

Core HSA - Plan BHPA

## What is a benefit summary?

This is a summary of what the plan does and does not cover. This summary can also help you understand your share of the costs. It's always best to review your Certificate of Coverage (COC) and check your coverage before getting any health care services, when possible.

### What are the benefits of the Core Plan with an HSA?

#### Use our network and an HSA to save money.

A network is a group of health care providers and facilities that have a contract with UnitedHealthcare. You have quality network care nearby. If you travel, you'll get access to a national network to help lower your costs. You can save money when you use the health savings account (HSA) and the network.

- > There's coverage if you need to go out of the network. Out-of-network means that a provider does not have a contract with us. Choose what's best for you. Just remember out-of-network providers will likely charge you more.
- > There's no need to choose a primary care provider (PCP) or get referrals to see a specialist. Consider a PCP; they can be helpful in managing your care.
- > Preventive care is covered 100% in our network.
- > You can open a health savings account (HSA). An HSA is a personal bank account to help you save and pay for your health care, and help you save on taxes.

**Not enrolled yet?** Learn more about this plan and search for network doctors or hospitals at **welcometouhc.com/corehsa** or call **1-866-873-3903**, TTY **711**, 8 a.m. to 8 p.m. local time, Monday through Friday.

#### Are you a member?

Easily manage your benefits online at **myuhc.com**<sup>®</sup> and on the go with the **UnitedHealthcare Health4Me**<sup>®</sup> mobile app.

For questions, call the member phone number on your health plan ID card.

#### **Benefits At-A-Glance**

#### What you may pay for network care

This chart is a simple summary of the costs you may have to pay when you receive care in the network. It doesn't include all of the deductibles and co-payments you may have to pay. You can find more benefit details beginning on page 2.

Co-payment	Individual Deductible	Co-insurance
(Your cost for an office visit)	(Your cost before the plan starts to pay)	(Your cost share after the deductible)
\$30	\$2,000	You have no co-insurance.

This Benefit Summary is to highlight your Benefits. Don't use this document to understand your exact coverage for certain conditions. If this Benefit Summary conflicts with the Certificate of Coverage (COC), Schedule of Benefits, Riders, and/or Amendments, those documents are correct. Review your COC for an exact description of the services and supplies that are and are not covered, those which are excluded or limited, and other terms and conditions of coverage.

UnitedHealthcare Insurance Company of Illinois



In addition to your premium (monthly) payments paid by you or your employer, you are responsible for paying these costs.

# Your cost if you use Network Benefits

Your cost if you use Out-of-Network Benefits

Annual Deductible - Combined Medical and Pharmacy

#### What is an annual deductible?

The annual deductible is the amount you pay for Covered Health Care Services per year before you are eligible to receive Benefits. It does not include any amount that exceeds Allowed Amounts. The deductible may not apply to all Covered Health Care Services. You may have more than one type of deductible.

> No one in the family is eligible for benefits until the family coverage deductible is met.

Medical Deductible - Single Coverage	\$2,000 per year	\$5,000 per year
Medical Deductible - Family Coverage	\$4,000 per year	\$15,000 per year
Dental - Pediatric Services Deductible - Single Coverage	Included in your medical deductible.	Included in your medical deductible.
Dental - Pediatric Services Deductible - Family Coverage	Included in your medical deductible.	Included in your medical deductible.

**Out-of-Pocket Limit - Combined Medical and Pharmacy** 

#### What is an out-of-pocket limit?

The Out-of-Pocket Limit is the maximum you pay per year. Once you reach the Out-of-Pocket Limit, Benefits are payable at 100% of Allowed Amounts during the rest of that year.

- > Your co-pays, co-insurance and deductibles (including pharmacy) count towards meeting the out-of-pocket limit.
- > If more than one person in a family is covered under the Policy, the single coverage out-of-pocket limit does not apply.

Out-of-Pocket Limit - Single Coverage	\$4,500 per year	\$10,000 per year
Out-of-Pocket Limit - Family Coverage	\$6,850 per year	\$30,000 per year

# Your Costs

#### What is co-insurance?

Co-insurance is the amount you pay each time you receive certain Covered Health Care Services calculated as a percentage of the Allowed Amount (for example, 20%). You pay co-insurance plus any deductibles you owe. Co-insurance is not the same as a co-payment (or co-pay).

#### What is a co-payment?

A Co-payment is the amount you pay each time you receive certain Covered Health Care Services calculated as a set dollar amount (for example, \$50). You are responsible for paying the lesser of the applicable Co-payment or the Allowed Amount. Please see the specific Covered Health Care Service to see if a co-payment applies and how much you have to pay.

#### What is Prior Authorization?

Prior Authorization is getting approval before you receive certain Covered Health Care Services. Physicians and other health care professionals who participate in a Network are responsible for obtaining prior authorization. However there are some Benefits that you are responsible for obtaining authorization before you receive the services. Please see the specific Covered Health Care Service to find services that require you to obtain prior authorization.

#### Want more information?

Find additional definitions in the glossary at justplainclear.com.

# **Your Costs**

Following is a list of services that your plan covers in alphabetical order. In addition to your premium (monthly) payments
paid by you or your employer, you are responsible for paying these costs.

Covered Health Care Services	Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits
Ambulance Services		
Emergency Ambulance:	You pay nothing, after the medical deductible has been met.	You pay nothing, after the network medical deductible has been met.
Non-Emergency Ambulance:	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
	Prior Authorization is required for Non-Emergency Ambulance.	Prior Authorization is required for Non-Emergency Ambulance.
Amino Acid-Based Elemental For	mulas	
	You pay nothing, after the medical deductible has been met or as stated under the Outpatient Prescription Drug Schedule of Benefits.	30% co-insurance, after the medical deductible has been met or as stated under the Outpatient Prescription Drug Schedule of Benefits.
		Prior Authorization is required for certain services.
Cellular and Gene Therapy		
For Network Benefits, Cellular or Gene Therapy services must be received from a Designated Provider.	The amount you pay is based on where provided.	e the covered health care service is
	Prior Authorization is required.	Prior Authorization is required.
Clinical Trials		
	The amount you pay is based on where provided.	e the covered health care service is
	Prior Authorization is required.	Prior Authorization is required.
Congenital Heart Disease (CHD) Surgeries		
	Benefits will be the same as stated und	ler Hospital - Inpatient Stay.

Prior Authorization is required.

image.

**Covered Health Care Services** 

# Your cost if you use Network Benefits

# Dental - Pediatric Services (Benefits covered up to age 19)

Benefits provided by the National Options PPO 20 Network (PPO-MAC).

Dental - Pediatric Preventive Services		
<b>Dental Prophylaxis (Cleanings)</b> Limited to two times every 12 months.	You pay nothing, after the medical deductible has been met.	You pay nothing, after the medical deductible has been met.
<b>Fluoride Treatments</b> Limited to two times every 12 months.	You pay nothing, after the medical deductible has been met.	You pay nothing, after the medical deductible has been met.
<b>Sealants (Protective Coating)</b> Limited to once per first or second permanent molar every 36 months.	You pay nothing, after the medical deductible has been met.	You pay nothing, after the medical deductible has been met.
Space Maintainers (Spacers)	You pay nothing, after the medical deductible has been met.	You pay nothing, after the medical deductible has been met.
Dental - Pediatric Diagnostic Serv	ices	
<b>Evaluations (Check-up Exams)</b> Limited to 2 times per 12 months. Covered as a separate Benefit only if no other service was done during the visit other than X-rays.	You pay nothing, after the medical deductible has been met.	You pay nothing, after the medical deductible has been met.
<b>Intraoral Radiographs (X-ray)</b> Limited to 2 series of films per 12 months for Bitewings and 1 time per 36 months for Panoramic radiograph	You pay nothing, after the medical deductible has been met.	You pay nothing, after the medical deductible has been met.

Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits
rvices	
20% co-insurance, after the medical deductible has been met.	20% co-insurance, after the medical deductible has been met.
20% co-insurance, after the medical deductible has been met.	20% co-insurance, after the medical deductible has been met.
20% co-insurance, after the medical deductible has been met.	20% co-insurance, after the medical deductible has been met.
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20% co-insurance, after the medical deductible has been met.	20% co-insurance, after the medical deductible has been met.
ve Services	
50% co-insurance, after the medical deductible has been met.	50% co-insurance, after the medical deductible has been met.
50% co-insurance, after the medical deductible has been met.	50% co-insurance, after the medical deductible has been met.
50% co-insurance, after the medical deductible has been met.	50% co-insurance, after the medical deductible has been met.
50% co-insurance, after the medical	50% co-insurance, after the medical
	Network Benefits         rvices         20% co-insurance, after the medical deductible has been met.         20% co-insurance, after the medical deductible has been met.         20% co-insurance, after the medical deductible has been met.         20% co-insurance, after the medical deductible has been met.         20% co-insurance, after the medical deductible has been met.         20% co-insurance, after the medical deductible has been met.         20% co-insurance, after the medical deductible has been met.         20% co-insurance, after the medical deductible has been met.         20% co-insurance, after the medical deductible has been met.         20% co-insurance, after the medical deductible has been met.         50% co-insurance, after the medical deductible has been met.         50% co-insurance, after the medical deductible has been met.         50% co-insurance, after the medical deductible has been met.

Covered Health Care Services	Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits
Dental - Pediatric Medically Neces	sary Orthodontics	
Benefits are not available for comprehensive orthodontic treatment for crowded dentitions (crooked teeth), excessive spacing between teeth, temporomandibular joint (TMJ) conditions and/or having horizontal/ vertical (overjet/overbite) discrepancies.	50% co-insurance, after the medical deductible has been met.	50% co-insurance, after the medical deductible has been met.
	Prior Authorization is required for orthodontic treatment.	Prior Authorization is required for orthodontic treatment.
Dental Services - Accident Only		
	You pay nothing, after the medical deductible has been met.	You pay nothing, after the network medical deductible has been met.
Dental Services - Anesthesia and	Facility	
	The amount you pay is based on where provided.	e the covered health care service is
	Prior Authorization is required for certain services.	Prior Authorization is required for certain services.
Diabetes Services		
Diabetes Self-Management and Training/Diabetic Eye Exams/Foot Care:	The amount you pay is based on where provided.	e the covered health care service is
Diabetes Self-Management Items:	The amount you pay is based on where provided under Durable Medical Equip and in the Outpatient Prescription Drug	ment (DME), Orthotics and Supplies
		Prior Authorization is required for DME that costs more than \$1,000.
Durable Medical Equipment (DME	), Orthotics and Supplies	
	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
		Prior Authorization is required for DME or orthotics that costs more than \$1,000.
Emergency Health Care Services	- Outpatient	
	\$500 co-pay per visit, after the medical deductible has been met.	\$500 co-pay per visit, after the network medical deductible has been met.
		Notification is required if confined in an Out-of-Network Hospital.

Covered Health Care Services	Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits
Examination and Treatment for Se	exual Assault	
	You pay nothing. A deductible does not apply.	You pay nothing. A deductible does not apply.
Gender Dysphoria		
	The amount you pay is based on where provided and in the Outpatient Prescrip	
	Prior Authorization is required for certain services.	Prior Authorization is required for certain services.
Habilitative Services		
Inpatient:	The amount you pay is based on where provided.	e the covered health care service is
Outpatient: Outpatient therapies are limited per year as follows: 30 visits of post-cochlear implant aural therapy. 20 visits of cognitive therapy. 25 visits of Manipulative Treatments.	\$30 co-pay per visit, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
If no limit is identified, benefits are subject to medical necessity.		
		Prior Authorization is required for certain Inpatient services.
Hearing Aids		
Limited to two hearing aids every 36 months. Repair and/or replacement of a hearing aid would apply to this limit in the same manner as a a purchase.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Home Health Care		
To receive Network Benefits for the administration of intravenous infusion, you must receive services from a provider we identify.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
		Prior Authorization is required.
Hospice Care		
	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met. Prior Authorization is required for Inpatient Stay.

Covered Health Care Services	Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits
Hospital - Inpatient Stay		
	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
		Prior Authorization is required.
Infertility Services		
Benefits for Assisted Reproductive Technology (ART) are limited to four oocyte retrievals per lifetime; however, if a retrieval is followed by a live birth, two additional oocyte retrievals will be covered for a maximum of six oocyte retrievals per lifetime. Following the final oocyte retrieval, benefits will be provided for one subsequent procedure to transfer the oocytes or sperm to the Covered Person.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
	Prior Authorization is required.	Prior Authorization is required.
Lab, X-Ray and Diagnostic - Outpa	atient	
Lab Testing - Outpatient: Limited to 18 Presumptive Drug Tests per year. Limited to 18 Definitive Drug Tests per year.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
X-Ray and Other Diagnostic Testing - Outpatient:	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
		Prior Authorization is required for sleep studies, stress echocardiography and transthoracic echocardiogram services.
Major Diagnostic and Imaging - O	utpatient	
	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.

Covered Health Care Services	Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits
Mental Health Care and Substanc	e - Related and Addictive Disorder	s Services
Inpatient:	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Outpatient:	\$60 co-pay per visit, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Partial Hospitalization/Intensive Outpatient Treatment:	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
		Prior Authorization is required for certain Inpatient, Outpatient and Partial Hospitalization/Intensive Outpatient Treatment services.
Naprapathic Services		
Limited to 15 visits per year.	\$30 co-pay per visit, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
		Prior Authorization is required.
Obesity - Weight Loss Surgery		
For designated network benefits, obesity surgery must be received at a designated facility and performed by a designated physician. Network benefits include services received at a network facility that is not a designated facility and performed by a network physician that is not a designated physician. Designated services are provided by Bariatric Resource Services, a program for surgical weight loss solutions.	Designated Network: 30% co-insurance, after the medical deductible has been met. Network: 50% co-insurance, after the medical deductible has been met.	50% co-insurance, after the medical deductible has been met.
	Prior Authorization is required.	Prior Authorization is required.
Oral Surgery		
	The amount you pay is based on where provided.	e the covered health care service is
	Prior Authorization is required.	Prior Authorization is required.
Ostomy Supplies		
Limited to \$2,500 per year.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Pharmaceutical Products - Outpat	tient	
This includes medications given at a doctor's office, or in a Covered Person's home.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Physician Fees for Surgical and M		
	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.

Covered Health Care Services	Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits
Physician's Office Services - Sick	kness and Injury	
	\$30 co-pay per visit for a primary care physician office visit, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
	\$60 co-pay per visit for a specialist office visit, after the medical deductible has been met.	
		Prior Authorization is required for Genetic Testing.
Additional co-pays, deductible, or co-in For example, surgery and lab work.	surance may apply when you receive oth	er services at your physician's office.
Pregnancy - Maternity Services		
Note: We will waive the annual deductible or co-payment on the newborn's fees during the time the mother and baby are in the hospital together. This waiver applies to the	The amount you pay is based on where the covered health care service is provided except that an Annual Deductible will not apply for a newborn child whose length of stay in the Hospital is the same as the mother's length of stay.	

Prior Authorization is required if the stay in the hospital is longer than 48 hours following a normal vaginal delivery or 96 hours following a cesarean section delivery.

#### Prescription Drug Benefits

baby's eligible inpatient claims

deductible is not waived.

including, but not limited to, physician fees and facility fees. However, if baby stays longer than the mother, the baby's annual deductible will apply upon mother's discharge from the hospital. If the baby's birth mother is not covered under the policy, the baby's annual

Prescription drug benefits are shown in the Prescription Drug benefit summary.

#### Preventive Care Services

Physician Office Services, Lab, X-Ray or other preventive tests.

You pay nothing. A deductible does not apply.

30% co-insurance, after the medical deductible has been met.

Certain preventive care services are provided as specified by the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services are based on your age, gender and other health factors. UnitedHealthcare also covers other routine services that may require a co-pay, co-insurance or deductible.

Private Duty Nursing		
	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
	Prior Authorization is required.	Prior Authorization is required.

Covered Health Care Services	Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits
Prosthetic Devices		
	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medica deductible has been met.
		Prior Authorization is required for Prosthetic Devices that costs more than \$1,000.
Reconstructive Procedures		
	The amount you pay is based on where provided.	e the covered health care service is
		Prior Authorization is required.
Rehabilitation Services - Outpatie	ent Therapy and Manipulative Trea	tment
Limited to: 30 visits of post-cochlear implant aural therapy.	\$30 co-pay per visit, after the medical deductible has been met.	30% co-insurance, after the medica deductible has been met.
20 visits of cognitive rehabilitation therapy. 25 visits of Manipulative Treatments.		
Scopic Procedures - Outpatient D	agnostic and Therapeutic	
Diagnostic/therapeutic scopic procedures include, but are not limited to colonoscopy, sigmoidoscopy and endoscopy.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medica deductible has been met.
Skilled Nursing Facility / Inpatien	t Rehabilitation Facility Services	
	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medica deductible has been met.
		Prior Authorization is required.
Surgery - Outpatient		
	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medica deductible has been met.
		Prior Authorization is required for certain services.
Temporomandibular Joint Service	es (TMJ) and Craniomandibular Di	sorder
	The amount you pay is based on where provided.	e the covered health care service is
		Prior Authorization is required for

Prior Authorization is required for Inpatient Stay.

Covered Health Care Services	Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits		
Therapeutic Treatments - Outpatient				
Therapeutic treatments include, but are not limited to dialysis, intravenous chemotherapy, intravenous infusion, medical education services and radiation oncology.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.		
		Prior Authorization is required for certain services.		
Transplantation Services				
Network Benefits must be received from a Designated Provider.	The amount you pay is based on where the covered health care service is provided.			
	Prior Authorization is required.	Prior Authorization is required.		
Urgent Care Center Services				
	\$50 co-pay per visit, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.		
Additional co-pays, deductible, or co-ins For example, surgery and lab work.	surance may apply when you receive oth	er services at the urgent care facility.		

Virtual Visits		
Network Benefits are available only when services are delivered through a Designated Virtual Visit Network Provider. You can find a Designated Virtual Visit Network Provider by contacting us at myuhc.com <sup>®</sup> or the telephone number on your ID card. Access to Virtual Visits and prescription services may not be available in all states or for all groups.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.

Covered Health Care Services	Your cost if you use Network Benefits	Your cost if you use Out-of-Network Benefits
Vision - Pediatric Services (Benef	fits covered up to age 19)	
Find a listing of Spectera Eyecare Netw	ork Vision Care Providers at myuhcvisio	on.com.
<b>Routine Vision Exam</b> Limited to once every 12 months.	You pay nothing. A deductible does not apply.	30% co-insurance, after the medical deductible has been met.
Eyeglass Lenses Limited to once every 12 months.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Lens Extras Limited to once every 12 months. Coverage includes polycarbonate lenses and standard scratch-resistant coating.	You pay nothing, after the medical deductible has been met.	You pay nothing, after the medical deductible has been met.
<b>Eyeglass Frames</b> Limited to once every 12 months.		
Eyeglass frames with a retail cost up to \$130.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Eyeglass frames with a retail cost between \$130 - 160.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Eyeglass frames with a retail cost between \$160 - 200.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Eyeglass frames with a retail cost between \$200 - 250.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Eyeglass frames with a retail cost greater than \$250.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
Contact Lenses/Necessary Contact Lenses You are eligible to choose only one of either eyeglasses (Eyeglass Lenses and/ or Eyeglass Frames) or Contact Lenses. If you choose more than one of these Vision Care Services, we will pay Benefits for only one Vision Care Service. Fitting and evaluation limited to once every 12 months. Limited to a 12 month supply. Find a complete list of covered contacts at myuhcvision.com.	You pay nothing, after the medical deductible has been met.	30% co-insurance, after the medical deductible has been met.
<b>Low Vision Care Services</b> Limited to once every 24 months.	You pay nothing for Low Vision Testing. A deductible does not apply. 25% co-insurance for Low Vision Therapy. A deductible does not apply.	<ul> <li>25% co-insurance for Low Vision Testing, after the medical deductible has been met.</li> <li>25% co-insurance for Low Vision Therapy, after the medical deductible has been met.</li> </ul>

Services your plan generally does NOT cover. It is recommended that you review your COC, Amendments and Riders for an exact description of the services and supplies that are covered, those which are excluded or limited, and other terms and conditions of coverage.

- Acupuncture
- Cosmetic Surgery
- Dental Care (Adult)
- Long-Term Care
- Non-emergency care when traveling outside the U.S.
- Routine Eye Care (Adult)
- Routine Foot Care
- Weight Loss Programs

For Internal Use only:

 ILWARBCBHPA19

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Base/Value HSA/Comb/NonEmb/37424/2018

ATENÇÃO: Se você fala português (Portuguese), contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação. UnitedHealthcare Insurance Company of Illinois does not treat members differently because of sex, age, race, color, disability or national origin. ATTENZIONE: in caso la lingua parlata sia l'italiano (Italian), sono disponibili servizi di assistenza linguistica gratuiti. Per favore chiamate il numero di If you think you were treated unfairly because of your sex, age, race, color, telefono verde indicato sulla vostra tessera identificativa. disability or national origin, you can send a complaint to Civil Rights Coordinator. ACHTUNG: Falls Sie Deutsch (German) sprechen, stehen Ihnen kostenlos Online: UHC Civil Rights@uhc.com sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an. Mail: Civil Rights Coordinator. United HealthCare Civil Rights Grievance. P.O. Box 30608 Salt Lake City, UTAH 84130 注意事項:日本語(Japanese)を話される場合、無料の言語支援サービス をご利用いただけます。健康保険証に記載されているフリーダイヤルに お電話ください。 You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. توجه: اگر زبان شما **فارسی (Farsi)** است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفا با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده نماس بگیرید. If you need help with your complaint, please call the toll-free phone number listed on your ID card, TTY 711, Monday through Friday, 8 a.m. to 8 p.m. ध्यान दें: यदि आप **हिंदी** (Hindi) बोलते है, आपको भाषा सहायता सेबाएं, नि:शुल्क उपलब्धे हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फ्री फोन नंबर पर कॉल करें। You can also file a complaint with the U.S. Dept. of Health and Human Services. CEEB TOOM: Yog koj hais Lus Hmoob (Hmong), muaj kev pab txhais lus pub Online: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf dawb rau koj. Thov hu rau tus xov tooj hu deb dawb uas teev muaj nyob rau ntawm koj daim yuaj cim ghia tus kheej. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html. ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយ**ភាសាខ្មែរ** <sub>(Khmer)</sub>សេវាជំនួយភាសាងោយឥតគិតថ្លៃ Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD) តិមានសំរាប់អ្នក។ Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW សូមទូរស័ព្ទទៅល់ខតតគិតថ្លៃ ដែលមាននៅលើអត្តសញ្ញាណបណ្ណរបស់អ្នក។ Room 509F, HHH Building Washington, D.C. 20201 We provide free services to help you communicate with us. Such as, letters in others languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your ID card, TTY 711, Monday PAKDAAR: Nu saritaem ti Ilocano (Ilocano), ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Maidawat nga through Friday, 8 a.m. to 8 p.m. awagan iti toll-free a numero ti telepono nga nakalista ayan iti identification card mo ATTENTION: If you speak English, language assistance services, free of DÍÍ BAA'ÁKONÍNÍZIN: Diné (Navajo) bizaad bee yániłti'go, saad bee charge, are available to you. áka'anída'awo'ígíí, t'áá jíík'eh, bee ná'ahóót'i'. T'áá shoodí ninaaltsoos nitl'izí bee Please call the toll-free phone number listed on your identification card. nééhozinígíí bine'déé' t'áá jíík'ehgo béésh bee hane'í biká'ígíí bee hodíilnih. ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de OGOW: Haddii aad ku hadasho Soomaali (Somali), adeegyada taageerada idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac lambarka telefonka khadka aparece en su tarjeta de identificación. bilaashka ee ku yaalla kaarkaaga aqoonsiga. 請注意:如果您說中文 (Chinese),我們免費為您提供語言協助服務。請撥 打會員卡所列的免付費會員電話號碼。 XIN LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị. 알림: **한국어(Korean)**를 사용하시는 경우 언어 지원 서비스를 무료로 이용 하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문 의하십시오. PAALALA: Kung nagsasalita ka ng Tagalog (Tagalog), may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card. ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является русском (Russian). Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте. نتبيه: إذا كنت تتحدت العربية (Arabic)، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الرجاء الاتصال على رقم الهاتف المجَاني الموجُود على معرّف العضوية. ATANSYON: Si w pale Kreyòl ayisyen (Haitian Creole), ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w. ATTENTION : Si vous parlez français (French), des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification. UWAGA: Jeżeli mówisz po polsku (Polish), udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie

identyfikacyjnej.