is the Insured's responsibility to make a timely renewal payment.

PLEASE NOTE: Renewal notices will not be mailed from one policy year to the next. If you maintain your student status, you will be eligible to enroll in the following year's policy. Contact your campus office that is responsible for student insurance before the policy termination date for information on continuation of coverage.

Coverage period notice: Coverage Periods are established by the University and subject to change from one Policy year to the next. In the event that a coverage period overlaps another coverage period, the prior coverage period will terminate as of the effective date of the new coverage period. In no case will an eligible member be covered under two coverage periods within the same group.

Extension of Benefits After Termination

The coverage provided under the plan ceases on the termination date. However, if a Covered Person is hospital-confined on the termination date for a covered Injury or Sickness for which benefits were paid before the termination date, the Covered Expenses for such covered Injury or Sickness will continue to be paid provided the condition continues. However, payments will not continue after the earlier of the following dates: 90 days after the termination date of coverage, or the date of the Insured's discharge from the hospital. The total payments made for the Covered Person for such condition, both before and after the termination date, will never exceed the maximum benefit. After this "Extension of Benefits" provision has been exhausted, all benefits cease to exist, and under no circumstances will further payments be made.

Coordination of Benefits

Under a Coordination of Benefits (COB) provision, the plan that pays first is called the primary plan. The secondary plan typically makes up the difference between the primary plan's benefit and the Covered Expenses. When one plan does not have a COB provision, that plan is always considered the primary plan, and always pays first. You may still be responsible for applicable Deductible amounts, Copayments and Coinsurance.

Additional Covered Expenses

The policy will always pay benefits in accordance with any applicable federal and state insurance law(s).

Student Health Center (SHC)

At the Student Health Center, the Deductible will be waived and benefits paid at 100% of the Allowable Amount of Covered Expenses. Please go to sfasu.myahpcare.com and select your campus for specific details about your Student Health Center benefits.

Schedule of Benefits

The provider network for this plan is the BCBSTX BlueChoice® PPO Network. After the Deductible is satisfied, benefits will be paid based on the selected provider. Benefits will be paid at **80%** of the Allowable Amount for services rendered by Network Providers in the BCBSTX BlueChoice® PPO Network, unless otherwise specified in the policy. Services obtained from Out-of-Network Providers (any provider outside the BCBSTX BlueChoice® PPO Network) will be paid at **60%** of the Allowable Amount, unless otherwise specified in the policy. Benefits will be paid up to the maximum for each service, as specified below, regardless of the provider selected.

AT PHARMACIES CONTRACTING WITH THE PRIME THERAPEUTICS NETWORK: You must go to a pharmacy contracting with the Prime Therapeutics Network in order to access this program. Present your insurance ID card to the pharmacy to identify yourself as a participant in this Plan. Eligibility status will be online at the pharmacy. You can locate a participating pharmacy by calling **(800) 423-1973** or online at **sfasu.myahpcare.com**.

Maximum Benefit	Unlimited	
	Network Provider	Out-of-Network Provider
Deductible	\$500 Per Covered Person \$1,500 Per Family	\$1,000 Per Covered Person \$3,000 Per Family
Out-Of-Pocket Maximum	\$7,150 Per Covered Person \$14,300 Per Family	\$14,300 Per Covered Person \$42,900 Per Family

OUT-OF-POCKET MAXIMUM means the maximum liability that may be incurred by a Covered Person in a benefit period for covered services, under the terms of a coverage plan. Once the Out-of-Pocket Maximum has been satisfied, Covered Expenses will be payable at **100%** for the remainder of the policy year, up to any maximum that may apply. Coinsurance applies to the Out-of-Pocket Maximum.

The Network Out-of-Pocket Maximum may be reached by:

- The network Deductible
- Charges for outpatient prescription drugs
- The hospital emergency room Copayment
- The Copayment for Doctor office visits
- The Copayment for specialist’s office visits
- The payments for which a Covered Person is responsible after benefits have been provided (except for the cost difference between the hospital's rate for a private room and a semi-private room, or any expenses incurred for Covered Expenses rendered by an Out-of-Network Provider other than Emergency Care and Inpatient treatment during the period of time when a Covered Person’s condition is serious)

The Out-of-Network Out-of-Pocket Maximum may be reached by:

- The Out-of-Network Deductible
- The hospital emergency room Copayment
- The payments for Covered Services rendered by an Out-of-Network Provider for which a Covered Person is responsible after benefits have been provided (except for the cost difference between the hospital's rate for a private room and a semi-private room)

Deductible applies unless otherwise noted

Inpatient	Network Provider	Out-of-Network Provider
Hospital Expenses: Include the daily semi-private room rate; intensive care; general nursing care provided by the hospital; and hospital miscellaneous expenses such as the cost of the operating room, laboratory tests, X-ray examinations, pre-admission testing, anesthesia, drugs (excluding take-home drugs) or medicines, physical therapy, therapeutic services and supplies.	80% of Allowable Amount	60% of Allowable Amount
Surgical Expenses: When multiple surgical procedures are performed during the same operative session, the primary or major procedure is eligible for full Allowable Amount for that procedure.	80% of Allowable Amount	60% of Allowable Amount
Assistant Surgeon	80% of Allowable Amount	60% of Allowable Amount
Anesthetist	80% of Allowable Amount	60% of Allowable Amount
Doctor’s Visits	100% of Allowable Amount	70% of Allowable Amount
Routine Well-Baby Care	80% of Allowable Amount	60% of Allowable Amount
Mental Illness/Chemical Dependency	Paid as any other covered Sickness	Paid as any other covered Sickness

Outpatient	Network Provider	Out-of-Network Provider
Surgical Expenses: When multiple surgical procedures are performed during the same operative session, the primary or major procedure is eligible for full allowance for that procedure.	80% of Allowable Amount	60% of Allowable Amount
Day Surgery Miscellaneous: Related to scheduled surgery performed in a hospital, including the cost of the operating room, laboratory tests, X-ray examinations, professional fees, anesthesia, drugs or medicines and supplies.	80% of Allowable Amount	60% of Allowable Amount
Assistant Surgeon	80% of Allowable Amount	60% of Allowable Amount
Anesthetist	80% of Allowable Amount	60% of Allowable Amount
<p>Doctor Office Visit/Consultation:</p> <p>Doctor Copayment Amount: For office visit/consultation when services rendered by a Family Practitioner, OB/GYN, Pediatrician, Behavioral Health Practitioner, or Internist and Physician Assistant or Advanced Practice Nurse who works under the supervision of one of these listed physicians.</p> <p>Specialist Copayment Amount: For office visit/consultation when services rendered by a Specialty Care Provider refer to Medical/Surgical Expenses section for more information.</p>	<p>100% of Allowable Amount after</p> <p>\$25 Copayment per visit (Deductible waived)</p> <p>\$35 Copayment per visit (Deductible waived)</p>	70% of Allowable Amount
<p>Physical Medicine Services: Physical therapy or chiropractic care – office services. Physical medicine services include, but are not limited to, physical, occupational and manipulative therapy.</p> <p>Benefit Period Visit Maximum</p>	80% of Allowable Amount	<p>70% of Allowable Amount (Office)</p> <p>60% of Allowable Amount (Outpatient)</p>
	Benefits for physical medicine services will be limited to 35-visits per Benefit Period.	
Radiation Therapy and Chemotherapy: Including dialysis and respiratory therapy.	80% of Allowable Amount	60% of Allowable Amount
Emergency Care and Accidental Injury		
Facility Services: (Copayment is waived if the Insured is admitted; Inpatient hospital expenses will apply).	80% of Allowable Amount after \$300 Copayment (Deductible waived)	
Physician services	80% of Allowable Amount	

Outpatient	Network Provider	Out-of-Network Provider
Non-Emergency Care		
Facility Services: (Copayment is waived if the Insured is admitted; Inpatient hospital expenses will apply).	80% of Allowable Amount after \$300 Copayment (Deductible waived)	60% of Allowable Amount
Physician Services	80% of Allowable Amount	60% of Allowable Amount
Urgent Care Services	100% of Allowable Amount after \$50 Copayment (Deductible waived)	70% of Allowable Amount
Diagnostic X-rays and Laboratory Procedures	80% of Allowable Amount	60% of Allowable Amount
Test and Procedures: Diagnostic services and medical procedures performed by a Doctor, other than Doctor's visits.	80% of Allowable Amount	60% of Allowable Amount
Allergy Injections and Testing (Copay may apply if billed in the office)	80% of Allowable Amount	60% of Allowable Amount
Mental Illness/Chemical Dependency	Paid as any other covered Sickness	Paid as any other covered Sickness
Extended Care Expenses		
	Network Provider	Out-of-Network Provider
Extended Care Expenses: All services must be pre-authorized.	80% of Allowable Amount	60% of Allowable Amount
Home Health Care	Limited to 60 visit maximum each Benefit Period	
Skilled Nursing	Limited to 25 days maximum each Benefit Period	
Hospice Care	No Benefit Period Visit Maximum	
Private Duty Nursing	Not Covered	
Other		
	Network Provider	Out-of-Network Provider
Virtual Visits (through MD Live)	\$25 Copayment per visit	60% of Allowable Amount
Ground and Air Ambulance Services	80% of Allowable Amount	80% of Allowable Amount
Durable Medical Equipment: When prescribed by a Doctor and a written prescription accompanies the claim when submitted.	80% of Allowable Amount	60% of Allowable Amount
Maternity/Complications of Pregnancy	80% of Allowable Amount	60% of Allowable Amount
Speech and Hearing Services: Services to restore loss of hearing/speech, or correct an impaired speech or hearing function.	80% of Allowable Amount	60% of Allowable Amount
Hearing Aids Hearing Aid Maximum	Hearing aids are limited to one hearing aid per ear, per 36-month period.	
Dental: Made necessary by Injury to sound, natural teeth only.	80% of Allowable Amount	60% of Allowable Amount

Other	Network Provider	Out-of-Network Provider
Pediatric Vision, up to age 19: See benefit flier for details.	100% of Allowable Amount	Refer to set Fee Schedule
Pediatric Routine Dental Care, up to age 19: See benefit flier for details.	80% of Allowable Amount	80% of Allowable Amount
Pediatric Basic and Major Dental, up to age 19: See benefit flier for details.	50% of Allowable Amount	50% of Allowable Amount
Pediatric Medically Necessary Orthodontia, up to age 19: See benefit flier for details.	50% of Allowable Amount	50% of Allowable Amount
Organ and Tissue Transplant Services: The transplant must meet the criteria established by BCBSTX for assessing and performing organ or tissue transplants as set forth in BCBSTX’s written medical policies.	80% of Allowable Amount	60% of Allowable Amount
<p>Preventative Care Services: Includes but are not limited to:</p> <ul style="list-style-type: none"> a. Evidence-based items or services that have in effect a rating of “A” or “B” in the current recommendations of the United States Preventative Services Task Force (“USPSTF”); b. Immunizations recommended by the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention (“CDC”); c. Evidenced-informed preventative care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration (“HRSA”) for infants, child(ren), and adolescents; and d. With respect to women, such additional preventative care and screenings, not described in item “a” above, as provided for in comprehensive guidelines supported by the HRSA. <p>Preventative care services as mandated by state and federal law are covered. Please refer to the Policy or call Blue Cross and Blue Shield of Texas for more information at (855) 267-0214.</p>	100% of Allowable Amount (Deductible waived)	70% of Allowable Amount

Pharmacy Benefits	Network Provider	Out-of-Network Provider
<p>Retail Pharmacy: (Deductible waived) Benefits include diabetic supplies. Copayment amounts are based on a 30-day supply. With appropriate prescription order, up to a 90-day supply is available at three (3) times the Copayment. Copayment amounts will apply to Out-of-Pocket maximum.</p>	<p><i>At pharmacies contracting with Prime Therapeutics Network:</i> 100% of Allowable Amount after a:</p>	<p>When a Covered Person obtains prescription drugs from an Out-of-Network pharmacy, benefits will be provided at 70% of the allowable amount a Covered Person would have received had he/she obtained drugs from a network pharmacy, minus the Copayment amount or Coinsurance amount.</p>
Generic Drug	\$20 Copayment	\$20 Copayment
Preferred-Brand-name Drug	\$40 Copayment*	\$40 Copayment*
Non-preferred Brand-name Drug	\$60 Copayment*	\$60 Copayment*

*Copayment plus the cost difference between the brand-name drug or supplies per prescription for which there is a generic drug or supply available.

The relationship between Blue Cross and Blue Shield of Texas (BCBSTX) and Contracting Pharmacies is that of Independent Contractors, contracted through a related company, Prime Therapeutics, LLC. Prime Therapeutics also administers the pharmacy benefit program. BCBSTX, as well as several other independent Blue Cross Plans, has an ownership interest in Prime Therapeutics.

Pre-Authorization Notification

BCBSTX should be notified of all hospital confinements prior to admission.

- 1) **Pre-authorization Notification of Medical Non-emergency Hospitalizations:** The patient, Doctor or hospital should telephone **(800) 441-9188** at least one (1) business day prior to the planned admission.
- 2) **Pre-authorization Notification of Medical Emergency Hospitalizations:** The patient, patient's representative, Doctor or hospital should telephone **(800) 441-9188** within two (2) working days of the admission or as soon as reasonably possible to provide the notification of any admission due to medical emergency.

BCBSTX is open for Pre-authorization notification calls from 8 a.m. to 6 p.m. Central time, Monday through Friday.

IMPORTANT: Failure to follow the notification procedures will not affect benefits otherwise payable under the Policy; in addition, pre-authorization notification is not a guarantee that benefits will be paid.

Definitions

Allowable Amount means the maximum amount determined by Us to be eligible for consideration of payment for a particular service, supply or procedure.

For hospitals, Doctors and other providers contracting with BCBSTX in Texas or any other Blue Cross and Blue Shield Plan – The Allowable Amount is based on the terms of the Network Provider contract and the payment methodology in effect on the date of service. The payment methodology used may include diagnosis-related groups (DRGs), fee schedule, package pricing, global pricing, per diems, case-rates, discounts, or other payment methodologies.

For hospitals, Doctors and other providers not contracting with BCBSTX in Texas or any other Blue Cross and Blue Shield Plan outside of Texas (non-contracting Allowable Amount) – The Allowable Amount will be the lesser of:

- i. The provider's billed charges, or;
- ii. The BCBSTX non-contracting Allowable Amount. Except as otherwise provided in this section, the non-contracting Allowable Amount is developed from base Medicare participating reimbursements adjusted by a predetermined factor established by BCBSTX. Such factor shall be not less than **75 percent** and will exclude any Medicare adjustment(s) which is/are based on information on the claim.

Notwithstanding the preceding sentence, the non-contracting Allowable Amount for home health care is developed from base Medicare national per-visit amounts for low utilization payment adjustment, or LUPA, episodes by home health discipline type adjusted for duration and adjusted by a predetermined factor established by Us. Such factor shall be not less than **75 percent** and shall be updated on a periodic basis. When a Medicare reimbursement rate is not available or is unable to be determined based on the information submitted on the claim, the Allowable Amount for non-contracting providers will represent an average contract rate in aggregate for network providers adjusted by a predetermined factor established by Us. Such factor shall be not less than **75 percent** and shall be updated not less than every two years.

We will utilize the same claim processing rules and/or edits that We utilize in processing Network Provider claims for processing claims submitted by non-contracted providers, which may also alter the Allowable Amount for a particular service. In the event we do not have any claim edits or rules, We may utilize the Medicare claim rules or edits that are used by Medicare in processing the claims. The Allowable Amount will not include any additional payments that may be permitted under the Medicare laws or regulations which are not directly attributable to a specific claim, including, but not limited to, disproportionate share and graduate medical education payments.

Any change to the Medicare reimbursement amount will be implemented by Us within ninety (90) days after the effective date that such change is implemented by the Centers for Medicare and Medicaid Services, or its successor.

For multiple surgeries - The Allowable Amount for all surgical procedures performed on the same patient on the same day will be the amount for the single procedure with the highest Allowable Amount plus a determined percentage of the Allowable Amount for each of the other covered procedures performed.

For prescription drugs as applied to Network Provider and Out-of-Network Provider pharmacies - The Allowable Amount for pharmacies that are Network Providers will be based on the provisions of the contract between BCBSTX and the pharmacy in effect on the date of service. The Allowable Amount for pharmacies that are not Network Providers will be based on the Average Wholesale Price.

Benefit Period means the period of time starting with the effective date of this policy through the termination date as shown on the face page of the policy. The Benefit Period is as agreed to by the policyholder and the Insurer.

Coinsurance means a percentage of an eligible expense that the Covered Person is required to pay toward a Covered Expense.

Company means Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (also referred to herein as "BCBSTX").

Copayment means a fixed dollar amount that the Covered Person must pay before benefits are payable under the policy.

Covered Expenses means expenses actually incurred by or on behalf of a Covered Person for treatment, services and supplies not excluded or limited by the policy. Coverage under the policy must remain continuously in force from the date of the accident or Sickness until the date treatment, services or supplies are received for them to be a Covered Expense. A Covered Expense is deemed to be incurred on the date such treatment, service or supply that gave rise to the expense or the charge was rendered or obtained.

Covered Person means any eligible student or an eligible dependent who applies for coverage, and for whom the required premium is paid to the Company.

Deductible means the dollar amount of Covered Expenses that must be incurred as an out-of-pocket expense by each Covered Person on a policy term basis before benefits are payable under the policy.

Dependent means an Insured's lawful spouse including Domestic Partner; or an Insured's child, stepchild, child of a Covered Person's Domestic Partner, foster child, dependent grandchild or spouse's dependent grandchild; or a child who is adopted by the Insured or placed for adoption with the Insured, or for whom the Insured is a party in a suit for the adoption of the child; or a child whom the Insured is required to insure under a medical support order issued or enforceable by the courts. Any such child must be under age 26.

Doctor means a Doctor licensed to practice medicine. It also means any other practitioner of the healing arts who is licensed or certified by the state in which his or her services are rendered and acting within the scope of that license or certificate. It will not include a Covered Person or a member of the Covered Person's immediate family or household.

Domestic Partner means a person with whom a student has entered into a Domestic Partnership.

Domestic Partnership means a long-term committed relationship of indefinite duration with a person that meets the following criteria: (i) a student and his/her Domestic Partner have lived together for at least six (6) months; (ii) neither a student nor his/her Domestic Partner is married to anyone else or has another domestic partner; (iii) a student's Domestic Partner is at least 18 years of age and mentally competent to consent to a contract; (iv) a student's Domestic Partner resides with him/her and intends to do so indefinitely; (v) a student and his/her Domestic Partner have an exclusive mutual commitment similar to marriage; and (vi) a student and his/her Domestic Partner are jointly responsible for each other's common welfare and share financial obligations.

Emergency Care means health care services provided in a hospital emergency facility (emergency room) or comparable facility to evaluate and stabilize medical conditions of recent onset and severity, including, but not limited to, severe pain, that would lead a prudent layperson, possessing an average knowledge of medicine and health, to believe that the person's condition, Sickness, or Injury is of such a nature that failure to get immediate care could result in:

- Placing the patient's health in serious jeopardy;
- Serious impairment of bodily functions;
- Serious dysfunction of any bodily organ or part;
- Serious disfigurement; or
- In the case of a pregnant woman, serious jeopardy to the health of the fetus.

Emergency Services means, with respect to an emergency medical condition, a medical screening examination that is within the capability of the emergency department of a hospital, including ancillary services routinely available to the emergency department to evaluate such emergency medical condition, and, within the capabilities of the staff and facilities available at the hospital, such further medical examination and treatment as are required to stabilize the patient.

Injury means accidental bodily harm sustained by a Covered Person that results directly and independently from all other causes from a covered accident. The Injury must be caused solely through external, violent and accidental means. All injuries sustained by one person in any one accident, including all related conditions and recurrent symptoms of these injuries, are considered a single Injury.

Inpatient means that a Covered Person is a registered bed patient and is treated as such in a health care facility.

Insured means a person in a Class of Eligible Persons who enrolls for coverage and for whom the required premium is paid, making insurance in effect for that person. An Insured is not a dependent covered under the policy.

Interscholastic Activities means playing, participating and/or traveling to or from an interscholastic, intercollegiate, club sports, professional, or semi-professional sport, contest or competition, including practice or conditioning for such activity.

Medically Necessary means those services or supplies covered under the plan that are:

- Essential to, consistent with, and provided for in the diagnosis or in the direct care and treatment of the condition, Sickness, disease, Injury, or bodily malfunction; and
- Provided in accordance with, and are consistent with, generally accepted standards of medical practice in the United States; and
- Not primarily for the convenience of the Insured, his physician, behavioral health practitioner, the hospital, or other provider; and
- The most economical supplies or levels of service that are appropriate for the safe and effective treatment of the Insured. When applied to hospitalization, this further means that the Insured requires acute care as a bed patient due to the nature of the services provided or the Insured's condition, and the Insured cannot receive safe or adequate care as an outpatient.

The medical staff of BCBSTX shall determine whether a service or supply is Medically Necessary under the Plan and will consider the views of the state and national medical communities; the guidelines and practices of Medicare, Medicaid, or other government-financed programs; and peer-reviewed literature. Although a physician, behavioral health practitioner or professional other provider may have prescribed treatment, such treatment may not be Medically Necessary within this definition.

Network Provider means a hospital, Doctor or other provider who has entered into an agreement with BCBSTX (and, in some instances, with other participating Blue Cross and/or Blue Shield Plans) to participate as a managed care provider.

Out-of-Network Provider means a hospital, Doctor or other provider who has not entered into an agreement with BCBSTX (or other participating Blue Cross and/or Blue Shield Plan) as a managed care provider.

Outpatient means that a Covered Person is receiving treatment while not an Inpatient. Services considered Outpatient include, but are not limited to, services in an emergency room regardless of whether a Covered Person is subsequently registered as an Inpatient in a health care facility.

Out-of-Pocket Maximum means the maximum liability that may be incurred by a Covered Person in a Benefit Period before benefits are payable at 100 percent of the Allowable Amount.

Pre-authorization means the process that determines in advance the Medical Necessity or experimental, investigational and/or unproven nature of certain care and services under this Policy.

Qualifying Intercollegiate Sport means a sport: a.) which has been accorded varsity status by the Institution as an NCAA sport; and (b.) which is administered by such Institution's department of intercollegiate athletics; and (c.) for which the eligibility of the participating student athlete is reviewed and certified in accordance with NCAA legislation, rules, or regulations; and (d.) which entitles qualified participants to receive the Institution's official awards.

Sickness means an illness, disease or condition causing a Covered Person to incur medical expenses while covered under the Policy. All related conditions and recurrent symptoms of the same or similar condition will be considered one Sickness.

Virtual Visits means services provided for the treatment of non-emergency medical and behavioral health conditions as described under the Policy.

We, Our, Us means Blue Cross and Blue Shield of Texas or its authorized agent.

Exclusions and Limitations

Except as specified in this policy, coverage is not provided for loss or charges incurred by or resulting from:

1. Charges that are not Medically Necessary or are in excess of the Allowable Amount;
2. Services that are provided, normally without charge, by the Student Health Center, infirmary or hospital, or by any person employed by the University;
3. Acne, including acne prescription drugs covered under Outpatient prescription drugs;
4. Acupuncture procedures;
5. Biofeedback procedures, except as needed to treat acquired brain injuries;
6. Breast augmentation or reduction;
7. Routine circumcision, unless the procedure is Medically Necessary for treatment of a sickness, disease or functional congenital disorder not excluded hereunder or as may be necessitated due to an accident or except for covered infants within 28 days of birth;
8. Non-malignant warts;
9. Moles;
10. Lesions;
11. Testing or treatment for sleep disorders;
12. Any charges for surgery, procedures, treatment, facilities, supplies, devices, or drugs that We determine are experimental or investigational;
13. Expenses incurred for Injury or Sickness arising out of, or in the course of, a Covered Person's employment, regardless of whether the benefits are, or could be, paid or payable under any worker's compensation or occupational disease law or act, or similar legislation;
14. Treatment, services or supplies in a Veteran's Administration facility or a hospital owned or operated by a national government or its agencies, unless there is a legal obligation for the Covered Person to pay for the treatment;
15. Expenses in connection with services and prescriptions, eyeglasses or contact lenses, or the fitting of eyeglasses or contact lenses; radial keratotomy; or laser surgery for vision correction or the treatment of visual defects or problems, except for pediatric vision;
16. Sinus or other nasal surgery, including correction of a deviated septum by submucous resection and/or other surgical correction, except for a covered Injury;

17. Cosmetic Surgery or complications resulting therefrom, including Surgery to improve or restore a Covered Person's appearance, unless:
 - Needed to repair conditions resulting from an accidental injury; or
 - For the improvement of the physiological functioning of a malformed body member resulting from a congenital defect.
 - Treatment provided for reconstructive surgery following cancer surgery;

In no event will any care and services for breast reconstruction or implantation or removal of breast prostheses be a Covered service unless such are performed solely and directly as a result of a mastectomy which is Medically Necessary

18. Injuries arising from Interscholastic Activities and Qualifying Intercollegiate Sports;
19. Riding as a passenger or otherwise in any vehicle or device for aerial navigation, except as a fare-paying passenger in an aircraft operated by a commercial scheduled airline;
20. Injury resulting from racing or speed contests, skin diving, sky diving, parachuting, hang gliding, glider flying, parasailing, sail planning, bungee jumping, mountaineering (where ropes or guides are customarily used), or any other hazardous sport or hobby;
21. War, or any act of war, whether declared or undeclared or while in service in the active or reserve Armed Forces of any country or international authority;
22. Any expenses incurred in connection with sterilization reversal, vasectomy reversal;
23. In-vitro fertilization;
24. Promotion of fertility through extra-coital reproductive technologies including, but not limited to, artificial insemination, intrauterine insemination, super ovulation uterine capacitation enhancement, direct intra-peritoneal insemination, trans-uterine tubal insemination, gamete intra-fallopian transfer, pronuclear oocyte stage transfer, zygote intra-fallopian transfer, and tubal embryo transfer;
25. Donor expenses for a Covered Person in connection with an organ and tissue transplant if the recipient is not covered under this Policy;
26. Expenses incurred for dental care or treatment of the teeth, gums or structures directly supporting the teeth, including surgical extractions of teeth. This exclusion does not apply to the repair of Injuries to sound natural teeth caused by a covered Injury;
27. Foot care, including: flat-foot conditions, subluxations, care of corns, bunions (except capsular or bone surgery), calluses, toenails, fallen arches, weak feet, foot strain, and symptomatic complaints of the feet, except those related to diabetic care, circulatory disorders of the lower extremities, peripheral vascular disease, peripheral neuropathy, or chronic arterial or venous insufficiency;
28. Hirsutism;
29. Alopecia;
30. Gynecomastia;
31. Weight management, weight reduction, or treatment for obesity including any condition resulting therefrom, including hernia of any kind;

32. Surgery for the removal of excess skin or fat;
33. Nutrition programs, except as related to treatment for diabetes;
34. Custodial care;
35. Long-term care service;
36. Bariatric surgery;
37. Private duty nursing services, except for covered extended care expenses;
38. Weight loss programs;
39. Prescription drug coverage is not provided for:
 - a. Refills in excess of the number specified or dispensed after one (1) year from the date of the prescription; basis;
 - b. Administration of insulin, or non-medical substances regardless of their intended use; for hair growth, anabolic steroids for body building, anorectics for weight control, etc;
 - c. Drugs labeled "Caution- limited by federal law to investigational use" or experimental drugs;
 - d. Immunizing agents, biological sera, blood or blood products administered on an Outpatient basis, except as specifically provided in this Policy;
 - e. Any devices, appliances, support garments, hypodermic needles except as used in the administration of insulin, or non-medical substances regardless of their intended use;
 - f. Drugs used for cosmetic purposes, including but not limited to Retin-A for wrinkles, Rogaine for hair growth, anabolic steroids for body building, anorectics for weight control; etc;
 - g. Fertility agents or sexual enhancement drugs, medications or supplies for the treatment of impotence and/or sexual dysfunction, including but not limited to: Parlodel, Pergonal, Clomid, Profasi, Metrodin, Serophene, Viagra, Cialis, or Levitra;
 - h. Lost or stolen prescriptions;
 - i. Drugs prescribed and dispensed for the treatment of obesity or for use in any program of weight reduction, weight loss, or dietary control;
 - j. Non-sedating antihistamines drugs and combination medications containing a non-sedating antihistamine decongestant;
 - k. Non-commercially available compounded medications, regardless of whether or not one or more ingredients in the compound requires a Prescription Order. (Non-commercially available compounded medications are those made by mixing or reconstituting ingredients in a manner or ratio that is inconsistent with the United States Food and Drug Administration-approved indications provided by the ingredients' manufacturers);
 - l. Brand Name proton pump inhibitors;
 - m. Drugs which are not approved by the U.S. Food and Drug Administration (FDA) for a particular use or purpose or when used for a purpose other than the purpose for which the FDA approval is given, except as required by law or regulation.

Academic Emergency Services*

To ensure immediate access to assistance if you experience a crisis while traveling over 100 miles from home, or outside your home country, Academic HealthPlans (AHP) has included Academic Emergency Services benefits in your student health plan coverage. AES offers a wide range of services and benefits to provide everything you need to prepare for your international experience, as well as get the help or information you need in a crisis, no matter how large or small.

BlueCard®

Like all Blue Cross and Blue Shield Licensees, We participate in a program called “BlueCard.” Whenever the Covered Person accesses health care services outside Our service area, the claims for those services may be processed through BlueCard and presented to Us for payment in conformity with network access rules of the BlueCard Policies then in effect (“Policies”). Under BlueCard, when Covered Persons incur Covered Expenses within the geographic area served by an onsite Blue Cross and/or Blue Shield Licensee (“Host Blue”), We will remain responsible to the Covered Person for fulfilling the Policy’s contract obligations. The Host Blue will only be responsible, in accordance with applicable BlueCard Policies, if any, for providing such services as contracting with its participating Providers and handling all interactions with its participating Providers.

If you are outside the United States, the Commonwealth of Puerto Rico, and the U.S. Virgin Islands (hereinafter “BlueCard service area”), you may be able to take advantage of Blue Cross Blue Shield Global Core when accessing Covered Services. Blue Cross Blue Shield Global Core is unlike the BlueCard Program available in the BlueCard service area in certain ways. For instance, although Blue Cross Blue Shield Global Core assists you with accessing a network of inpatient, outpatient and professional Providers, the network is not served by a Host Blue. As such, when you receive care from Providers outside the BlueCard service area, you will typically have to pay the Providers and submit the claims yourself to obtain reimbursement for these services.

If you need medical assistance services (including locating a doctor or hospital) outside the BlueCard service area, you should call the Blue Cross Blue Shield Global Core Service Center at 1.800.810.BLUE (2583) or call collect at 1.804.673.1177, 24 hours a day, seven days a week. An assistance coordinator, working with a medical professional, can arrange a physician appointment or hospitalization, if necessary.

For additional information regarding the BlueCard® Program or Blue Cross and Blue Shield Global Core, refer to your policy located at sfasu.myahpcare.com

** Academic Emergency Services (AES) is a global emergency services product. These services are provided by a separate and independent company from AES or Academic HealthPlans. Academic EmergencyServices and AD&D coverage are underwritten by 4 Ever Life International Limited and administered by Worldwide Insurance Services, LLC, separate and independent companies from Academic HealthPlans.*

Summary of Benefits and Coverage

The Affordable Care Act requires all health insurers to provide consumers with a Summary of Benefits and Coverage (SBC). The SBC is a description of the benefits and health coverage offered by a particular health plan. The SBC is intended to provide clear, consistent descriptions that may make it easier for people to understand their health insurance coverage.

The items in the SBC just represent an overview of coverage; they are not an exhaustive list of what is covered or excluded. The full terms of coverage are located in your insurance Policy. To obtain an SBC for your Policy, please go to **sfasu.myahpcare.com**.

BCBSTX Online Resources

BCBSTX members have online access to claims status, Explanations of Benefits, ID cards, Network Providers, correspondence and coverage information by logging in to **Blue Access for MembersSM (BAM)**. Visit **BCBSTX.com** and click on the “Log in” tab. Follow the simple, onscreen directions to establish an online account in minutes.

BAM has been enhanced to include BAM Mobile, a self-service tool that provides a quick and easy way to view any email notifications We may have sent. In Message Center, notifications are securely sent directly to the Insured student’s email address. If the Insured student prefers to receive paper copies, he or she may opt out of electronic delivery by going into “My Email Preferences” and making the change there.

Please go to **sfasu.myahpcare.com** for additional premium and benefit information.

Claims Procedure

In the event of Injury or Sickness, the student should:

1. Report to the Student Health Center for treatment, or, when not in school, to his/her Doctor or hospital. Insureds should go to a Network Doctor or hospital for treatment, if possible.

IN AN EMERGENCY, REPORT DIRECTLY TO THE NEAREST EMERGENCY ROOM FOR TREATMENT.

2. Mail to the address below all prescription drug receipts (for providers outside of those contracting with Prime Therapeutics), medical and hospital bills, along with patient's name and Insured student's name, address, Social Security Number, BCBSTX member ID number, and name of the University under which the student is Insured.
3. File claims within 30 days of Injury or first treatment for a Sickness. Bills should be received by the Company within 90 days of service. Bills submitted after one year will not be considered for payment except in the absence of legal capacity.

The Plan is underwritten by:

Blue Cross and Blue Shield of Texas

Submit all claims or inquiries to:

Blue Cross and Blue Shield of Texas

P.O. Box 660044

Dallas, TX 75266-0044

BCBSTX Customer Service: **(855) 267-0214**

Medical Providers: Call **(800) 451-0287**

Plan is administered by:

Academic HealthPlans, Inc.

P. O. Box 1605

Colleyville, TX 76034-1605

All Others: Call AHP **(855) 899-3451**

Fax **(855) 858-1964**

For more information

sfasu.myahpcare.com

Important Notice

The information in this brochure provided a brief description of the important features of the insurance plan. It is not a contract of insurance. The Master Policy on file at the University contains all of the provisions, limitations, exclusions and qualifications of your insurance benefits, some of which may not be included in this brochure. The Master Policy is the contract and will govern and control the payment of benefits. The terms and conditions of coverage are set forth in the Policy issued in the state in which the Policy was delivered. Complete details may be found in the Policy on file at your school's office. The Policy is subject to the laws of the state in which it was issued. Please keep this information as a reference.

See the Policy on file with your school for more information.



If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984

العربية Arabic	إن كان لديك أو لدى شخص تساعدك أسئلة، فليك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم فوري، اتصل على الرقم 855-710-6984.
繁體中文 Chinese	如果您, 或您正在協助的對象, 對此有疑問, 您有權利免費以您的母語獲得幫助和訊息。洽詢一位翻譯員, 請撥電話 號碼 855-710-6984.
Français French	Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 855-710-6984.
Deutsch German	Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 855-710-6984 an.
ગુજરાતી Gujarati	જો તમને અથવા તમે મદદ કરી રહ્યા હોય ચું વા કોઈ બીજી વ્યક્તિને અસુબી અમ કાચકમ બાબતે પ્રશ્નો હોય, તો તમને વિના ખર્ચે, તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો હક્ક છે. દુભાષિયા સાથે વાત કરવા માટે આ નંબર 855-710-6984 પર કોલ કરો.
हिंदी Hindi	यादि आपके, या आप जिसको सहायता कर रहे हैं उसके, प्रश्न हैं, तो आपको अपनी भाषा में निःशुल्क सहायता और जानकारी प्राप्त करने का अधिकार है। किसी अनुवादक से बात करने के लिए 855-710-6984 पर काल करें।
日本語 Japanese	ご本人様、またはお客様の身の回りの方でも、ご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したり することができます。料金はかかりません。通訳とお話される場合、855-710-6984 までお電話ください。
한국어 Korean	만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 통역사가 필요하시면 855-710-6984 로 전화하십시오.
ລາສາລາວ Laotian	ຖ້າທ່ານ ຫຼື ຄົນທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອມີຄຳຖາມ, ທ່ານມີສິດຂໍອໍາການຊ່ວຍເຫຼືອ ແລະ ຂໍ ມູນເປັນພາສາຂອງທ່ານໄດ້ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອວິມກັບນາຍແປພາສາ, ໃຫ້ໃຫ້ຫາເບີ 855-710-6984.
Diné Navajo	T'áá ni, éí doodago ła'da biká anánílwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóóti'i' t'áá níík'e níká a'doolwoł dóó bína'ídíłkidígíí bee níł hodoonih. Ata'dahalne'ígíí bich'i'í' hodiílnih kwe'é 855-710-6984.
فارسی Persian	اگر شما، یا کسی که شما به او کمک می کنید، سؤالی داشته باشید، حق این را دارید که به زبان خود، به طور رایگان کمک و اطلاعات دریافت نمایید. جهت گفتگو با یک مترجم شفاهی، با شماره 855-710-6984 تماس حاصل نمایید.
Русский Russian	Если у вас или человека, которому вы помогаете, возникли вопросы, у вас есть право на бесплатную помощь и информацию, предоставленную на вашем языке. Чтобы связаться с переводчиком, позвоните по телефону 855-710-6984.
Español Spanish	Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 855-710-6984.
Tagalog Tagalog	Kung ikaw, o ang isang taong iyong tinutulongan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa 855-710-6984.
اردو Urdu	اگر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کر رہے ہیں، کوئی سوال درپیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے، 855-710-6984 پر کال کریں۔
Tiếng Việt Vietnamese	Nếu quý vị, hoặc người mà quý vị đang giúp đỡ, có câu hỏi, thì quý vị có quyền được giúp và nhận thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 855-710-6984.



Health care coverage is important for everyone.

We provide free communication aids and services for anyone with a disability or who needs language assistance.
We do not discriminate on the basis of race, color, national origin, sex, gender identity, age or disability.

To receive language or communication assistance free of charge, please call us at 855-710-6984.

If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator
300 E. Randolph St.
35th Floor
Chicago, Illinois 60601

Phone: 855-664-7270 (voicemail)
TTY/TDD: 855-661-6965
Fax: 855-661-6960
Email: CivilRightsCoordinator@hcsc.net

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services
200 Independence Avenue SW
Room 509F, HHH Building 1019
Washington, DC 20201

Phone: 800-368-1019
TTY/TDD: 800-537-7697
Complaint Portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Complaint Forms: <http://www.hhs.gov/ocr/office/file/index.html>