

## University of Texas System Student Health Insurance Plan

#### Dear Student:

Under the Affordable Care Act, all health insurers and group health plans are required to provide consumers with a Summary of Benefits and Coverage (SBC). The SBC is a summary of the benefits and health coverage offered by a particular plan.

Attached is the SBC for the University of Texas System Student Health Plan covering plans purchased between 05/01/2025 - 08/31/2026. In accordance with your College/University, coverage may be purchased for varying periods of time. The coverage periods for University of Texas System are listed below:

| Coverage Period                     | Date                  |
|-------------------------------------|-----------------------|
| By Campus:                          |                       |
| Austin                              | 07/01/25 - 08/31/26   |
| MD Anderson/Houston                 | 09/01/25 - 08/31/26   |
| El Paso                             | 08/15/25 - 08/14/26   |
| San Antonio                         | 08/01/25 - 08/31/26   |
| Southwestern                        | 07/01/25 - 08/14/65   |
| Tyler                               | 08/15/25 - 08/14/26   |
| Tyler School of Medicine            | 07/01/25 - 06/30/26   |
| Tyler Fisch Scool of Pharmacy       | 07/01/25 - 08/31/26   |
| Tyler School of Nursing             | 07/01/25 - 08/31/26   |
| Rio Grande Valley                   | 08/01/25 - 08/31/26   |
| Dallas                              | 08/01/25 - 07/31/26   |
| Arlington                           | 08/15/25 - 08/14/26   |
| Galveston                           | 07/01/25 - 07/31/26   |
| Permian Basin                       | 08/15/25 - 08/14/26   |
| Health Houston                      | 05/01/25 - 08/31/26   |
| HSC San Antonio                     | 07/01/25 - 08/14/26   |
| Rio Grande Valley School of Med     | 07/01/25 - 06/30/26   |
| Rio Grande Valley School of Podiatr | y 07/01/25 - 06/30/26 |
| Dell Medical                        | 07/01/25 - 06/30/26   |
| Stephen F. Austin                   | 08/01/25 - 08/14/26   |

If you have any questions regarding your coverage or the length of time you purchased, please contact customer service at 855-267-0214.

Coverage for: Individual + Family | Plan Type: PPO



**University of Texas System Student Health Plan** 

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-855-267-0214 or at <a href="https://utsystem.myahpcare.com/">https://utsystem.myahpcare.com/</a>. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <a href="https://www.healthcare.gov/sbc-glossary">www.healthcare.gov/sbc-glossary</a> or call 1-855-756-4448 to request a copy.

| Important Questions  | Answers  | Why This Matters:   |
|--|--|---|
| What is the overall deductible?                                      | In-Network: \$350 Individual / \$1,050 Family Out-of-Network: \$700 Individual / \$2,100 Family  | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .   |
| Are there services covered before you meet your deductible?          | Yes. Services that charge a <u>copayment</u> , <u>prescription</u> <u>drugs</u> , <u>In-Network preventive care</u> , and emergency room services are covered before you meet your <u>deductible</u> . | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply.  For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>www.healthcare.gov/coverage/preventive-care-benefits/</u> .  |
| Are there other <u>deductibles</u> for specific services?            | No.  | You don't have to meet <u>deductibles</u> for specific services.  |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | In-Network: \$8,700 Individual / \$17,400 Family Out-of-Network: \$17,400 Individual / \$34,800 Family   | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.   |
| What is not included in the out-of-pocket limit?                     | <u>Premiums</u> , <u>balanced-billed</u> charges, and healthcare this plan doesn't cover.  | Even though you pay these expenses, they don't count toward the <u>out-of-</u> pocket limit.  |
| Will you pay less if you use a <u>network provider</u> ?             | Yes. See <a href="https://www.bcbstx.com">www.bcbstx.com</a> or call 1-855-267-0214 for a list of <a href="https://www.bcbstx.com">network providers</a> .   | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan</u> 's <u>network</u> . You will pay the most if you use an <u>out-of-network</u> <u>provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider</u> 's charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
| Do you need a <u>referral</u> to see a <u>specialist</u> ?           | No.  | You can see the <u>specialist</u> you choose without a <u>referral</u> .  |

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

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

| Common                                |  |   | u Will Pay  | Limitations, Exceptions, & Other  |
|---------------------------------------|--|---|---|---|
| Medical Event                         | Services You May Need                            | In-Network Provider<br>(You will pay the least)                   | Out-of-Network Provider (You will pay the most)   | Important Information   |
|                                       | Primary care visit to treat an injury or illness | \$30 <u>copayment</u> /visit; <u>deductible</u> does not apply    | 40% coinsurance after deductible                  | None  |
| If you visit a health care provider's | <u>Specialist</u> visit                          | \$35 <u>copayment</u> /visit;<br><u>deductible</u> does not apply | 40% <u>coinsurance</u><br>after <u>deductible</u> | None  |
| office or clinic  Preven              | Preventive care/screening/immunization           | No Charge; deductible does not apply                              | 40% <u>coinsurance</u><br>after <u>deductible</u> | You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for. No Charge for child immunizations <u>Out-of-Network</u> through the 6th birthday. |
|                                       | <u>Diagnostic test</u> (x-ray, blood work)       | 20% <u>coinsurance</u><br>after <u>deductible</u>                 | 40% coinsurance after deductible                  | None  |
| If you have a test                    | Imaging (CT/PET scans, MRIs)                     | 20% <u>coinsurance</u><br>after <u>deductible</u>                 | 40% <u>coinsurance</u><br>after <u>deductible</u> | None  |

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <a href="https://utsystem.myahpcare.com/">https://utsystem.myahpcare.com/</a>

| Common   |                               | What You Will Pay   |  | Limitations, Exceptions, & Other   |
|--|-------------------------------|---|--|--|
| Medical Event  | Services You May Need         | In-Network Provider<br>(You will pay the least)                                 | Out-of-Network Provider (You will pay the most)  | Important Information  |
|  | Generic drugs                 | \$15 retail - \$40 mail<br>copayment/prescription;<br>deductible does not apply | \$15 retail copayment/prescription plus 40% coinsurance; deductible does not apply   | Retail <u>copayment</u> covers a 30-day  |
| If you need drugs to treat your illness or                                   | Non-preferred generic drugs   | \$15 retail - \$40 mail<br>copayment/prescription;<br>deductible does not apply | \$15 retail copayment/prescription plus 40% coinsurance; deductible does not apply   | supply. With appropriate prescription, up to a 90-day supply is available. Mail order copayment covers a 90-day supply.  ESN limited to 90-day supply.  Out-of-network mail order is not covered.  Payment of the difference between the cost of a brand name drug and a generic may be required if a generic drug is available, member must file claim. |
| condition  More information about prescription drug coverage is available at | Preferred brand drugs         | \$30 retail - \$75 mail copayment/prescription; deductible does not apply       | \$30 retail <a href="mailto:copayment/">copayment/</a> /prescription plus 40% <a href="mailto:coinsurance">coinsurance</a> ; <a href="mailto:deductible">deductible</a> does not apply |  |
| www.bcbstx.com   | Non-preferred brand drugs     | \$50 retail - \$125 mail copayment/prescription; deductible does not apply      | \$50 retail <a href="mailto:copayment">copayment</a> /prescription plus 40% <a href="mailto:coinsurance">coinsurance</a> ; <a href="mailto:deductible">deductible</a> does not apply   |  |
|  | Preferred specialty drugs     | 20% <u>coinsurance</u> ; <u>deductible</u><br>does not apply                    | 40% <u>coinsurance</u> ; <u>deductible</u><br>does not apply   | Specialty drugs are limited to a 30-day supply except for certain FDA-   |
|  | Non-preferred specialty drugs | 20% coinsurance; deductible does not apply                                      | 40% coinsurance; deductible does not apply   | designated dosing regimens.  |

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>https://utsystem.myahpcare.com/</u>

| Common   |  | What You Will Pay  |  | Limitations, Exceptions, & Other  |
|--|--|--|--|---|
| Medical Event  | Services You May Need                          | In-Network Provider (You will pay the least)   | Out-of-Network Provider (You will pay the most)  | Important Information   |
| If you have  | Facility fee (e.g., ambulatory surgery center) | 20% <u>coinsurance</u><br>after <u>deductible</u>  | 40% coinsurance after deductible   | None  |
| outpatient surgery   | Physician/surgeon fees                         | 20% <u>coinsurance</u><br>after <u>deductible</u>  | 40% coinsurance after deductible   | None  |
| If you need immediate medical  | Emergency room care                            | Facility Charges: \$150 copayment/visit plus 20% coinsurance; deductible does not apply ER Physician Charges: 20% coinsurance after deductible     | Facility Charges: \$150 copayment/visit plus 20% coinsurance; deductible does not apply ER Physician Charges: 20% coinsurance after deductible | Emergency room <u>copayment</u> waived if admitted.  Non-emergency use of ER is covered at the same Facility Charge <u>copayment</u> per visit plus plan <u>out-of-network</u> <u>coinsurance</u> and <u>deductible</u> . |
| attention  | Emergency medical transportation               | 20% <u>coinsurance</u><br>after <u>deductible</u>  | 20% <u>coinsurance</u><br>after <u>deductible</u>  | Ground and air transportation covered.  |
|  | <u>Urgent care</u>                             | \$35 <u>copayment</u> /visit;<br><u>deductible</u> does not apply  | 40% <u>coinsurance</u><br>after <u>deductible</u>  | You may have to pay for services that are not covered by the visit fee. For an example, see "If you have a test" on page 2.   |
| If you have a  | Facility fee (e.g., hospital room)             | 20% <u>coinsurance</u><br>after <u>deductible</u>  | 40% coinsurance after deductible   | None  |
| hospital stay  | Physician/surgeon fees                         | 20% <u>coinsurance</u><br>after <u>deductible</u>  | 40% coinsurance after deductible   | None  |
| If you need mental<br>health, behavioral<br>health, or substance<br>abuse services | Outpatient services                            | \$30 <u>copayment</u> /office visit; <u>deductible</u> does not apply 20% <u>coinsurance</u> after <u>deductible</u> for other outpatient services | 40% <u>coinsurance</u><br>after <u>deductible</u>  | Certain services must be preauthorized;<br>See your benefit booklet* for details.   |
| anuse services   | Inpatient services                             | 20% <u>coinsurance</u><br>after <u>deductible</u>  | 40% <u>coinsurance</u><br>after <u>deductible</u>  | None  |

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>https://utsystem.myahpcare.com/</u>

| Common   |   | What You Will Pay   |   | Limitations, Exceptions, & Other  |
|--|---|---|---|---|
| Medical Event  | Services You May Need                     | In-Network Provider (You will pay the least)                        | Out-of-Network Provider (You will pay the most)   | Important Information   |
|  | Office visits                             | \$30 PCP/ \$35 SPC<br>copayment/visit;<br>deductible does not apply | 40% <u>coinsurance</u><br>after <u>deductible</u> | Copayment applies to first prenatal visit (per pregnancy). Cost sharing does not apply for preventive services. Depending on the                                      |
| If you are pregnant  | Childbirth/delivery professional services | 20% <u>coinsurance</u><br>after <u>deductible</u>                   | 40% <u>coinsurance</u><br>after <u>deductible</u> | type of services, a copayment, coinsurance, or deductible may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e., ultrasound). |
|  | Childbirth/delivery facility services     | 20% <u>coinsurance</u><br>after <u>deductible</u>                   | 40% coinsurance after deductible                  | None  |
|  | Home health care                          | 20% <u>coinsurance</u><br>after <u>deductible</u>                   | 40% <u>coinsurance</u><br>after <u>deductible</u> | Limited to 60 visits per calendar year.   |
|  | Rehabilitation services                   | 20% <u>coinsurance</u><br>after <u>deductible</u>                   | 40% <u>coinsurance</u><br>after <u>deductible</u> | Limited to 35 visits combined for all therapies per calendar year. Includes, but is not limited to, occupational, physical, and manipulative therapy.                 |
| If you need help<br>recovering or have<br>other special health | Habilitation services                     | 20% <u>coinsurance</u><br>after <u>deductible</u>                   | 40% <u>coinsurance</u><br>after <u>deductible</u> |   |
| needs  | Skilled nursing care                      | 20% <u>coinsurance</u><br>after <u>deductible</u>                   | 40% <u>coinsurance</u><br>after <u>deductible</u> | Limited to 25 days per calendar year.   |
|  | Durable medical equipment                 | 20% <u>coinsurance</u><br>after <u>deductible</u>                   | 40% <u>coinsurance</u><br>after <u>deductible</u> | None  |
|  | Hospice services                          | 20% <u>coinsurance</u><br>after <u>deductible</u>                   | 40% coinsurance after deductible                  | None  |

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>https://utsystem.myahpcare.com/</u>

| Common                                 | What You Will Pay          |  | Limitations, Exceptions, & Other                          |  |
|--|----------------------------|--|---|--|
| Medical Event                          | Services You May Need      | In-Network Provider (You will pay the least)       | Out-of-Network Provider (You will pay the most)           | Important Information                  |
|  | Children's eye exam        | \$10 copayment/visit;<br>deductible does not apply | No Charge; Up to \$30; deductible does not apply          | See your benefit booklet* for details. |
| If your child needs dental or eye care | Children's glasses         | No Charge; Up to \$130; deductible does not apply  | No Charge; Up to \$65; deductible does not apply          | See your benefit booklet* for details. |
|  | Children's dental check-up | 20% coinsurance; deductible does not apply         | 20% <u>coinsurance</u> ; <u>deductible</u> does not apply | See your benefit booklet* for details. |

#### **Excluded Services & Other Covered Services:**

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- Acupuncture
- Bariatric surgery
- Cosmetic surgery
- Dental care (Adult)

- Infertility treatment
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Private-duty nursing
- Weight loss programs

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

- Chiropractic care (35 visits per year)
- Hearing aids (1 per ear per 36-month period)
- Routine eye care (Adult)

Routine foot care

<sup>\*</sup> For more information about limitations and exceptions, see the <u>plan</u> or policy document at <a href="https://utsystem.myahpcare.com/">https://utsystem.myahpcare.com/</a>

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: For group health coverage contact the plan, Blue Cross and Blue Shield of Texas at 1-855-267-0214 or visit <a href="www.bcbstx.com">www.bcbstx.com</a>. For group health coverage subject to ERISA, contact the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>. For non-federal governmental group health <a href="plans">plans</a>, contact Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <a href="www.cciio.cms.gov">www.cciio.cms.gov</a>. Church <a href="plans">plans</a> are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact their State insurance regulator regarding their possible rights to continuation coverage under State law. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="health Insurance Marketplace">Health Insurance Marketplace</a>. For more information about the <a href="Marketplace">Marketplace</a>, visit <a href="hwww.HealthCare.gov">www.HealthCare.gov</a> or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact: For group health coverage subject to ERISA: Blue Cross and Blue Shield of Texas at 1-855-267-0214 or visit www.bcbstx.com, the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform, and the Texas Department of Insurance, Consumer Protection at 1-800-252-3439 or www.tdi.texas.gov. For non-federal governmental group health plans and church plans that are group health plans, Blue Cross and Blue Shield of Texas at 1-855-267-0214 or www.bcbstx.com or contact the Texas Department of Insurance, Consumer Protection at 1-800-252-3439 or www.tdi.texas.gov. Additionally, a consumer assistance program can help you file your appeal. Contact the Texas Department of Insurance's Consumer Health Assistance Program at 1-800-252-3439 or visit www.cms.gov/CCIIO/Resources/Consumer-Assistance-Grants/tx.html.

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

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

## Does this plan meet the Minimum Value Standards? Yes.

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

### **Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-855-267-0214.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-855-267-0214.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-855-267-0214.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-855-267-0214.

To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section.

## **About these Coverage Examples:**



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

# Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$350 |
|---|-------|
| ■ Specialist copayment                        | \$35  |
| ■ Hospital (facility) coinsurance             | 20%   |
| Other coinsurance                             | 20%   |

#### This EXAMPLE event includes services like:

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

| Total Example Cost |
|--------------------|
|--------------------|

## In this example. Peg would pay:

| <u> </u>                           |         |  |
|------------------------------------|---------|--|
| Cost Sharing                       |         |  |
| <u>Deductibles</u>                 | \$350   |  |
| Copayments                         | \$40    |  |
| Coinsurance                        | \$2,400 |  |
| What isn't covered                 |         |  |
| Limits or exclusions               | \$60    |  |
| The total Peg would pay is \$2,850 |         |  |
|                                    |         |  |

# **Managing Joe's Type 2 Diabetes**

(a year of routine in-network care of a wellcontrolled condition)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$350 |
|---|-------|
| Specialist copayment                          | \$35  |
| ■ Hospital (facility) coinsurance             | 20%   |
| ■ Other coinsurance                           | 20%   |

#### This EXAMPLE event includes services like:

Primary care physician office visits (including disease education) Diagnostic tests (blood work)

Prescription drugs

Durable medical equipment (glucose meter)

| Total Example Cost | \$5,600 |
|--------------------|---------|
|                    |         |

## In this example. Joe would pay:

| <u>Cost Sharing</u>        |         |
|----------------------------|---------|
| Deductibles                | \$350   |
| Copayments                 | \$800   |
| Coinsurance                | \$100   |
| What isn't covered         |         |
| Limits or exclusions       | \$20    |
| The total Joe would pay is | \$1,270 |
|                            | 7 - ,-  |

# **Mia's Simple Fracture**

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

| ■ The plan's overall deductible   | \$350 |
|-----------------------------------|-------|
| Specialist copayment              | \$35  |
| ■ Hospital (facility) coinsurance | 20%   |
| Other coinsurance                 | 20%   |

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)

Durable medical equipment (crutches)

Rehabilitation services (physical therapy)

| Total Example Cost | \$2,800 |
|--------------------|---------|
|--------------------|---------|

### In this example. Mia would pay:

| · · · · · · · · · · · · · · · · · · · |       |
|---------------------------------------|-------|
| <u>Cost Sharing</u>                   |       |
| <u>Deductibles</u>                    | \$350 |
| Copayments                            | \$300 |
| Coinsurance                           | \$300 |
| What isn't covered                    |       |
| Limits or exclusions                  | \$0   |
| The total Mia would pay is            | \$950 |

#### Health care coverage is important for everyone.

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. 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, sexual orientation, health status or disability. 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, IL 60601

Phone: TTY/TDD:

855-664-7270 (voicemail)

855-661-6965 855-661-6960 Fax:

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

800-368-1019 Phone: TTY/TDD: 800-537-7697

Room 509F, HHH Building 1019 Washington, DC 20201

Complaint Portal: https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf

Complaint Forms:

https://www.hhs.gov/civil-rights/filing-acomplaint/complaint-process/index.html

|            | To receive language or communication assistance free of charge, please call us at 855-710-6984.                                     |
|------------|---|
| Español    | Llámenos al 855-710-6984 para recibir asistencia lingüística o comunicación en otros formatos sin costo.                            |
| العربية    | لتلقى المساعدة اللغوية أو التواصل مجانًا، يرجى الاتصال بنا على الرقم 6984-710-855.  |
| 繁體中文       | 如欲獲得免費語言或溝通協助,請撥打855-710-6984與我們聯絡。   |
| Français   | Pour bénéficier gratuitement d'une assistance linguistique ou d'une aide à la communication, veuillez nous appeler au 855-710-6984. |
| Deutsch    | Um kostenlose Sprach- oder Kommunikationshilfe zu erhalten, rufen Sie uns bitte unter 855-710-6984 an.                              |
| ગુજરાતી    | ભાષા અથવા સંચાર સહાય મફતમાં મેળવવા માટે, કૃપા કરીને અમને 855-710-6984 પર કૉલ કરો.   |
| हिंदी      | निःशुल्क भाषा या संचार सहायता प्राप्त करने के लिए, कृपया हमें 855-710-6984 पर कॉल करें।   |
| Italiano   | Per assistenza gratuita alla lingua o alla comunicazione, chiami il numero 855-710-6984.  |
| 한국어        | 언어 또는 의사소통 지원을 무료로 받으려면 855-710-6984번으로 전화해 주세요.  |
| Navajo     | Niná: Doo bilagáana bizaad dinits'á'góó, shá ata' hodooni nínízingo, t'áájíík'eh bee<br>náhaz'á. 1-866-560-4042 jj' hodíilni.       |
| فارسى      | براى دريافت كمك زياني يا ارتباطي رايگان، لطفاً با شماره 6984-710-855 تماس بگيريد.   |
| Polski     | Aby uzyskać bezpłatną pomoc językową lub komunikacyjną, prosimy o kontakt pod numerem 855-710-6984.                                 |
| Русский    | Чтобы бесплатно воспользоваться услугами перевода или получить помощь при общении, звоните нам по телефону 855-710-6984.            |
| Tagalog    | Para makatanggap ng tulong sa wika o komunikasyon nang walang bayad, pakitawagan kami sa 855-710-6984.                              |
| اردو       | مفت میں زیان یا مواصلت کی مدد موصول کرنے کے لیے، براہ کرم ہمیں 6984-710-855 پر کال کریں۔  |
| Tiếng Việt | Để được hỗ trợ ngôn ngữ hoặc giao tiếp miễn phí, vui lòng gọi cho chúng tôi theo số 855-710-6984.                                   |