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/2022BalancePolicies or call 877-329-8310. 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 <a href="https://www.healthcare.gov/sbc-glossary">https://www.healthcare.gov/sbc-glossary</a> or call 877-329-8310 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	\$0 at Indian Health Care <u>Provider</u> (IHCP) or with IHCP <u>referral</u> at non-IHCP; \$7,000 Individual / \$14,000 Family for non-IHCP in-network services. \$21,000 Individual / \$42,000 Family for out-of-network services.	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. <u>Preventive care</u> , preventive prescriptions and <u>copay</u> services from non-IHCP in-network <u>providers</u> 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 services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits</u> .
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	\$8,700 Individual / \$17,400 Family for non-IHCP in-network services. Not applicable out-of-network.	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-pocket limit</u> ?	Premiums, <u>balance-billing</u> charges, health care this <u>plan</u> doesn't cover, out-of-network <u>deductible</u> and <u>coinsurance</u> .	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 <u>network provider</u> ?	Yes. Visit <u>www.medica.com/FindBalanceZeroProviders</u> or call 877-329-8310 (TTY:711) for a list of <u>network providers</u> .	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 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 <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 P	Pay	
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Provider (You will	Non-IHCP Out-of-Network^ Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	No charge	Preferred primary care: \$0 <u>copay</u> /visit. <u>Deductible</u> does not apply. Primary care: \$80 <u>copay</u> /visit. <u>Deductible</u> does not apply. Preferred retail health clinics: \$0 <u>copay</u> /visit. <u>Deductible</u> does not apply. Retail health clinics: \$20 <u>copay</u> /visit. <u>Deductible</u> does not apply. Chiropractic care: \$80 <u>copay</u> /visit. <u>Deductible</u> does not apply.	50% <u>coinsurance</u>	50% <u>coinsurance</u> for other outpatient services. Primary care visits provided at an outpatient facility may be subject to <u>coinsurance</u> and <u>deductible</u> . <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ). Preferred primary care <u>providers</u> are listed in the directory. <u>www.medica.com/FindBalanceZeroProviders</u>
	<u>Specialist</u> visit	No charge	\$150 <u>copay</u> /visit. <u>Deductible</u> does not apply.	50% coinsurance	<u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	Preventive care/ screening/immunization	No charge	No charge. <u>Deductible</u> does not apply.	Immunizations covered 0% <u>coinsurance</u> for members to age 18. <u>Deductible</u> does not apply. Other services: 50% <u>coinsurance</u>	You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for. Cost sharing waived at non-IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).

# Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services Medica. OK Balance by Medica Bronze Copay \$0 Preferred Primary Care Limited

			What You Will F	Pay	
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Provider (You will	Non-IHCP Out-of-Network^ Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
	<u>Diagnostic test</u> (x-ray, blood work)	No charge	50% coinsurance	50% coinsurance	Cost sharing waived at non-IHCP with IHCP referral. If an out-of-network provider charges more than the allowed amount, you may have to pay the difference (balance billing).
lf you have a test	Imaging (CT/PET scans, MRIs)	No charge	50% coinsurance	50% coinsurance	*May require prior authorization. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> <u>billing</u> ).
If you need drugs to	Generic drugs	No charge	\$25 <u>copay</u> /prescription. <u>Deductible</u> does not apply.	50% <u>coinsurance</u> for diabetic equipment,	Up to a 31-day supply per prescription. *May require prior authorization. For preferred/non-preferred retail and specialty drugs,
tréat your illness or condition More information about prescription	Preferred brand drugs	No charge	\$200 <u>copay</u> /prescription. <u>Deductible</u> does not apply.	supplies and drugs. Other drugs or services are not covered.	\$150 copay for orally-administered cancer treatment medications. <u>Deductible</u> 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
drug coverage is available at	Non-Preferred brand drugs	No charge	70% coinsurance		prescription unit. *Refer to the Exceptions to the Drug List section of your Policy of Coverage for more details. No charge for preventive drugs. <u>Cost sharing</u> waived at non-IHCP with IHCP referral. If an
www.medica.com/ RxList2022.	Specialty drugs	No charge	\$750 <u>copay</u> /prescription. <u>Deductible</u> does not apply.	Not covered	-drugs. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	No charge	50% coinsurance	50% coinsurance	*May require prior authorization. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> )
	Physician/surgeon fees	No charge	50% coinsurance	50% coinsurance	billing).
	Emergency room care	No charge	50% <u>coinsurance</u>	50% <u>coinsurance</u>	In-network <u>deductible</u> applies. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
If you need immediate medical	Emergency medical transportation	No charge	50% coinsurance	50% coinsurance	In-network <u>deductible</u> applies. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .
attention	<u>Urgent care</u>	No charge	\$80 <u>copay</u> /visit. <u>Deductible</u> does not apply.	\$80 <u>copay</u> /visit. <u>Deductible</u> does not apply.	If a non-network <u>provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ). <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> .

\* For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.medica.com/2022BalancePolicies</u>. ^Out-of-Network services received in the state of Oklahoma, except <u>Emergency Services</u>.

# Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services Medica. OK Balance by Medica Bronze Copay \$0 Preferred Primary Care Limited

			What You Will P	Pay	
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	In-Network Provider (You will	Non-IHCP Out-of-Network^ Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
lf you have a	Facility fee (e.g., hospital room)	No charge	50% coinsurance	50% <u>coinsurance</u>	*May require prior authorization. Rehabilitative and habilitative services each limited to 30 days/year. Notification required. <u>Cost</u> <u>sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network</u> <u>provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
hóspital stay	Physician/surgeon fees	No charge	50% <u>coinsurance</u>	50% <u>coinsurance</u>	*May require prior authorization. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> <u>billing</u> ).
If you need mental health, behavioral health, or substance abuse services	Outpatient services	No charge	Preferred primary care office: \$0 <u>copay</u> /visit. <u>Deductible</u> does not apply. Other: \$80 <u>copay</u> /visit. <u>Deductible</u> does not apply. 50% <u>coinsurance</u> for other outpatient services.		*May require prior authorization. Other outpatient services include intensive outpatient programs, diagnostic evaluations and psychological testing. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed</u> <u>amount</u> , you may have to pay the difference ( <u>balance billing</u> ). Preferred primary care <u>providers</u> are listed in the directory. <u>www.medica.com/FindBalanceZeroProviders</u>
	Inpatient services	No charge	50% coinsurance	50% coinsurance	*May require prior authorization. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> <u>billing</u> ).
	Office visits	No charge	Prenatal: 50% <u>coinsurance</u> Postnatal: 50% <u>coinsurance</u>	50% <u>coinsurance</u>	<u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply. Maternity care may include tests and services described
If you are pregnant	Childbirth/delivery professional services	No charge	50% <u>coinsurance</u>	50% coinsurance	elsewhere in the SBC (i.e. ultrasound). <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference
	Childbirth/delivery facility services	No charge	50% <u>coinsurance</u>	50% coinsurance	(balance billing).

# Summary of Benefits and Coverage: What this Plan Covers & What You Pay for Covered Services Medica. OK Balance by Medica Bronze Copay \$0 Preferred Primary Care Limited

			What You Will F	ay	
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)		Non-IHCP Out-of-Network^ Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
	Home health care	No charge	50% coinsurance	Not covered	*May require prior authorization. Limited to 30 visits. Extended hours home care limited to 85 visits/year. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> <u>billing</u> ).
	Rehabilitation services	No charge	50% <u>coinsurance</u>	50% coinsurance	Physical, occupational and speech therapies limited to 25 visits/year combined in & out-of-network. <u>Cost sharing</u> waived at non-IHCP with
<i>"</i>	Habilitation services	No charge	50% <u>coinsurance</u>	50% coinsurance	IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> <u>billing</u> ).
If you need help recovering or have other special health needs	Skilled nursing care	No charge	50% coinsurance	50% coinsurance	*May require prior authorization. Limited to 30 days/year combined in and out-of-network. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed</u> <u>amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	<u>Durable medical</u> equipment	No charge	50% coinsurance	50% coinsurance	*May require prior authorization. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	Hospice services	No charge	50% coinsurance	Not covered	Respite care is limited to 5 consecutive days, up to a lifetime maximum of 15 inpatient days and 15 outpatient days. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
	Children's eye exam	No charge	\$80 <u>copay</u> /visit. <u>Deductible</u> does not apply.	50% coinsurance	Limited to one refractive eye exam/year to end of month member turns 19. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance billing</u> ).
If your child needs dental or eye care	Children's glasses	No charge	50% coinsurance	50% <u>coinsurance</u>	Limited to one pair of glasses/year and one pair of contacts/year to end of month member turns 19. <u>Cost sharing</u> waived at non-IHCP with IHCP <u>referral</u> . If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may have to pay the difference ( <u>balance</u> <u>billing</u> ).
	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:**

ertility treatment ng-term care n-emergency care when traveling outside the	<ul> <li>Weight loss programs</li> </ul>
Infe Loi No	Dental check-up Infertility treatment Long-term care Non-emergency care when traveling outside the U.S.

Other Covered Services (Limitations may apply	to these services. This isn't a complete list. Please see you	ır <u>plan</u> document.)
Chiropractic care	<ul> <li>Hearing aids limited to 1 hearing aid per ear every 48 months. 4 additional ear molds for members up to 2 years of age.</li> </ul>	<ul> <li>Private-duty nursing limited up to 85 visits per year.</li> </ul>

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 877-329-8310 or the Oklahoma Insurance Department, Consumer Assistance at 1-800-522-0071. 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 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: Oklahoma Insurance Department, Consumer Assistance at 1-800-522-0071.

### 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 <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>.

### 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, kwiijigo 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 <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 ar delivery)	nd a hospital	Managing Joe's Type 2 Diabete (a year of routine in-network care of a well- condition)	e <b>s</b> -controlled	Mia's Simple Fracture (in-network emergency room visit and foll	ow up care)
The <u>plan's</u> overall <u>deductible</u> :	\$0	The plan's overall deductible:	\$0	The <u>plan's</u> overall <u>deductible</u> :	\$0
Specialist copayment:	\$0	Specialist copayment:	\$0	Specialist copayment:	\$0
Hospital (facility) <u>coinsurance</u> :	0%	Hospital (facility) <u>coinsurance</u> :	0%	Hospital (facility) <u>coinsurance</u> :	0%
• Other <u>coinsurance</u> :	0%	• Other <u>coinsurance</u> :	0%	• Other <u>coinsurance</u> :	0%
This EXAMPLE event includes services <u>Specialist</u> office visits ( <i>prenatal care</i> ) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services	ike:	This EXAMPLE event includes services li <u>Primary care physician</u> office visits (including education) <u>Diagnostic tests</u> (blood work)		This EXAMPLE event includes services Emergency room care (including medical s Diagnostic test (x-ray) Durable medical equipment (crutches)	
Diagnostic tests (ultrasounds and blood we Specialist visit (anesthesia)		Prescription drugs Durable medical equipment (glucose meter)		Rehabilitation services (physical therapy)	
Diagnostic tests (ultrasounds and blood we Specialist visit (anesthesia) Total Example Cost	ork) <b>\$12,700</b>	Prescription drugs	\$5,600	Rehabilitation services (physical therapy)         Total Example Cost	\$2,800
<u>Diagnostic tests</u> (ultrasounds and blood we <u>Specialist</u> visit (anesthesia)		Prescription drugs Durable medical equipment (glucose meter)		Rehabilitation services (physical therapy)	\$2,800
Diagnostic tests (ultrasounds and blood we Specialist visit (anesthesia) Total Example Cost		Prescription drugs Durable medical equipment (glucose meter) Total Example Cost		Rehabilitation services (physical therapy)         Total Example Cost	\$2,800
Diagnostic tests (ultrasounds and blood we Specialist visit (anesthesia) Total Example Cost n this example, Peg would pay:		Prescription drugs Durable medical equipment (glucose meter) Total Example Cost In this example, Joe would pay:		Rehabilitation services (physical therapy)         Total Example Cost         In this example, Mia would pay:	<b>\$2,800</b>
Diagnostic tests (ultrasounds and blood we Specialist visit (anesthesia) Total Example Cost n this example, Peg would pay: Cost Sharing	\$12,700	Prescription drugs         Durable medical equipment (glucose meter)         Total Example Cost         In this example, Joe would pay:         Cost Sharing	\$5,600	Rehabilitation services (physical therapy)         Total Example Cost         In this example, Mia would pay:         Cost Sharing	
Diagnostic tests (ultrasounds and blood we Specialist visit (anesthesia) Total Example Cost n this example, Peg would pay: Cost Sharing Deductibles	\$12,700 \$0	Prescription drugs         Durable medical equipment (glucose meter)         Total Example Cost         In this example, Joe would pay:         Cost Sharing         Deductibles	\$5,600 \$0	Rehabilitation services (physical therapy)         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles	\$0
Diagnostic tests (ultrasounds and blood we Specialist visit (anesthesia) Total Example Cost n this example, Peg would pay: Cost Sharing Deductibles Copayments	\$12,700 \$0 \$0	Prescription drugs         Durable medical equipment (glucose meter)         Total Example Cost         In this example, Joe would pay:         Cost Sharing         Deductibles         Copayments	\$5,600 \$0 \$0	Rehabilitation services (physical therapy)         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles         Copayments	\$0 \$0
Diagnostic tests (ultrasounds and blood we Specialist visit (anesthesia) Total Example Cost n this example, Peg would pay: Cost Sharing Deductibles Copayments Coinsurance	\$12,700 \$0 \$0	Prescription drugs         Durable medical equipment (glucose meter)         Total Example Cost         In this example, Joe would pay:         Cost Sharing         Deductibles         Copayments         Coinsurance	\$5,600 \$0 \$0	Rehabilitation services (physical therapy)         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles         Copayments         Coinsurance	\$0 \$0

Note: These numbers assume the patient received care from an IHCP <u>provider</u> or with IHCP <u>referral</u> at a non-IHCP. If you receive care from a non-IHCP <u>provider</u> without a <u>referral</u> 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.

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.

اذاكنت تريدمساعدة مجانية في ترجمة هذه المعلومات. فاتصل على ألرقم الوارد في هذه الوثيقة أو على ظهر بطاقة تعريف ميديكا الخاصة بك.

Если Вы хотите получить бесплатную помощь в переводе этой информации, позвоните по номеру телефона, указанному в данном документе и на обратной стороне Вашей индентификационной карты Medica.

່ ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປຂໍ້ມູນນີ້ຟຣີ, ໃຫ້ໂທຫາເລກໝາຍ ທີ່ມີຢູ່ໃນເອກະສານນີ້ ຫຼື ຢູ່ດ້ານຫຼັງຂອງບັດ Medica ຂອງທ່ານ. 이 정보를 번역하는 데 무료로 도움을 받고 싶으시면, 이 문서에 포함된 전화번호나 Medica ID 카드 뒷면의 전화번호로 전화하십시오.

Si vous voulez une assistance gratuite pour traduire ces informations, appelez le numéro indiqué dans ce document ou au dos de votre carte d'identification Medica.

နမ့်၊အဲဉ်ိဳးတဂ်ကိုးထံစၢၤကလီနှုန်န၊တဂ်ဂုံတဂ်ကို၊အံၤလ၊အကလီန္ဉဉ်,ကိုးလီတဲစိနီဉ်င်္ဂလ၊အပဉ် ယှာ်လ၊လာ်တီလာ်မီအပူ၊အံၤမ့တမှ၊ဖဲနန္နနိုင်စေလာ်အုဉ်သးဓးကဲ့အလို၊ခံတကပၤအဖိခ်ဉ်နူဉ်တက့်၊.

Kung nais mo ng libreng tulong sa pagsasalin ng impormasyong ito, tawagan ang numero na kasama sa dokumentong ito o sa likod ng iyong Kard ng Medica ID.

ይህን መረጃ ለመተርጎም ነጻ እርዳታ የሚፈልጉ ከሆነ በዝ ሀ ሰነድ ዉስጥ ያለውን ቁጥር ወይም Medica መታወቅያ ካርድዎ በስተጀርባ ያለውን ይደውሉ።

Ako želite besplatnu pomoć za prijevod ovih informacija, nazovite broj naveden u ovom dokumentu ili na poleđini svoje ID kartice Medica.

Díí t'áá jíík'e shá ata' hodoonih nínízingo éí ninaaltsoos Medica bee néího'dílzinígí bine'déé' námboo biká'ígíjji' béésh bee hodíilnih.

Wenn Sie bei der Übersetzung dieser Informationen kostenlose Hilfe in Anspruch nehmen möchten, rufen Sie bitte die in diesem Dokument oder auf der Rückseite Ihrer Medica-ID-Karte angegebene Nummer an.