



The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. NOTE: Information about the cost of this [plan](#) (called the [premium](#)) 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, go to [www.medica.com/2021InsurePolicies](http://www.medica.com/2021InsurePolicies) or call 800-918-6165. For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other underlined terms, see the Glossary. You can view the Glossary at <https://www.healthcare.gov/sbc-glossary> or call 800-918-6165 to request a copy.

| Important Questions   | Answers  | Why This Matters:   |
|---|--|---|
| What is the overall <a href="#">deductible</a> ?                                | <b>\$0</b> at Indian Health Care <a href="#">Provider</a> (IHCP) or with IHCP <a href="#">referral</a> at non-IHCP; <b>\$4,800</b> Individual / <b>\$14,400</b> Family for non-IHCP Tier 1 - preferred and <b>\$5,800</b> Individual / <b>\$17,100</b> Family for non-IHCP Tier 2 - standard <a href="#">network</a> services. There is no coverage for non-network services. Tier 1 non-IHCP preferred <a href="#">deductible</a> applies to non-IHCP Tier 2-standard <a href="#">deductible</a> . <a href="#">Network deductible</a> will not exceed Tier 2 limit. | Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .  |
| Are there services covered before you meet your <a href="#">deductible</a> ?    | Yes. <a href="#">Preventive care</a> , preventive prescriptions and <a href="#">copay</a> services from non-IHCP <a href="#">network providers</a> are covered before you meet your <a href="#">deductible</a> .   | This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits">https://www.healthcare.gov/coverage/preventive-care-benefits</a> .   |
| Are there other <a href="#">deductibles</a> for specific services?              | No.  | You don't have to meet <a href="#">deductibles</a> for specific services.   |
| What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ? | <b>\$8,150</b> Individual/ <b>\$16,300</b> Family for non-IHCP Tier 1 - preferred and <b>\$8,550</b> Individual/ <b>\$17,100</b> Family for non-IHCP Tier 2 - standard <a href="#">network</a> services. There is no coverage for non-network services. Tier 1 non-IHCP preferred out-of-pocket applies to non-IHCP Tier 2-standard out-of-pocket. <a href="#">Network</a> out-of-pocket will not exceed Tier 2 limit.   | The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a> , they have to meet their own <a href="#">out-of-pocket limits</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.   |
| What is not included in the <a href="#">out-of-pocket limit</a> ?               | <a href="#">Premiums</a> , <a href="#">balance billing</a> charges and health care this <a href="#">plan</a> doesn't cover.  | Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .   |
| Will you pay less if you use a <a href="#">network provider</a> ?               | Yes. Visit <a href="http://www.medica.com/SearchInsure">www.medica.com/SearchInsure</a> or call 800-918-6165 (TTY:711) for a list of <a href="#">network providers</a> .   | This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay the least if you use a <a href="#">provider</a> in the Tier 1 - preferred <a href="#">network</a> . You will pay more if you use a <a href="#">provider</a> in the Tier 2 - standard <a href="#">network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services. |
| Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?    | No.  | You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a> .  |



All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

| Common Medical Event   | Services You May Need                                  | What You Will Pay  |   |  | Limitations, Exceptions & Other Important Information   |
|--|--|--|---|--|---|
|  |  | Indian Health Care Provider (IHCP)<br>(You will pay the least) | Non-IHCP Tier 1-Preferred and Tier 2-Standard Network Provider<br>(You will pay more)   | Non-IHCP Non-Network Provider<br>(You will pay the most) |   |
| If you visit a health care <a href="#">provider's</a> office or clinic | Primary care visit to treat an injury or illness       | No charge  | Tier 1-Preferred:<br>Primary care: \$45 <a href="#">copay</a> / visit.<br>Retail health clinics: \$10 <a href="#">copay</a> / visit.<br>Chiropractic care: \$45 <a href="#">copay</a> / visit.<br>Tier 2-Standard:<br>Primary care: \$75 <a href="#">copay</a> / visit.<br>Retail health clinics: \$20 <a href="#">copay</a> / visit.<br>Chiropractic care: \$75 <a href="#">copay</a> / visit.<br><a href="#">Deductible</a> does not apply to the <a href="#">copay</a> amounts listed for Tier 1-Preferred or Tier 2-Standard. | Not covered  | 40% <a href="#">coinsurance</a> for other outpatient services. Primary care visits provided at an outpatient facility may be subject to <a href="#">coinsurance</a> and <a href="#">deductible</a> . <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> . |
|  | <a href="#">Specialist</a> visit                       | No charge  | Tier 1-Preferred: \$90 <a href="#">copay</a> / visit. <a href="#">Deductible</a> does not apply.<br>Tier 2-Standard: \$150 <a href="#">copay</a> / visit. <a href="#">Deductible</a> does not apply.  | Not covered  | <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
|  | <a href="#">Preventive care/screening/immunization</a> | No charge  | No charge. <a href="#">Deductible</a> does not apply.   | Not covered  | You may have to pay for services that aren't preventive. Ask your <a href="#">provider</a> if the services you need are preventive. Then check what your <a href="#">plan</a> will pay for. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .          |
| If you have a test   | <a href="#">Diagnostic test</a> (x-ray, blood work)    | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
|  | Imaging (CT/PET scans, MRIs)                           | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | *May require prior authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |

| Common Medical Event  | Services You May Need                            | What You Will Pay  |  |  | Limitations, Exceptions & Other Important Information  |
|---|--|--|--|--|--|
|   |  | Indian Health Care Provider (IHCP)<br>(You will pay the least) | Non-IHCP Tier 1-Preferred and Tier 2-Standard Network Provider<br>(You will pay more)  | Non-IHCP Non-Network Provider<br>(You will pay the most)                       |  |
| <b>If you need drugs to treat your illness or condition</b><br><br>More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.medica.com/SilverRx2">www.medica.com/SilverRx2</a> . | Generic drugs                                    | No charge  | \$15 <a href="#">copay</a> / prescription. <a href="#">Deductible</a> does not apply.  | Not covered  | Up to a 31-day supply per prescription. *May require prior authorization. For preferred/non-preferred retail and <a href="#">specialty drugs</a> , \$90 <a href="#">copay</a> for orally-administered cancer treatment medications. <a href="#">Deductible</a> does not apply. Proton pump inhibitors (except for members 12 years of age and younger, and those members who have a feeding tube) and non-sedating antihistamines are not covered. Insulin: Your cost-share will not exceed \$25 per retail prescription unit. *Refer to the Exceptions to the Drug List section of your Policy of Coverage for more details. No charge for preventive drugs. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> . |
|   | Preferred brand drugs                            | No charge  | \$120 <a href="#">copay</a> / prescription. <a href="#">Deductible</a> does not apply.   | Not covered  |  |
|   | Non-Preferred brand drugs                        | No charge  | 60% <a href="#">coinsurance</a>  | Not covered  |  |
|   | <a href="#">Specialty drugs</a>                  | No charge  | Preferred: \$650 <a href="#">copay</a> / prescription. <a href="#">Deductible</a> does not apply<br>Non-Preferred: \$750 <a href="#">copay</a> / prescription. <a href="#">Deductible</a> does not apply | Not covered  |  |
| <b>If you have outpatient surgery</b>   | Facility fee (e.g., ambulatory surgery center)   | No charge  | 40% <a href="#">coinsurance</a>  | Not covered  | *May require prior authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .   |
|   | Physician/surgeon fees                           | No charge  | 40% <a href="#">coinsurance</a>  | Not covered  | *May require authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .   |
| <b>If you need immediate medical attention</b>  | <a href="#">Emergency room care</a>              | No charge  | 40% <a href="#">coinsurance</a>  | 40% <a href="#">coinsurance</a>  | <a href="#">Network deductible</a> applies. If a non-network <a href="#">provider</a> charges more than the <a href="#">allowed amount</a> , you may have to pay the difference ( <a href="#">balance billing</a> ). <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
|   | <a href="#">Emergency medical transportation</a> | No charge  | 40% <a href="#">coinsurance</a>  | 40% <a href="#">coinsurance</a>  | <a href="#">Network deductible</a> applies. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .   |
|   | <a href="#">Urgent care</a>                      | No charge  | \$45 <a href="#">copay</a> / visit. <a href="#">Deductible</a> does not apply.   | \$45 <a href="#">copay</a> / visit. <a href="#">Deductible</a> does not apply. | If a non-network <a href="#">provider</a> charges more than the <a href="#">allowed amount</a> , you may have to pay the difference ( <a href="#">balance billing</a> ). <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
| <b>If you have a hospital stay</b>  | Facility fee (e.g., hospital room)               | No charge  | 40% <a href="#">coinsurance</a>  | Not covered  | *May require prior authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .   |
|   | Physician/surgeon fees                           | No charge  | 40% <a href="#">coinsurance</a>  | Not covered  | *May require authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .   |

| Common Medical Event  | Services You May Need                     | What You Will Pay  |   |  | Limitations, Exceptions & Other Important Information   |
|---|---|--|---|--|---|
|   |   | Indian Health Care Provider (IHCP)<br>(You will pay the least) | Non-IHCP Tier 1-Preferred and Tier 2-Standard Network Provider<br>(You will pay more)   | Non-IHCP Non-Network Provider<br>(You will pay the most) |   |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                       | No charge  | Tier 1-Preferred: \$45 <a href="#">copay</a> / visit. <a href="#">Deductible</a> does not apply.<br>Tier 2-Standard: \$75 <a href="#">copay</a> / visit. <a href="#">Deductible</a> does not apply. | Not covered  | 40% <a href="#">coinsurance</a> for other outpatient services. Other outpatient services include intensive outpatient programs, diagnostic evaluations and psychological testing. *May require prior authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
|   | Inpatient services                        | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | *May require prior authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
| If you are pregnant   | Office visits                             | No charge  | Prenatal: 40% <a href="#">coinsurance</a><br>Postnatal: 40% <a href="#">coinsurance</a>   | Not covered  | <a href="#">Cost sharing</a> does not apply to <a href="#">network preventive services</a> . Depending on the type of services, <a href="#">coinsurance</a> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> . |
|   | Childbirth/delivery professional services | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  |   |
|   | Childbirth/delivery facility services     | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  |   |
| If you need help recovering or have other special health needs            | <a href="#">Home health care</a>          | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | *May require prior authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
|   | <a href="#">Rehabilitation services</a>   | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
|   | <a href="#">Habilitation services</a>     | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
|   | <a href="#">Skilled nursing care</a>      | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | *May require prior authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
|   | <a href="#">Durable medical equipment</a> | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | *May require authorization. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .  |
|   | <a href="#">Hospice services</a>          | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | Respite care is limited to 5 consecutive days, up to a lifetime maximum of 15 inpatient days and 15 outpatient days. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .   |

| Common Medical Event                   | Services You May Need      | What You Will Pay  |   |  | Limitations, Exceptions & Other Important Information  |
|--|----------------------------|--|---|--|--|
|  |                            | Indian Health Care Provider (IHCP)<br>(You will pay the least) | Non-IHCP Tier 1-Preferred and Tier 2-Standard Network Provider<br>(You will pay more)   | Non-IHCP Non-Network Provider<br>(You will pay the most) |  |
| If your child needs dental or eye care | Children's eye exam        | No charge  | Tier 1-Preferred: \$45 <a href="#">copay</a> /visit. <a href="#">Deductible</a> does not apply.<br>Tier 2-Standard: \$75 <a href="#">copay</a> /visit. <a href="#">Deductible</a> does not apply. | Not covered  | Limited to one refractive eye exam/ year to end of month member turns 19. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> .         |
|  | Children's glasses         | No charge  | 40% <a href="#">coinsurance</a>   | Not covered  | Limited to one pair of glasses or contacts/ year to end of month member turns 19. <a href="#">Cost sharing</a> waived at non-IHCP with IHCP <a href="#">referral</a> . |
|  | Children's dental check-up | Not covered  | Not covered   | Not covered  | Coverage is available through a stand-alone dental policy.   |



## 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](#).)

- \*Abortion, elective, induced, except as medically necessary to protect the life of the mother or in the case of rape or incest
- Acupuncture
- Cosmetic surgery
- Dental care (Adult)
- Dental care (Child) (coverage is available through a stand-alone dental policy.)
- Dental check-up
- Hearing aids
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Private-duty nursing
- Routine eye care (Adult)
- Routine foot care except for some conditions
- Weight loss programs

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

- Bariatric surgery with prior authorization
- Chiropractic care
- Infertility treatment (excludes some services)

### **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: Medica at 800-918-6165 or the Iowa Insurance Division at 1-515-281-5705 or 1-877-955-1212. Other coverage options may be available to you too, including buying individual insurance coverage through the [Health Insurance Marketplace](#). For more information about the [Marketplace](#), visit [www.HealthCare.gov](http://www.HealthCare.gov) 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 on how 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: Medica at 800-918-6165 or the Iowa Insurance Division at 1-515-281-5705 or 1-877-955-1212.

### **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? NA**

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 888-592-8211

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 888-592-8211

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 888-592-8211

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 888-592-8211

----- *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 [plan](#) 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 prenatal care and a hospital delivery)

- The [plan's](#) overall [deductible](#): \$0
- [Specialist coinsurance](#): 0%
- Hospital (facility) [coinsurance](#): 0%
- Other [coinsurance](#): 0%

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 | \$12,700 |
|--------------------|----------|

In this example, Peg would pay:

| Cost Sharing                      |             |
|-----------------------------------|-------------|
| <a href="#">Deductibles</a>       | \$0         |
| <a href="#">Copayments</a>        | \$0         |
| <a href="#">Coinsurance</a>       | \$0         |
| What isn't covered                |             |
| Limits or exclusions              | \$60        |
| <b>The total Peg would pay is</b> | <b>\$60</b> |

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

- The [plan's](#) overall [deductible](#): \$0
- [Specialist coinsurance](#): 0%
- Hospital (facility) [coinsurance](#): 0%
- Other [coinsurance](#): 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 | \$5,600 |
|--------------------|---------|

In this example, Joe would pay:

| Cost Sharing                      |            |
|-----------------------------------|------------|
| <a href="#">Deductibles</a>       | \$0        |
| <a href="#">Copayments</a>        | \$0        |
| <a href="#">Coinsurance</a>       | \$0        |
| What isn't covered                |            |
| Limits or exclusions              | \$0        |
| <b>The total Joe would pay is</b> | <b>\$0</b> |

### Mia's Simple Fracture (in-network emergency room visit and follow up care)

- The [plan's](#) overall [deductible](#): \$0
- [Specialist coinsurance](#): 0%
- Hospital (facility) [coinsurance](#): 0%
- Other [coinsurance](#): 0%

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                      |            |
|-----------------------------------|------------|
| <a href="#">Deductibles</a>       | \$0        |
| <a href="#">Copayments</a>        | \$0        |
| <a href="#">Coinsurance</a>       | \$0        |
| What isn't covered                |            |
| Limits or exclusions              | \$0        |
| <b>The total Mia would pay is</b> | <b>\$0</b> |

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 [plan](#) would be responsible for the other costs of these EXAMPLE covered services.



### Discrimination is Against the Law

Medica complies with applicable Federal civil rights laws and will not discriminate against any person on the basis of race, color, national origin, age, disability or sex. Medica:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:  
TTY communication and written information in other formats (large print, audio, other formats).
- Provides free language services to people whose primary language is not English, such as:  
Qualified interpreters and information written in other languages.

If you need these services, call the number included in this document or on the back of your Medica ID card. If you believe that Medica has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Civil Rights Coordinator, Mail Route CP250, PO Box 9310, Minneapolis, MN 55443-9310, 952-992-3422 (phone/fax), TTY 711, [civilrightscoordinator@medica.com](mailto:civilrightscoordinator@medica.com).

You can file a grievance in person or by mail, fax, or email. You may also contact the Civil Rights Coordinator if you need assistance with filing a complaint.

You can also file a civil rights complaint with the U.S. Department of Health and 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 or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### If you want free help translating this information, call the number included in this document or on the back of your Medica ID card.

Si desea asistencia gratuita para traducir esta información, llame al número que figura en este documento o en la parte posterior de su tarjeta de identificación de Medica.

Yog koj xav tau kev pab dawb kom txhais daim ntawv no, hu rau tus xov tooj nyob hauv daim ntawv no los yog nyob nraum qab ntawm koj daim npav Medica ID.

如果您需要免費翻譯此資訊，請致電本文檔中或者在您的Medica ID卡背面包含的號碼。

Nếu quý vị muốn trợ giúp dịch thông tin này miễn phí, hãy gọi vào số có trong tài liệu này hoặc ở mặt sau thẻ ID Medica của quý vị.

Odeeffannoo kana gargaarsa tolaan akka isinii hiikamu yoo barbaaddan, lakkoobsa barruu kana keessatti argamu ykn ka dugda kaardii Waraqaa Eenyummaa Medica irra jiruun bilbila'a.

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이 정보를 번역하는 데 무료로 도움을 받고 싶으시면, 이 문서에 포함된 전화번호나 Medica ID 카드 뒷면의 전화번호로 전화하십시오.

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