# SAGINAW TOWNSHIP COMMUNITY SCHOOLS

Community Blue PPO<sup>SM</sup> ASC

Coverage Period: Beginning on or after 05/01/2020

Note to ASC groups: Before completing this template, please reference the disclaimer on the attached cover page. Coverage for: Individual/Family | Plan Type: PPO

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, visit <u>www.bcbsm.com</u> or call the number on the back of your BCBSM ID card. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at <u>https://www.healthcare.gov/sbc-glossary</u> or call the number on the back of your BCBSM ID card to request a copy.

| Important Questions  | Ans  | wers  | . Why this Matters:  |  |
|--|--|---|--|--|
| Important Questions  | In-Network   | Out-of-Network  | willy this matters.  |  |
| What is the overall <u>deductible</u> ?                                | 180  | \$250 Individual/<br>\$500 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<br>you meet your <u>deductible</u> ? | Yes. <u>Preventive care</u><br>before you meet your  | services are covered deductible.                        | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount.<br>But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u> <u>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>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .  |  |
| Are there other <u>deductibles</u> for specific services?              | No.  |   | You don't have to meet deductibles for specific services.  |  |
|  | \$7,350 Individual/  |   | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.  |  |
| What is not included in the <u>out-of-</u><br>pocket limit?            | <u>Premiums</u> , <u>balance-b</u><br><u>pharmacy</u> penalty an<br><u>plan</u> doesn't cover. |   | Even though you pay these expenses, they don't count toward the <u>out–of–pocket limit</u> .   |  |
| Will you pay less if you use a<br><u>network provider</u> ?            | Yes. See <u>www.bcbsn</u><br>number on the back o<br>card for a list of <u>netwo</u>           | n.com or call the<br>of your BCBSM ID<br>ork providers. | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's</u> <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance 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<br><u>specialist</u> ?          | No.  |   | You can see the <u>specialist</u> you choose without a <u>referral</u> .   |  |



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

|   | What You Will Pay                                    |  | Limitations, Exceptions, & Other Important   |   |  |
|---|--|--|--|---|--|
| Common Medical Event Services You May Need  |  | In-Network Provider<br>(You will pay the least) Out-of-Network Provider<br>(You will pay the most)   |  | Information   |  |
|   | Primary care visit to treat<br>an injury or illness  | \$20 <u>copay</u> /office visit;<br><u>deductible</u> does not apply   | 20% coinsurance  | None  |  |
| lf you visit a health care  |  | \$20 <u>copay</u> /visit; <u>deductible</u><br>does not apply  | 20% coinsurance  | None  |  |
| <u>provider's</u> office or clinic  | Iscreenino/  | No Charge; <u>deductible</u> does<br>not apply   | Not covered  | 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.   |  |
| If you have a test  |  | No Charge; <u>deductible</u> does<br>not apply   | 20% <u>coinsurance</u>   | None  |  |
| lf you have a test  | 000  | No Charge; <u>deductible</u> does<br>not apply   | 20% <u>coinsurance</u>   | May require preauthorization  |  |
| If you need drugs to treat  | counter drugs  | \$10 <u>copay</u> /prescription for<br>retail 30-day supply; \$10<br><u>copay</u> /prescription for retail or<br>mail order 90-day supply;<br><u>deductible</u> does not apply | In-Network <u>copay</u> plus an<br>additional 25% of the approved<br>amount; <u>deductible</u> does not<br>apply |   |  |
| your illness or condition<br>More information about<br>prescription drug coverage<br>is available at<br>www.bcbsm.com/druglists | Preferred brand-name<br>drugs                        | \$20 <u>copay</u> /prescription for<br>retail 30-day supply; \$20<br><u>copay</u> /prescription for retail or<br>mail order 90-day supply;<br><u>deductible</u> does not apply | In-Network <u>copay</u> plus an<br>additional 25% of the approved<br>amount; <u>deductible</u> does not<br>apply | <u>Preauthorization</u> , step therapy and quantity limits<br>may apply to select drugs. <u>Preventive</u> drugs<br>covered in full. 90-day supply not covered out of<br>network. Select diabetic supplies and devices may<br>be covered under the prescription drug program. |  |
|   | drugs  | \$50 <u>copay</u> /prescription for<br>retail 30-day supply; \$50<br><u>copay</u> /prescription for retail or<br>mail order 90-day supply;<br><u>deductible</u> does not apply | In-Network <u>copay</u> plus an<br>additional 25% of the approved<br>amount; <u>deductible</u> does not<br>apply |   |  |
| lf you have outpatient<br>surgery   | Facility fee (e.g.,<br>ambulatory surgery<br>center) | No Charge; <u>deductible</u> does<br>not apply   | 20% <u>coinsurance</u>   | None  |  |

|   |  | What Yo   | ou Will Pay   | Limitations, Exceptions, & Other Important  |  |
|---|--|---|---|---|--|
| Common Medical Event  | Services You May Need                        | In-Network Provider<br>(You will pay the least)   | Out-of-Network Provider<br>(You will pay the most)  | Information   |  |
|   | Physician/surgeon fees                       | No Charge; <u>deductible</u> does<br>not apply  | 20% <u>coinsurance</u>  | None  |  |
|   | Emergency room care                          | \$50 <u>copay</u> /visit; <u>deductible</u><br>does not apply   | \$50 <u>copay</u> /visit; <u>deductible</u> does not apply  | Copay waived if admitted or for an accidental injury.   |  |
| If you need immediate<br>medical attention                                    | Emergency medical<br>transportation          | No Charge; <u>deductible</u> does<br>not apply  | No Charge; <u>deductible</u> does not<br>apply  | Mileage limits apply  |  |
|   | <u>Urgent care</u>                           | \$20 <u>copay</u> /visit; <u>deductible</u><br>does not apply   | 20% <u>coinsurance</u>  | None  |  |
| If you have a hospital stay   | Facility fee (e.g., hospital room)           | No Charge; <u>deductible</u> does<br>not apply  | 20% <u>coinsurance</u>  | Preauthorization is required  |  |
| n you nave a nospital stay  | Physician/surgeon fee                        | No Charge; <u>deductible</u> does<br>not apply  | 20% <u>coinsurance</u>  | None  |  |
| If you need behavioral<br>health services (mental<br>health and substance use | Outpatient services                          | No Charge; <u>deductible</u> does<br>not apply  | No Charge; <u>deductible</u> does not<br>apply for mental health; 20%<br><u>coinsurance</u> for substance use<br>disorder | Your cost share may be different for services performed in an office setting  |  |
| disorder)   | Inpatient services                           | No Charge; <u>deductible</u> does<br>not apply  | 20% <u>coinsurance</u>  | Preauthorization is required.   |  |
| If you are pregnant   | Office visits                                | Prenatal: No Charge;<br><u>deductible</u> does not apply<br>Postnatal: No Charge;<br><u>deductible</u> does not apply | Prenatal: 20% <u>coinsurance</u><br>Postnatal: 20% <u>coinsurance</u>   | Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound) and depending on the type of services <u>cost share</u> may apply. <u>Cost sharing</u> does not apply for <u>preventive services</u> . |  |
|   | Childbirth/delivery<br>professional services | No Charge; <u>deductible</u> does<br>not apply  | 20% <u>coinsurance</u>  | None  |  |
|   | Childbirth/delivery facility services        | No Charge; <u>deductible</u> does<br>not apply  | 20% <u>coinsurance</u>  | None  |  |
| If you need help recovering   | Home health care                             | No Charge; <u>deductible</u> does<br>not apply  | No Charge; <u>deductible</u> does not<br>apply  | Physician certification required.   |  |
| or have other special health<br>needs   | Rehabilitation services                      | No Charge; <u>deductible</u> does<br>not apply  | 20% <u>coinsurance</u>  | Physical, Speech and Occupational Therapy is limited to a combined maximum of 60 visits per member, per calendar year.  |  |

| ervices You May Need 🛛         |  |  | Limitations, Exceptions, & Other Important  |  |
|--------------------------------|--|--|---|--|
| ervices rou may need           | In-Network Provider<br>(You will pay the least)  | Out-of-Network Provider<br>(You will pay the most)   | Information   |  |
| abilitation services           | Behavioral Analysis; Not<br>covered for Physical, Speech   | Behavioral Analysis; Not covered for Physical, Speech and  | None  |  |
|                                | <u> </u>   | <u> </u>   | <u>Preauthorization</u> is required. Limited to 120 days per member per calendar year   |  |
|                                | <u> </u>   | No Charge; <u>deductible</u> does not apply  | Excludes bath, exercise and deluxe equipment<br>and comfort and convenience items. Prescription<br>required.  |  |
| ISDICE SERVICES                | • · <u> </u>   |  | Physician certification required. Visit limits apply.   |  |
| nildren's eye exam             | Not covered  | Not covered  | None  |  |
| nildren's glasses              | Not covered  | Not covered  | None  |  |
| nildren's dental check-        | Not covered  | Not covered  | None  |  |
| <u>ura</u><br>Jui<br>DS<br>nil | bilitation services<br>led nursing care<br>able medical<br>ipment<br>spice services<br>Idren's eye exam<br>Idren's glasses | (You will pay the least)bilitation servicesNot covered for Applied<br>Behavioral Analysis; Not<br>covered for Physical, Speech<br>and Occupational Therapyled nursing careNo Charge; deductible<br>does<br>not applyable medical<br>ipmentNo Charge; deductible<br>does<br>not applyspice servicesNo Charge; deductible<br>does<br>not applydren's eye examNot coveredIdren's dental check-Not covered | (You will pay the least)(You will pay the most)bilitation servicesNot covered for Applied<br>Behavioral Analysis; Not<br>covered for Physical, Speech<br>and Occupational TherapyNot covered for Applied<br>Behavioral Analysis; Not<br>covered for Physical, Speech<br>and Occupational Therapyled nursing careNo Charge; deductible<br>does<br>not applyNo Charge; deductible<br>does<br>not applyable medical<br>ipmentNo Charge; deductible<br>does<br> |  |

| Excluded Services & Other Covered Services:<br>Services Your Plan Generally Does NOT Cove   | er (Check | your policy or <u>plan</u> document for more informat | tion a | and a list of any other <u>excluded services</u> .) |
|---|-----------|---|--------|---|
| Acupuncture treatment   | •         | Hearing aids  | ٠      | Routine eye care (Adult)                            |
| Cosmetic surgery  | •         | Infertility treatment                                 | ٠      | Routine foot care                                   |
| Dental care (Adult)   | •         | Long term care  | •      | Weight loss programs                                |
| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.) |           |   |        |   |
| Bariatric surgery   | •         | Coverage provided outside the United States.          | •      | Private-duty nursing                                |
| Chiropractic care   |           | See http://provider.bcbs.com                          |        |   |
|   | •         | Non-emergency care when traveling outside the U.S     |        |   |

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: Department of Labor's Employee Benefits Security Administration at 1-866-444-3272 or <u>www.dol.gov/ebsa/healthreform</u>, or the Department of Health and Human Services, Center for Consumer Information and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <u>www.cciio.cms.gov</u> or by calling the number on the back of your BCBSM ID card. Other coverage options may be available to you too, including buying individual insurance coverage through the <u>Health Insurance Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.HealthCare.gov</u> or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact Blue Cross<sup>®</sup> and Blue Shield<sup>®</sup> of Michigan by calling the number on the back of your BCBSM ID card.

Additionally, a consumer assistance program can help you file your appeal. Contact the Michigan Health Insurance Consumer Assistance Program (HICAP) Department of Insurance and Financial Services, P. O. Box 30220, Lansing, MI 48909-7720 or <a href="http://www.michigan.gov/difs">http://www.michigan.gov/difs</a> or <a href="http://www.michigan.gov/difs">difs-HICAP@michigan.gov/difs</a> or <a href="http://www.michigan.gov/difs">difs-HICAP@michigan.gov/difs</a>

# Does this plan provide Minimum Essential Coverage? Yes

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

## Does this plan meet Minimum Value Standards? Yes

If your <u>plan</u> doesn't meet the <u>Minimum Value Standards</u>, you may be eligible for a <u>premium tax credit</u> to help you pay for a <u>plan</u> through the <u>Marketplace</u>. (IMPORTANT: Blue Cross Blue Shield of Michigan is assuming that your coverage provides for all Essential Health Benefit (EHB) categories as defined by the State of Michigan. The minimum value of your <u>plan</u> may be affected if your <u>plan</u> does not cover certain EHB categories, such as <u>prescription drugs</u>, or if your <u>plan</u> provides coverage of specific EHB categories, for example <u>prescription drugs</u>, through another carrier.)

## Language Access Services: See Addendum

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

## About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. 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 plan's overall deductible        | \$0  |
|--------------------------------------|------|
| Specialist copayment                 | \$20 |
| Hospital (facility) <u>copayment</u> | \$0  |
| Other <u>copayment</u>               | \$0  |

# This EXAMPLE event includes services like:

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

| Total Example Cost              | \$11,300 |
|---------------------------------|----------|
| In this example, Peg would pay: |          |
| <u>Cost Sharing</u>             |          |
| Deductibles                     | \$0      |
| <u>Copayments</u>               | \$10     |
| Coinsurance                     | \$0      |
| What isn't covered              |          |
| Limits or exclusions            | \$60     |
| The total Peg would pay is      | \$70     |

| Managing Joe's Type 2 Diabetes<br>(a year of routine in-network care of<br>a well-controlled condition) |
|---|
|   |

| The plan's overall deductible | \$0  |
|-------------------------------|------|
| Specialist copayment          | \$20 |
| Hospital (facility) copayment | \$0  |
| Other <u>copayment</u>        | \$0  |

#### This EXAMPLE event includes services like:

Primary care physician office visits (including disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter)

|  | Total Example Cost \$2,50 |
|--|---------------------------|
|--|---------------------------|

# In this example, Joe would pay:

| · · · · ·                      |       |  |  |  |
|--------------------------------|-------|--|--|--|
| <u>Cost Sharing</u>            |       |  |  |  |
| <u>Deductibles</u>             | \$0   |  |  |  |
| <u>Copayments</u>              | \$300 |  |  |  |
| <u>Coinsurance</u>             | \$0   |  |  |  |
| What isn't covered             |       |  |  |  |
| Limits or exclusions           | \$20  |  |  |  |
| The total Joe would pay is \$3 |       |  |  |  |

# Mia's Simple Fracture

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

| The plan's overall deductible        | \$0  |
|--------------------------------------|------|
| Specialist copayment                 | \$20 |
| Hospital (facility) <u>copayment</u> | \$0  |
| Other copayment                      | \$0  |

# This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic tests (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

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

## In this example, Mia would pay:

| 1 · 1 7                    |       |  |
|----------------------------|-------|--|
| <u>Cost Sharing</u>        |       |  |
| <u>Deductibles</u>         | \$0   |  |
| <u>Copayments</u>          | \$50  |  |
| Coinsurance                | \$0   |  |
| What isn't covered         |       |  |
| Limits or exclusions       | \$400 |  |
| The total Mia would pay is | \$450 |  |

If you are also covered by an account-type <u>plan</u> such as an integrated health flexible spending arrangement (FSA), health reimbursement arrangement (HRA), and/or a health savings account (HSA), then you may have access to additional funds to help cover certain <u>out-of-pocket expenses</u> – like the <u>deductible</u>, <u>copayments</u>, or <u>coinsurance</u>, or benefits not otherwise covered.

## ADDENDUM – LANGUAGE ACCESS SERVICES and NON-DISCRIMINATION

#### We speak your language

If you, or someone you're helping, needs assistance, you have the right to get help and information in your language at no cost. To talk to an interpreter, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member.

Si usted, o alguien a quien usted está ayudando, necesita asistencia, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al número telefónico de Servicio al cliente, que aparece en la parte trasera de su tarjeta, o 877-469-2583, TTY: 711 si usted todavía no es un miembro.

إذا كنت أنت أو شخص آخر تساعده بحاجة لمساعدة، فلديك الحق في الحصول على المساعدة والمعلومات الضر ورية بلغتك دون أية تكلفة. للتحدث إلى مترجم اتصل برقم خدمة العملاء الموجود على ظهر بطاقتك، أو برقم TTY:711 و250-469-877، إذا لم تكن مشتركا بالفعل.

如果您,或是您正在協助的對象,需要協助,您有權利 免費以您的母語得到幫助和訊息。要洽詢一位翻譯員, 請撥在您的卡背面的客戶服務電話;如果您還不是會員, 請撥電話 877-469-2583, TTY; 711。

ى مىسلاق، نى نېد فېنى ئەكە دۇرمەدەلەقى ، ھىيمۇ ملەقى خېزىلام، مىسلاق مىسلامدىقى خەمەتلامە دۇملىلاق خېزىلامە مەتەدىكىمىلامە مۇلىدىقى دىكىم كېيىمى خلا ئىشى مەدەھمەمى نى بۇلىدىقى دىمىكىم خلا ئىشى مەدەھمەمى نى TTY:711 مىلام 260-877 ھى خلاھ لىلامى خەتەچى.

Nếu quý vị, hay người mà quý vị đang giúp đỡ, cần trợ giúp, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi số Dịch vụ Khách hàng ở mặt sau thẻ của quý vị, hoặc 877-469-2583, TTY: 711 nếu quý vị chưa phải là một thành viên.

Nëse ju, ose dikush që po ndihmoni, ka nevojë për asistencë, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin e Shërbimit të Klientit në anën e pasme të kartës tuaj, ose 877-469-2583, TTY: 711 nëse nuk jeni ende një anëtar. 만약 귀하 또는 귀하가 돕고 있는 사람이 지원이 필요하다면, 귀하는 도움과 정보를 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 통역사와 대화하려면 귀하의 카드 뒷면에 있는 고객 서비스 번호로 전화하거나, 이미 회원이 아닌 경우 877-469-2583, TTY: 711로 전화하십시오.

যদি আগনার, বা আগনি সাহায্য করছেন এমন কারো, সাহায্য প্রয়োজন হয়, ভাহলে আগনার ভাষায় বিনামূল্যে সাহায্য ও ভখ্য পাওয়ার অধিকার আগনার রয়েছে। কোনো একজন দোভাষীর সাথে কখা বলডে, আগনার কার্ডের পেছনে দেওয়া গ্রাহক সহায়তা নম্বরে কল করুন বা 877-469-2583, TTY: 711 যদি ইডোমধ্যে আগনি সদস্য না হয়ে থাকেন।

Jeśli Ty lub osoba, której pomagasz, potrzebujecie pomocy, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer działu obsługi klienta, wskazanym na odwrocie Twojej karty lub pod numer 877-469-2583, TTY: 711, jeżeli jeszcze nie masz członkostwa.

Falls Sie oder jemand, dem Sie helfen, Unterstützung benötigt, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer des Kundendienstes auf der Rückseite Ihrer Karte an oder 877-469-2583, TTY: 711, wenn Sie noch kein Mitglied sind.

Se tu o qualcuno che stai aiutando avete bisogno di assistenza, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, rivolgiti al Servizio Assistenza al numero indicato sul retro della tua scheda o chiama il 877-469-2583, TTY: 711 se non sei ancora membro.

ご本人様、またはお客様の身の回りの方で支援を必要 とされる方で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 合はお持ちのカードの裏面に記載されたカスタマーサ ービスの電話番号(メンバーでない方は 877-469-2583, TTY: 711)までお電話ください。

Если вам или лицу, которому вы помогаете, нужна помощь, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по номеру телефона отдела обслуживания клиентов, указанному на обратной стороне вашей карты, или по номеру 877-469-2583, TTY: 711, если у вас нет членства. Ukoliko Vama ili nekome kome Vi pomažete treba pomoć, imate pravo da besplatno dobijete pomoć i informacije na svom jeziku. Da biste razgovarali sa prevodiocem, pozovite broj korisničke službe sa zadnje strane kartice ili 877-469-2583, TTY: 711 ako već niste član.

Kung ikaw, o ang iyong tinutulungan, ay nangangailangan ng tulong, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa numero ng Customer Service sa likod ng iyong tarheta, o 877-469-2583, TTY: 711 kung ikaw ay hindi pa isang miyembro.

#### Important disclosure

Blue Cross Blue Shield of Michigan and Blue Care Network comply with Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross Blue Shield of Michigan and Blue Care Network provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and information in other formats. If you need these services, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member. If you believe that Blue Cross Blue Shield of Michigan or Blue Care Network has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with: Office of Civil Rights Coordinator, 600 E. Lafayette Blvd., MC 1302, Detroit, MI 48226, phone: 888-605-6461, TTY: 711, fax: 866-559-0578, email: CivilRights@bcbsm.com. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal available at

https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail, phone, or email at: U.S. Department of Health & Human Services, 200 Independence Ave, S.W., Washington, D.C. 20201, phone: 800-368-1019, TTD: 800-537-7697, email: OCRComplaint@hhs.gov. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.