Coverage Period: 01/01/2022 – 12/31/2022 Coverage for: Individual, Family | Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, refer to

http://healthplan.memorialhermann.org/brokers/resource-center/ or call 855-645-8448. 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 <a href="https://www.healthcare.gov/sbc-glossary">https://www.healthcare.gov/sbc-glossary</a> or call 855-645-8448 to request a copy.

| Important Questions  | Answers   | Why This Matters:   |
|--|---|---|
| What is the overall deductible?                                      | Participating Providers - \$3,000 person / \$9,000 family.  Non-Participating Providers - \$6,000 person / \$18,000 family.   | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .   |
| Are there services covered before you meet your deductible?          | Yes. <u>Preventive care</u> services are covered before you meet your <u>deductible</u> . Does not apply to Generic, Preferred brand or Non-Preferred brand <u>prescription drugs</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 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 <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .  |
| 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> ? | Participating Providers – \$8,700 person / \$17,400 family; Pediatric Dental - \$350 person / \$700 family. Non-Participating Providers –\$15,000 person / \$45,000 family; Pediatric Dental - \$350 person / \$700 family.   | 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 out-of-pocket limit?                     | Copayments for certain services, premiums, balance-billing charges, penalties for failure to obtain prior authorization for services and health care this plan doesn't cover.   | Even though you pay these expenses, they don't count toward the out-of-pocket limit.  |
| Will you pay less if you use a <u>network provider</u> ?             | Yes. See <a href="https://healthplan.memorialhermann.org/find-a-doctor?network=Select+PPO">https://healthplan.memorialhermann.org/find-a-doctor?network=Select+PPO</a> or call 855-645-8448 for a list of <a href="Participating Providers">Participating Providers</a> . | 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 specialist you choose without a referral.   |



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

|  |  | What You Will Pay  |   |   |  |
|--|--|--|---|---|--|
| Common<br>Medical Event                                | Services You May Need                            | Participating Provider (You will pay the least)  | Non-Participating Provider (You will pay the most)        | Limitations, Exceptions, & Other Important Information  |  |
|  | Primary care visit to treat an injury or illness | \$25 <u>copay</u> /visit. <u>Deductible</u> does not apply.  | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | None.   |  |
|  | Specialist visit                                 | \$50 <u>copay</u> /visit. <u>Deductible</u> does not apply.  | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | None.   |  |
| If you visit a health care provider's office or clinic | Preventive care/screening/immunization           | No Charge.  Deductible does not apply.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | 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.  For Children under the age of 6: Required immunizations are not subject to deductible, copayment or coinsurance requirements for Participating or Non-Participating Providers. |  |
| If you have a test                                     | Diagnostic test (x-ray, blood work)              | Lab - \$25 <u>copay</u> /visit X-ray - \$50 <u>copay</u> /visit. <u>Deductible</u> does not apply. | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | Prior Authorization required for all Genetic Testing and Complex Imaging. Non-compliance may  |  |
|  | Imaging (CT/PET scans, MRIs)                     | No charge. <u>Deductible</u> applies first.  | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | result in a penalty.  |  |

|  |  | What You \  | Will Pay   |  |
|--|--|---|--|--|
| Common<br>Medical Event  | Services You May Need                          | Participating Provider<br>(You will pay the least)  | Non-Participating<br>Provider<br>(You will pay the<br>most)  | Limitations, Exceptions, & Other Important Information   |
|  | Generic drugs                                  | Preferred: \$4 <u>copay/prescription</u> ; Non-Preferred: \$10 <u>copay/prescription</u> ; Mail Order: \$10 <u>copay/prescription</u> . <u>Deductible</u> does not apply. | 30% coinsurance<br>/prescription.<br>Deductible applies first.<br>(30 day Retail)<br>Mail Order -<br>Not covered | Preferred Participating Providers/Pharmacies: Lower cost applies.  Retail covers 30-day supply and mail order covers   |
| If you need drugs to treat your illness or condition  More information about prescription drug coverage is available at http://healthplan.memori | Preferred brand drugs                          | Preferred: \$50 copay/prescription; Non-Preferred: \$60 copay/prescription; Mail Order: \$125 copay/prescription Deductible does not apply.                               | 30% coinsurance<br>/prescription.<br>Deductible applies first.<br>(30 day Retail)<br>Mail Order -<br>Not covered | 90-day supply.  Participating Provider prescription drug copayment/coinsurance apply to the Maximum Out-of-Pocket limit.  Member responsible for paying applicable copay.  |
| alhermann.org/member<br>s/resource-<br>center/pharmacy-<br>benefit-information/<br>Or by calling 1-877-633-<br>4461.                             | Non-preferred brand drugs                      | Preferred: \$100 copay/prescription; Non-Preferred: \$110 copay/prescription; Mail Order: \$250 copay/prescription Deductible does not apply.                             | 30% coinsurance<br>/prescription.<br>Deductible applies first.<br>(30 day Retail)<br>Mail Order -<br>Not covered | allowable <u>claim</u> amount, or the contracted rate of the <u>prescription</u> if less than the established <u>copay Prior Authorization</u> required for some drugs.  Non-compliance may result in a penalty. |
|  | Specialty drugs                                | 45% coinsurance /prescription. Deductible applies first. (30 day Retail) Mail Order - Not covered   | 45% coinsurance /prescription. Deductible applies first. (30 day Retail) Mail Order - Not covered                | 30-day supply only. Annual Participating Provider  Deductible applies to ALL Specialty drugs. Prior  Authorization required for some Specialty drugs.  Non-compliance may result in a penalty.                   |
| If you have outpatient   | Facility fee (e.g., ambulatory surgery center) | No Charge <u>Deductible</u> applies first.  | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.  | <u>Prior Authorization</u> required. Non-compliance may result in a penalty.   |
| surgery  | Physician/surgeon fees                         | No Charge<br><u>Deductible</u> applies first.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.  | Prior Authorization required. Non-compliance may result in a penalty.  |

|  | What You Will Pay                         |  |  |  |
|--|---|--|--|--|
| Common<br>Medical Event  | Services You May Need                     | Participating Provider<br>(You will pay the least)   | Non-Participating<br>Provider<br>(You will pay the<br>most)    | Limitations, Exceptions, & Other Important Information   |
|  | Emergency room care                       | \$400 <u>copay</u> /visit. <u>Deductible</u> does not apply.   | \$400 <u>copay</u> /visit. <u>Deductible</u> does not apply.   | Copayment waived if admitted.  |
| If you need immediate medical attention  | Emergency medical transportation          | 25% <u>coinsurance</u> /trip. <u>Deductible</u> applies first.   | 25% <u>coinsurance</u> /trip. <u>Deductible</u> applies first. | None.  |
|  | <u>Urgent care</u>                        | \$50 <u>copay</u> /visit. <u>Deductible</u> does not apply.  | \$100 <u>copay</u> /visit. <u>Deductible</u> does not apply.   | None.  |
| If you have a hospital   | Facility fee (e.g., hospital room)        | No Charge Deductible applies first.  | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.      | Prior Authorization required. Non-compliance may result in a penalty.  |
| stay   | Physician/surgeon fees                    | No Charge<br><u>Deductible</u> applies first.  | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.      | Cost included in Inpatient stay.   |
| If you need mental<br>health, behavioral<br>health, or substance<br>abuse services | Outpatient services                       | Professional Office Visits - \$25 copay/visit. Deductible does not apply; Outpatient services - No charge. Deductible applies first. | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.      | Prior Authorization required for MH/SA intensive (extended) or residential services, Applied Behavioral Analysis (ABA) therapy and non-behavioral health providers neuropsychiatric testing; Non-compliance may result in a penalty. |
|  | Inpatient services                        | No Charge Deductible applies first.  | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.      | Prior Authorization required. Non-compliance may result in a penalty.  |
|  | Office visits                             | 25% <u>coinsurance</u> . <u>Deductible</u> applies first.  | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.      | Prior Authorization required only for period outside the 48/96-hour timeframe listed in the  |
|  | Childbirth/delivery professional services | No Charge  Deductible applies first.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.      | Certificate of Coverage. Non-compliance may result in a penalty.   |
| If you are pregnant  | Childbirth/delivery facility services     | No Charge  Deductible applies first.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.      | Childbirth/delivery professional services: Cost included in Inpatient stay.  Cost sharing does not apply for preventive services. Depending on the type of services, a copayment, coinsurance, or deductible may                     |

|   |                           | What You Will Pay   |   |  |  |
|---|---------------------------|---|---|--|--|
| Common<br>Medical Event   | Services You May Need     | Participating Provider<br>(You will pay the least)  | Non-Participating Provider (You will pay the most)        | Limitations, Exceptions, & Other Important Information   |  |
|   |                           |   |   | apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).   |  |
|   | Home health care          | 25% <u>coinsurance</u> . <u>Deductible</u> applies first.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | Limited to 60 visits/year. Prior Authorization required. Non-compliance may result in a penalty.   |  |
| If you need help<br>recovering or have<br>other special health<br>needs | Rehabilitation services   | Professional Office Visits: Speech & Hearing Exams - \$25 copay/visit.  Deductible does not apply. PT/OT/ST - 25% coinsurance.  Deductible applies first. Outpatient Services – No Charge.  Deductible applies first. | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | Physical Therapy/Occupational Therapy/Speech Therapy and Chiropractic: Limited to 35 visits/year/service and 1 visit per day. Plan limitations do not apply to medically necessary services or services related to Autism Spectrum |  |
|   | Habilitation services     | Professional Office Visits: Speech & Hearing Exams - \$25 copay/visit. Deductible does not apply. PT/OT/ST - 25% coinsurance. Deductible applies first. Outpatient Services - No Charge. Deductible applies first.    | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | Prior Authorization required for Inpatient & ABA in Cognitive Therapy. Non-compliance may result in a penalty.   |  |
|   | Skilled nursing care      | No Charge<br><u>Deductible</u> applies first.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | Limited to 25 days/year. Prior Authorization required. Non-compliance may result in a penalty.   |  |
|   | Durable medical equipment | 25% <u>coinsurance</u> . <u>Deductible</u> applies first.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | Limited to <u>Plan</u> Requirements. <u>Prior Authorization</u> required. Non-compliance may result in a penalty.  |  |
|   | Hospice services          | No Charge<br><u>Deductible</u> applies first.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first. | Prior Authorization required. Non-compliance may result in a penalty.  |  |

|                         |                            | What You W  | ill Pay   |  |
|-------------------------|----------------------------|---|---|--|
| Common<br>Medical Event | Services You May Need      | Participating Provider<br>(You will pay the least)  | Non-Participating<br>Provider<br>(You will pay the<br>most)   | Limitations, Exceptions, & Other Important Information   |
|                         | Children's eye exam        | \$50 <u>copay</u> /visit. <u>Deductible</u> does not apply.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.   | One exam/year for children under age 19.   |
| If your child needs     | Children's glasses         | 25% <u>coinsurance</u> . <u>Deductible</u> applies first.   | 30% <u>coinsurance</u> . <u>Deductible</u> applies first.   | One pair of glasses or contact lenses/year for children under age 19; subject to plan limitations. Maximum cost allowed \$150.   |
| dental or eye care      | Children's dental check-up | Class A-No Charge; Deductible does not apply. Class B, C & D & General Pediatric Dental- 50% coinsurance. Deductible applies first. | Class A-No Charge.  Deductible applies first.  Class B, C & D &  General Pediatric  Dental-50%  coinsurance.  Deductible applies first. | The same <u>deductible</u> , <u>copayments</u> , and reimbursement percentages apply to services rendered by <u>Participating</u> and <u>Non-Participating</u> <u>Providers</u> . <u>Maximum out-of-pocket limit</u> applies to Class B, C, D, & General Pediatric Dental for children under age 19. <u>Prior Authorization</u> required for Classes C and D only. Noncompliance may result in a penalty. Subject to <u>Plan</u> Exclusions. |

#### **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.)

- Acupuncture
- Dental care (Adult)
- Infertility treatment

- Long-term care
- Non-emergency care when traveling outside the US
- Routine eye care (Adult)
- 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 (<u>Prior Authorization</u> required)
- Chiropractic care (35 visits per year)
- Cosmetic surgery (Reconstructive surgery for birth defects, injuries, tumors or infection)
- Hearing aids (1 pair every 36 months)
- Private-duty nursing (Outpatient Home Health aide services & Inpatient services only – covered when medically necessary)
- Routine foot care (For an illness such as diabetes or a circulatory disorder of the lower extremities)

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: For group health coverage subject to ERISA, call MHHIC Customer Service at 855-645-8448 or <a href="http://healthplan.memorialhermann.org">http://healthplan.memorialhermann.org</a> or the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="http://www.dol.gov/ebsa/healthreform.">http://www.dol.gov/ebsa/healthreform.</a> For non-federal governmental group health plans contact the Department of Health and Human Service Center for Consumer Information and Insurance Oversight at 1-877-267-2323 x61565 or <a href="http://www.cciio.cms.gov">http://www.cciio.cms.gov</a>. Church plans are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact their State insurance regulator regarding their possible rights to continuation coverage under State law at the Texas Department of Insurance, 1-800-252-3439 or <a href="http://www.tdi.texas.gov">http://www.tdi.texas.gov</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="health Insurance Marketplace">Health Insurance Marketplace</a>. For more information about the <a href="https://www.tdi.texas.gov">Marketplace</a>, visit <a href="https://www.tdi.texas.gov">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 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: For group health coverage subject to ERISA, U.S. Department of Labor Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="http://www.dol.gov/ebsa/healthreform">http://www.dol.gov/ebsa/healthreform</a>; or Memorial Hermann Health Insurance Company Customer Service at 855-645-8448 or <a href="http://healthplan.memorialhermann.org">http://healthplan.memorialhermann.org</a>.

### Does this plan provide Minimum Essential Coverage? Yes.

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

### Does this plan meet Minimum Value Standards? Yes.

If your 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.

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

**PRA Disclosure Statement:** According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is **0938-1146**. The time required to complete this information collection is estimated to average **0.08** hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

### **About these Coverage Examples:**



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost-sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

# Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$3,000 |
|---|---------|
| ■ Specialist copayment                        | \$50    |
| ■ Hospital (facility) coinsurance             | 0%      |
| ■ Other <u>coinsurance</u>                    | 25%     |

#### 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               |         |  |
|----------------------------|---------|--|
| <u>Deductibles</u>         | \$3,000 |  |
| Copayments                 | \$500   |  |
| Coinsurance                | \$0     |  |
| What isn't covered         |         |  |
| Limits or exclusions \$6   |         |  |
| The total Peg would pay is | \$3,560 |  |

# **Managing Joe's type 2 Diabetes**

(a year of routine in-network care of a well-controlled condition)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$3,000 |
|---|---------|
| ■ Specialist copayment                        | \$50    |
| ■ Hospital (facility) coinsurance             | 0%      |
| ■ Other <u>coinsurance</u>                    | 25%     |

#### This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)

<u>Diagnostic tests</u> (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>         | \$800   |  |  |
| Copayments                 | \$1,800 |  |  |
| Coinsurance                | \$0     |  |  |
| What isn't covered         |         |  |  |
| Limits or exclusions       | \$20    |  |  |
| The total Joe would pay is | \$2,620 |  |  |

## **Mia's Simple Fracture**

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

| ■ The plan's overall deductible   | \$3,000 |
|-----------------------------------|---------|
| ■ Specialist copayment            | \$50    |
| ■ Hospital (facility) coinsurance | 0%      |
| ■ Other <u>coinsurance</u>        | 25%     |

#### 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               |         |
|----------------------------|---------|
| <u>Deductibles</u>         | \$2,000 |
| Copayments                 | \$600   |
| Coinsurance                | \$0     |
| What isn't covered         |         |
| Limits or exclusions       | \$0     |
| The total Mia would pay is | \$2,600 |



# Multi-Language Insert

### **Multi-language Interpreter Services**

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-855-645-8448. Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-855-645-8448. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务,帮助您解答关于健康或药物保险的任何疑问。如果您需 要此翻译服务,请致电1-855-645-8448。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問,為此我們提供免費的翻譯 服務。如需翻 譯服務,請致電 1-855-645-8448。我們講中文的人員將樂意為您提供幫助。這 是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-855-645-8448. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-855-645-8448. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quí vi cần thông dịch viên xin gọi 1-855-645-8448 sẽ có nhân viên nói tiếng Việt giúp đỡ quí vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-855-645-8448. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-855-645-8448번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-855-645-8448. Вам окажет помощь сотрудник, который говорит порусски. Данная услуга бесплатная.

#### Arabic:

إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم بمساعدتك. هذه خدمة فوري، ليس عليك سوى الاتصال بنا على 1-558-546-8448. سيقوم شخص ما يتحدث العربية مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-855-645-8448 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-855-645-8448. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portugués:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-855-645-8448. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-855-645-8448. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-855-645-8448. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするため に、無料の通訳 サービスがありますございます。通訳をご用命になるには、1-855-645-8448にお電話ください。日本語を話す人者 が支援いたします。これは無料のサー ビスです。