

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, contact Moda Health at

www.modahealth.com/texas or by calling 1-844-827-6571. 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>www.healthcare.gov/sbc-glossary</u> or call 1-844-827-6571 to request a copy.

| Important Questions   | Answers  | Why This Matters:   |
|---|--|---|
| What is the overall<br><u>deductible</u> ?                                | \$0 at Indian Health Care <u>Provider</u> (IHCP) or with IHCP <u>referral</u><br>at non-IHCP. For non-IHCP <u>network providers</u> \$1,800<br>individual / \$3,600 family. <u>Out-of-network providers</u> are not<br>covered without IHCP <u>referral</u> .  | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u><br>amount before this <u>plan</u> begins to pay. If you have other family members<br>on the <u>plan</u> , each family member must meet their own individual <u>deductible</u><br>until the total amount of <u>deductible</u> expenses paid by all family members<br>meets the overall family <u>deductible</u> .   |
| Are there services covered<br>before you meet your<br><u>deductible</u> ? | Yes. Services received at an IHCP or with an IHCP <u>referral</u><br>are covered at no charge. In- <u>network preventive care</u> , primary<br>care, <u>specialist</u> , <u>urgent care</u> , virtual visits, outpatient mental<br>health and substance use disorder services, outpatient<br>rehabilitation and habilitation, adult and children's eye exams,<br>as well as most in and out of <u>network</u> prescription medications<br>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</u> <u>services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive</u> <u>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 <u>deductibles</u> for specific services.  |
| What is the <u>out-of-pocket</u><br>limit for this <u>plan</u> ?          | For <u>network providers</u> \$7,000 individual / \$14,000 family. <u>Out-of-network providers</u> are not covered.  | 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<br><u>out-of-pocket limit</u> ?               | Premiums, balance-billing charges, expenses incurred due to brand substitution and health care this plan doesn't cover.  | Even though you pay these expenses, they don't count toward the <u>out-of-</u><br>pocket limit.   |
| Will you pay less if you use  |  |   |

| Important Questions  | Answers | Why This Matters:  |
|--|---------|--|
| 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> . |

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   |  |   |  |  |
|---|--|---|---|--|---|--|--|
| Common Medical<br>Event   | Services You May<br>Need                                     | Indian Health<br>Care Provider<br>(IHCP) (You<br>will pay the<br>least) | Non-IHCP In-Network Provider<br>(You will pay more)   | Non-IHCP Out-of-<br>Network Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information   |  |  |
|   | Primary care visit<br>to treat an injury<br>or illness       | No charge   | \$15 <u>copay</u> /office visit,<br>\$5 <u>copay</u> /virtual care visit,<br>No charge/CirrusMD virtual visit;<br><u>deductible</u> does not apply  | Not covered  | Cost sharing waived at non-IHCP with IHCP <u>referral</u> .   |  |  |
| If you visit a health<br>care <u>provider's</u> office<br>or clinic | <u>Specialist</u> visit                                      | No charge   | <ul> <li>\$30 <u>copay</u>/office visit,</li> <li>\$5 <u>copay</u>/virtual care visit,</li> <li>No charge/CirrusMD virtual visit,</li> <li>\$10 <u>copay</u> /adult eye exam,</li> <li>\$45 <u>copay</u>/hearing exam visit;</li> <li><u>deductible</u> does not apply</li> </ul> | Not covered  | Cost sharing waived at non-IHCP with<br>IHCP referral.<br>Limited to one adult eye exam every<br>year.<br>Limited to one hearing exam every year.   |  |  |
|   | <u>Preventive</u><br><u>care/screening</u> /<br>immunization | No charge   | No charge for most services.<br>\$15 <u>copay</u> /visit, <u>deductible</u> does<br>not apply or 10% <u>coinsurance</u> for<br>remaining services.  | Not covered  | You may have to pay for services that<br>aren't preventive. Ask your <u>provider</u> if the<br>services needed are preventive. Then<br>check what your <u>plan</u> will pay for.  |  |  |
| If you have a test  | <u>Diagnostic test</u> (x-<br>ray, blood work)               | No charge   | 10% <u>coinsurance</u>  | Not covered  | Cost sharing waived at non-IHCP with<br>IHCP referral. Includes other tests such<br>as EKG, allergy testing and sleep study.<br>Prior authorization may be required for<br>some services to avoid a penalty of 50%<br>up to a maximum deduction of \$500. |  |  |
| ·   | Imaging (CT/PET<br>scans, MRIs)                              | No charge   | 10% <u>coinsurance</u>  | Not covered  | Cost sharing waived at non-IHCP with<br>IHCP referral. Prior authorization may be<br>required for some services to avoid a<br>penalty of 50% up to a maximum<br>deduction of \$500.   |  |  |

| Common Medical<br>Event   | Services You May<br>Need                             | Indian Health<br>Care Provider<br>(IHCP) (You<br>will pay the<br>least)                                      | Non-IHCP In-Network<br>Provider<br>(You will pay more)  | Non-IHCP Out-of-Network<br>Provider<br>(You will pay the most)  | Limitations, Exceptions, & Other<br>Important Information   |
|---|--|--|---|---|---|
| If you need drugs to  | Value drug tier                                      | No charge  | \$2 <u>copay</u> /retail prescription,<br>\$6 <u>copay</u> /90-day retail and<br>mail order prescription;<br><u>deductible</u> does not apply   | etail and\$2 copay/retail prescription,<br>deductible does not applywith IHCP referral.   |   |
| treat your illness or<br>condition<br>More information about<br>prescription drug | Generic drugs<br>(Select tier)                       | No charge  | \$10 <u>copay</u> /retail prescription,<br>\$30 <u>copay</u> /90-day retail and<br>mail order prescription;<br><u>deductible</u> does not apply | \$10 <u>copay</u> /retail prescription,<br><u>deductible</u> does not apply   | pharmacy) and 90-day supply (mail<br>order and participating retail<br>pharmacies). One copay for each<br>30-day supply. <u>Prior authorization</u><br>may be required. Mail order at a |
| <u>coverage</u> is available<br>at  | Preferred brand<br>drug tier                         | No charge  | 40% <u>coinsurance,</u><br><u>deductible</u> does not apply   | 40% <u>coinsurance,</u><br><u>deductible</u> does not apply   | Moda Health designated mail order<br>pharmacy only.   |
| https://www.modahealt<br>h.com/texas/-<br>/media/Texas/Downloa                    | Non-preferred<br>brand drug tier                     | No charge  | 50% <u>coinsurance,</u><br><u>deductible</u> does not apply   | 50% <u>coinsurance,</u><br><u>deductible</u> does not apply   | Covers up to a 30-day supply for most specialty. Prior authorization  |
| ds/Shared/Documents/<br>ModaHelath-Texas-<br>Individual-Plans-<br>Formulary.pdf   | <u>Specialty drug</u> tier                           | drugtierNo charge40% coinsurancefor preferred,50% coinsurancefor non-<br>preferred;<br>deductibleNot covered | Not covered   | may be required. Moda Health<br>designated pharmacy only.<br><u>Cost sharing</u> for anticancer<br>medication is 10% <u>coinsurance</u> .<br>Maximum <u>cost sharing</u> for insulin<br>per 30-day prescription fill is \$25. |   |
| If you have   | Facility fee (e.g.,<br>ambulatory<br>surgery center) | No charge  | 10% <u>coinsurance</u>  | Not covered   | <u>Cost sharing</u> waived at non-IHCP<br>with IHCP <u>referral</u> . <u>Prior</u><br><u>authorization</u> may be required to   |
| outpatient surgery  | Physician/surgeon<br>fees                            | No charge  | 10% <u>coinsurance</u>  | Not covered   | avoid a penalty of 50% up to a maximum deduction of \$500.  |

|  |  |   | What You Will Pay   |  |  |  |  |
|--|--|---|---|--|--|--|--|
| Common Medical<br>Event  | Services You May<br>Need               | Indian Health<br>Care Provider<br>(IHCP) (You<br>will pay the<br>least) | Non-IHCP In-Network Provider<br>(You will pay more)   | Non-IHCP Out-of-<br>Network Provider<br>(You will pay the<br>most) | Limitations, Exceptions, & Other<br>Important Information  |  |  |
|  | Emergency room<br>care                 | No charge   | 20% coinsurance   | 20% <u>coinsurance</u><br>in-network<br><u>deductible</u> applies  | Cost sharing waived at non-IHCP with IHCP referral.  |  |  |
| If you need<br>immediate medical<br>attention                    | Emergency<br>medical<br>transportation | No charge   | 10% coinsurance   | 10% <u>coinsurance</u><br>in-network<br><u>deductible</u> applies  | Cost sharing waived at non-IHCP with IHCP referral.  |  |  |
| attention  | Urgent care                            | No charge   | \$30 <u>copay</u> /office visit,<br>\$5 <u>copay</u> /virtual care visit,<br>No charge/CirrusMD virtual visit;<br><u>deductible</u> does not apply  | Not covered  | Cost sharing waived at non-IHCP with IHCP referral.  |  |  |
| lf you have a  | Facility fee (e.g.,<br>hospital room)  | No charge   | 10% coinsurance   | Not covered  | Cost sharing waived at non-IHCP with IHCP referral. Prior authorization may be required  |  |  |
| hospital stay  | Physician/surgeon fees                 | No charge   | 10% coinsurance   | Not covered  | to avoid a penalty of 50% up to a maximum deduction of \$500.  |  |  |
| lf you need mental<br>health, behavioral<br>health, or substance | Outpatient<br>services                 | No charge   | <ul> <li>\$15 <u>copay</u>/office visit,</li> <li>\$5 <u>copay</u>/virtual care visit,</li> <li>No charge/CirrusMD virtual visit;</li> <li><u>deductible</u> does not apply.</li> <li>10% <u>coinsurance</u> for other outpatient services</li> </ul> | Not covered  | <u>Cost sharing</u> waived at non-IHCP with IHCP<br><u>referral</u> . <u>Prior authorization</u> may be required<br>for some services to avoid a penalty of 50%<br>up to a maximum deduction of \$500. |  |  |
| abuse services   | Inpatient services                     | No charge   | 10% coinsurance   | Not covered  | Cost sharing waived at non-IHCP with IHCP<br>referral. Prior authorization may be required<br>to avoid a penalty of 50% up to a maximum<br>deduction of \$500.   |  |  |

|   |   |  | What You Will Pay  |  |  |
|---|---|--|--|--|--|
| Common Medical<br>Event                             | Services You May<br>Need                        | Indian Health<br>Care Provider<br>(IHCP) (You will<br>pay the least) | Non-IHCP In-Network<br>Provider<br>(You will pay more)   | Non-IHCP Out-of-<br>Network Provider<br>(You will pay the<br>most)   | Limitations, Exceptions, & Other<br>Important Information  |
|   | Office visits                                   | No charge  | 10% <u>coinsurance</u>   | Not covered  | Cost sharing waived at non-IHCP with   |
| If you are pregnant                                 | Childbirth/delivery<br>professional<br>services | No charge  | 10% <u>coinsurance</u>   | Not covered  | IHCP <u>referral</u> . <u>Cost sharing</u> does not apply<br>for <u>preventive services</u> . Depending on the<br>type of services, a <u>copay</u> , <u>coinsurance</u> or<br>doductible may apply. <u>Maternity serve</u> may |
|   | Childbirth/delivery<br>facility services        | No charge  | 10% <u>coinsurance</u>   | Not covered  | deductible may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e., ultrasound).   |
|   | Home health care                                | No charge  | 10% <u>coinsurance</u>   | Not covered  | Cost sharing waived at non-IHCP with<br>IHCP referral. Calendar year maximum of<br>60 visits   |
|   | Rehabilitation<br>services                      | No charge  | \$30 <u>copay</u> /outpatient visit,<br><u>deductible</u> does not apply.<br>10% <u>coinsurance</u> for<br>inpatient | Not covered  | <u>Cost sharing</u> waived at non-IHCP with<br>IHCP <u>referral</u> . Calendar year maximum of<br>35 outpatient sessions. Limits apply<br>separately to rehabilitation and habilitation.                                       |
| lf you need help                                    | Habilitation<br>services                        | No charge  | \$30 <u>copay</u> /outpatient visit,<br><u>deductible</u> does not apply.<br>10% <u>coinsurance</u> for<br>inpatient | Not covered  | Spinal manipulation included in outpatient rehabilitation services. Prior authorization may be required to avoid a penalty of 50% up to a maximum deduction of \$500.  |
| recovering or have<br>other special health<br>needs | Skilled nursing<br>care                         | No charge  | 10% <u>coinsurance</u>   | Not covered  | Cost sharing waived at non-IHCP with<br>IHCP referral. Calendar year maximum of<br>25 days.  |
|   | Durable medical                                 | 10% <u>coinsurance</u>   | Not covered  | Includes supplies and prosthetics.<br>Frequency limits apply to some <u>durable</u><br><u>medical equipment</u> (DME). <u>Cost sharing</u><br>waived at non-IHCP with IHCP <u>referral</u> .<br><u>Prior authorization</u> may be required to<br>avoid a penalty of 50% up to a maximum<br>deduction of \$500. |  |
|   | Hospice services                                | No charge  | 10% <u>coinsurance</u>   | Not covered  | Cost sharing waived at non-IHCP with<br>IHCP referral. Prior authorization may be<br>required to avoid a penalty of 50% up to a<br>maximum deduction of \$500.   |

|                         |                               |  | What You V   |  |   |  |
|-------------------------|-------------------------------|--|--|--|---|--|
| Common Medical<br>Event | Services You May<br>Need      | Indian Health<br>Care Provider<br>(IHCP) (You will<br>pay the least) | Non-IHCP In-<br>Network Provider<br>(You will pay<br>more) | Non-IHCP Out-of-Network<br>Provider<br>(You will pay the most) | Limitations, Exceptions, & Other<br>Important Information   |  |
| If your child needs     | Children's eye<br>exam        | No charge  | No charge  | Not covered  | Cost sharing waived at non-IHCP with<br>IHCP referral. Limited to one eye exam<br>per calendar year for children under age<br>19. Additional in-network preventive eye<br>screening for children age 3-5 at no cost<br>sharing. |  |
| dental or eye care      | Children's glasses            | No charge  | No charge  | Not covered  | Cost sharing waived at non-IHCP with<br>IHCP referral. Coverage limited to one<br>pair of glasses per calendar year for<br>children under age 19.   |  |
|                         | Children's dental<br>check-up | Not covered  | Not covered  | Not covered  | None.   |  |

## Excluded Services & Other Covered Services:

| Services Your <u>Plan</u> Generally Does NOT Cover (Ch   | eck your policy or <u>plan</u> document for more informa  | tion and a list of any other <u>excluded services</u> .)  |
|--|---|---|
| <ul> <li>Abortion (except in the case of a medical emergency of a pregnant woman)</li> <li>Acupuncture</li> <li>Bariatric surgery</li> <li>Children's dental check-up</li> </ul> | <ul> <li>Cosmetic surgery (except as required for certain situations)</li> <li>Dental care (Adult)</li> <li>Infertility treatment</li> <li>Long-term care</li> <li>Naturemethic substances</li> </ul> | <ul> <li>Non-emergency care when traveling outside<br/>the U.S.</li> <li>Private-duty nursing</li> <li>Routine foot care</li> <li>Weight loss programs</li> </ul> |
| Other Covered Services (Limitations may apply to   | Naturopathic substances these services. This isn't a complete list. Please se   | e your <u>plan</u> document.)   |
| Chiropractic care, limited to 35 session   | Hearing aids, limited to one hearing aid per  | Routine eve care (Adult) limited to one eve   |

| ٠ | Chiropractic care, limited to 35 session | • | Hearing aids, limited to one hearing aid per | • | Routine eye care (Adult), limited to one eye |  |
|---|--|---|--|---|--|--|
|   | per year, combined with physical,        |   | ear every three years                        |   | exam per year                                |  |
|   | occupational, and speech therapies       |   |  |   |  |  |

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: U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <a href="http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa">http://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</a>, Texas Department of Insurance, 1-800-578-4677 or <a href="http://www.tdi.texas.gov">http://www.tdi.texas.gov</a>, or contact Moda Health at 1-844-827-6571. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="https://www.HealthCare.gov">Health Insurance Marketplace</a>. For more information about the <a href="https://www.HealthCare.gov">Marketplace</a>. For more information about the <a href="https://www.HealthCare.gov">https://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 <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 on how 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: Moda Health at 1-844-827-6571 or Texas Department of Insurance at <u>http://www.tdi.texas.gov</u>.

#### 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? Not Applicable.

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 888-786-7461. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 844-827-6571. Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 844-827-6571.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 844-827-6571.

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 <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 deliverv)

| The <u>plan's</u> overall <u>deductible</u> | \$1,800 |
|---|---------|
| Specialist copayment                        | \$30    |
| Hospital (facility) <u>coinsurance</u>      | 10%     |
| Other <u>coinsurance</u>                    | 10%     |

### 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) <u>Specialist</u> visit (anesthesia)

| Total Example Cost              | \$12,700 |
|---------------------------------|----------|
| In this example, Peg would pay: |          |
| Cost Sharing                    |          |
| Deductibles                     | \$0      |
| Copayments                      | \$0      |
| <u>Coinsurance</u>              | \$0      |
| What isn't covered              |          |
| Limits or exclusions            | \$50     |
| The total Peg would pay is      | \$50     |

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

| The plan's overall deductible       | \$1,800  |
|-------------------------------------|----------|
| Specialist copayment                | \$30     |
| Hospital (facility) coinsurance     | 10%      |
| Other <u>coinsurance</u>            | 10%      |
| This EXAMPLE event includes service | es 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:

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

### **Mia's Simple Fracture**

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

| The plan's overall deductible   | \$1,800 |
|---------------------------------|---------|
| Specialist copayment            | \$30    |
| Hospital (facility) coinsurance | 10%     |
| Other coinsurance               | 10%     |

#### 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:

| Cost Sharing               |     |
|----------------------------|-----|
| Deductibles                | \$0 |
| Copayments                 | \$0 |
| Coinsurance                | \$0 |
| What isn't covered         |     |
| Limits or exclusions       | \$0 |
| The total Mia would pay is | \$0 |

Note: These numbers assume the patient received care from an IHCP provider or with IHCP referral at a non-IHCP. If you receive care from a non-IHCP provider without a referral from an IHCP your costs may be higher.

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.

# Nondiscrimination notice

## We follow federal civil rights laws. We do not discriminate based on race, religion, color, national origin, age, disability, gender identity, sex or sexual orientation.

We provide free services to people with disabilities so that they can communicate with us. These include sign language interpreters and other forms of communication.

If your first language is not English, we will give you free interpretation services and/or materials in other languages.

#### If you need any of the above, call:

888-217-2363 (TDD/TTY 711)

#### If you think we did not offer these services or discriminated, you can file a written complaint. Please mail or fax it to:

Moda Partners, Inc. Attention: Appeal Unit 601 SW Second Ave. Portland, OR 97204 Fax: 503-412-4003

# If you need help filing a complaint, please call Customer Service.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone:

U.S. Department of Health and Human Services 200 Independence Ave. SW, Room 509F HHH Building, Washington, DC 20201

800-368-1019, 800-537-7697 (TDD)

You can get Office for Civil Rights complaint forms at hhs.gov/ocr/office/file/index.html.

# Scott White coordinates our nondiscrimination work:

Scott White, Compliance Officer 601 SW Second Ave. Portland, OR 97204 855-232-9111 compliance@modahealth.com

modahealth.com/texas



Health plans provided by Moda Health Plan, Inc.

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hổ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY:711)

注意:如果您說中文,可得到免費語言幫助服務。 請致電1-877-605-3229(聾啞人專用:711)

주의: 한국어로 무료 언어 지원 서비스를 이용하시려면 다음 연락처로 연락해주시기 바랍니다. 전화 1-877-605-3229(TTY:711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyong tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)

> تنبيه: إذا كنت تتحدث العربية، فهناك خدمات مساعدة لغوية متاحة لك مجانًا. اتصل برقم 2229-605-3229 (الهاتف النصي: 711)

بولتے ہیں تو لن فی (URDU) توجب دیں: اگر آپ اردو اعسانت آپ کے لیے بلا معاوضہ دستیاب ہے۔ پر کال کریں (TTY: 711) 229-605-3229

ВНИМАНИЕ! Если Вы говорите по-русски, воспользуйтесь бесплатной языковой поддержкой. Позвоните по тел. 1-877-605-3229 (текстовый телефон: 711).

ATTENTION : si vous êtes locuteurs francophones, le service d'assistance linguistique gratuit est disponible. Appelez au 1-877-605-3229 (TTY : 711)

> توجه: در صورتی که به فارسی صحبت می کنید، خدمات ترجمه به صورت رایگان برای شما موجود است. با 3229-605-3229 (TTY: 711) تماس بگیرید.

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपको भाषाई सहायता बिना कोई पैसा दिए उपलब्ध है। 1-877-605-3229 पर कॉल करें (TTY: 711)

Achtung: Falls Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachassistenzdienste zur Verfügung. Rufen sie 1-877-605-3229 (TTY: 711)

注意:日本語をご希望の方には、日本語 サービスを無料で提供しております。 1-877-605-3229 (TYY、テレタイプライター をご利用の方は711)までお電話ください。 અગત્યનું : જો તમે (ભાષાંતર કરેલ ભાષા અહીં દશાર્વો) બોલો છો તો તે ભાષામાં તમારે માટે વિના મૂલ્યે સહાય ઉપલબ્ધ છે.1-877-605-3229 (TTY: 711) પર કૉલ કરો

ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການຊ່ວຍເຫຼືອ ດ້ານພາສາແມ່ນມີໃຫ້ທ່ານໂດຍບໍ່ເສັຍຄ່າ. ໂທ 1-877-605-3229 (TTY: 711)

УВАГА! Якщо ви говорите українською, для вас доступні безкоштовні консультації рідною мовою. Зателефонуйте 1-877-605-3229 (ТТҮ: 711)

ATENȚIE: Dacă vorbiți limba română, vă punem la dispoziție serviciul de asistență lingvistică în mod gratuit. Sunați la 1-877-605-3229 (TTY 711)

THOV CEEB TOOM: Yog hais tias koj hais lus Hmoob, muaj cov kev pab cuam txhais lus, pub dawb rau koj. Hu rau 1-877-605-3229 (TTY: 711)

ត្រវចងចាំ៖ បើអ្នកនិយាយភាសាខ្មែរ ហើយ ត្រ័វការសេវាកម្មជំនួយផ្នែកភាសាដោយ ឥតគិតថ្លៃ គឺមានផ្តល់ជូនលោកអ្នក។ ស្ងមទូរស័ព្ទ ទៅកាន់លេខ 1-877-605-3229 (TTY: 711)

HUBACHIISA: Yoo afaan Kshtik kan dubbattan ta'e tajaajiloonni gargaarsaa isiniif jira 1-877-605-3229 (TTY:711) tiin bilbilaa.

## โปรดทราบ: หากคุณพูดภาษาไหย คุณ สามารถใช้บริการช่วยเหลือด้านภาษา ได้ฟรี โทร 1-877-605-3229 (TTY: 711)

FA'AUTAGIA: Afai e te tautala i le gagana Samoa, o loo avanoa fesoasoani tau gagana mo oe e le totogia. Vala'au i le 1-877-605-3229 (TTY: 711)

IPANGAG: Nu agsasaoka iti Ilocano, sidadaan ti tulong iti lengguahe para kenka nga awan bayadna. Umawag iti 1-877-605-3229 (TTY: 711)

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń: 1-877-605-3229 (obsługa TTY: 711)