




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, call 1-800-310-2835 or visit [healthnewengland.org](http://healthnewengland.org) and sign into the Member Portal. 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 [www.healthcare.gov/sbc-glossary/](http://www.healthcare.gov/sbc-glossary/) or call 1-800-310-2835 to request a copy.

| Important Questions   | Answers  | Why This Matters:   |
|---|--|---|
| <b>What is the overall <a href="#">deductible</a>?</b>                                | \$500 individual / \$1,000 family  | 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> .  |
| <b>Are there services covered before you meet your <a href="#">deductible</a>?</b>    | Yes. In-Plan: <a href="#">Preventive care</a> , office visits, labs, chiropractic care & <a href="#">prescription drugs</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> .   |
| <b>Are there other <a href="#">deductibles</a> for specific services?</b>             | Yes. \$50 per child / \$150 per family for non-preventive pediatric dental services.   | You must pay all of the costs for these services up to the specific <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay for these services.  |
| <b>What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a>?</b> | In-plan: \$5,000 individual / \$10,000 family. Out-of-plan: \$6,000 individual / \$12,000 family.  | 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.   |
| <b>What is not included in the <a href="#">out-of-pocket limit</a>?</b>               | Your <a href="#">cost-sharing</a> for benefits that are not <a href="#">Essential Health Benefits</a> under national health care reform, <a href="#">premiums</a> , 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> .   |
| <b>Will you pay less if you use a <a href="#">network provider</a>?</b>               | Yes. See <a href="http://healthnewengland.org">healthnewengland.org</a> or call 1-800-310-2835 for a list of <a href="#">network providers</a> .   | This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's 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. |
| <b>Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a>?</b>    | 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  |
|---|--|--|--|---|
|   |  | In-Plan Provider<br>(You will pay the least)   | Out-of-Plan Provider<br>(You will pay the most)  |   |
| <b>If you visit a health care provider's office or clinic</b>   | Primary care visit to treat an injury or illness       | \$20 <a href="#">copay</a> /visit<br><a href="#">Deductible</a> does not apply.  | 20% <a href="#">coinsurance</a>  | <a href="#">Deductible</a> may apply to some in-plan office services.   |
|   | <a href="#">Specialist</a> visit                       | \$20 <a href="#">copay</a> /visit<br>\$20 <a href="#">copay</a> /visit for chiropractor.<br>\$20 <a href="#">copay</a> /visit for acupuncture.<br><a href="#">Deductible</a> does not apply. | 20% <a href="#">coinsurance</a><br>For chiropractor: \$20 <a href="#">copay</a> /visit, then 20% <a href="#">coinsurance</a> | <a href="#">Deductible</a> may apply to some in-plan office services. Acupuncture limited to 12 visits per calendar year.   |
|   | <a href="#">Preventive care/screening/immunization</a> | No charge<br><a href="#">Deductible</a> does not apply.  | 20% <a href="#">coinsurance</a>  | You may have to pay for services that aren't <a href="#">preventive</a> . Ask your <a href="#">provider</a> if the services you need are <a href="#">preventive</a> . Then check what your <a href="#">plan</a> will pay for.   |
| <b>If you have a test</b>   | <a href="#">Diagnostic test</a> (x-ray, blood work)    | Radiology: No charge<br>Lab: No charge<br><a href="#">Deductible</a> does not apply to labs.   | 20% <a href="#">coinsurance</a>  | None  |
|   | Imaging (CT/PET scans, MRIs)                           | \$75 <a href="#">copay</a> (maximum 3 <a href="#">copays</a> per year)   | 20% <a href="#">coinsurance</a>  | Includes CT Scans, PET Scans, MRIs, MRAs and Nuclear Cardiac Imaging. Prior approval is required. Prior approval is required for services from in-plan PHCS <a href="#">providers</a> and out-of-plan <a href="#">providers</a> . Without prior approval, services will not be covered. |
| <b>If you need drugs to treat your illness or condition</b><br>More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.hnedirect.com/Form">www.hnedirect.com/Form</a> | Tier 1 (Generic drugs)                                 | \$20 retail <a href="#">copay</a> , \$40 mail order <a href="#">copay</a> /prescription.<br><a href="#">Deductible</a> does not apply.   | \$20 retail <a href="#">copay</a> , then 20% <a href="#">coinsurance</a> /prescription                                       | Covers up to a 30-day supply (retail); up to a 90-day supply (mail order). Mail order from out-of-plan <a href="#">providers</a> is not covered. Prior approval is required for some <a href="#">prescription drugs</a> . Without prior approval, a drug may not be covered.            |
|   | Tier 2 (Brand/Formulary drugs)                         | \$50 retail <a href="#">copay</a> , \$100 mail order <a href="#">copay</a> /prescription.  | \$50 retail <a href="#">copay</a> , then 20% <a href="#">coinsurance</a> /prescription                                       |   |

| Common Medical Event                     | Services You May Need                            | What You Will Pay  |  | Limitations, Exceptions, & Other Important Information   |
|--|--|--|--|--|
|  |  | In-Plan Provider<br>(You will pay the least)   | Out-of-Plan Provider<br>(You will pay the most)                      |  |
| <a href="#">ularyLookup/Default.aspx</a> |  | <u>Deductible</u> does not apply.  |  |  |
|  | Tier 3 (Brand/Non-formulary drugs)               | \$75 retail <u>copay</u> , \$225 mail order <u>copay</u> /prescription.<br><u>Deductible</u> does not apply. | \$75 retail <u>copay</u> , then 20% <u>coinsurance</u> /prescription |  |
|  | <a href="#">Specialty drugs</a>                  | <u>Copay</u> depends on drug tier.<br><u>Deductible</u> does not apply.                                      | Not covered  | Prior approval is required for some <u>prescription drugs</u> . Without prior approval, a drug may not be covered.   |
| If you have outpatient surgery           | Facility fee (e.g., ambulatory surgery center)   | No charge  | 20% <u>coinsurance</u>   | Prior approval is required for some services. For in-plan PHCS <u>providers</u> and out-of-plan <u>providers</u> , without prior approval, benefit could be reduced by \$500.  |
|  | Physician/surgeon fees                           | No charge  | 20% <u>coinsurance</u>   | None   |
| If you need immediate medical attention  | <a href="#">Emergency room care</a>              | \$150 <u>copay</u> /visit<br><u>Deductible</u> does not apply.   | \$150 <u>copay</u> /visit<br><u>Deductible</u> does not apply.       | None   |
|  | <a href="#">Emergency medical transportation</a> | \$100 <u>copay</u> per member per day  | \$100 <u>copay</u> per member per day                                | For ground ambulance services from out-of-plan <u>providers</u> , only ambulance transport and mileage are covered. Ancillary supplies or services (such as ECG tracing, drugs, intubation and measuring of oxygen in the blood) will not be covered if billed as separate line items. |
|  | <a href="#">Urgent care</a>                      | \$20 <u>copay</u> /visit<br><u>Deductible</u> does not apply.  | 20% <u>coinsurance</u>   | <u>Deductible</u> may apply to some in-plan office services.   |
| If you have a hospital stay              | Facility fee (e.g., hospital room)               | No charge  | 20% <u>coinsurance</u>   | 60 days per calendar year limit for inpatient <u>rehabilitation</u> . 100 days per calendar year limit for <u>skilled nursing facility care</u> . Prior approval is required for non-emergency admissions to in-plan PHCS facilities and   |

| Common Medical Event  | Services You May Need                     | What You Will Pay   |   | Limitations, Exceptions, & Other Important Information   |
|---|---|---|---|--|
|   |   | In-Plan Provider<br>(You will pay the least)                  | Out-of-Plan Provider<br>(You will pay the most) |  |
|   | Physician/surgeon fees                    | No charge   | 20% <u>coinsurance</u>                          | out-of-plan facilities. Without prior approval, benefit could be reduced by \$500.<br>None   |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                       | \$20 <u>copay</u> /visit<br><u>Deductible</u> does not apply. | 20% <u>coinsurance</u>                          | Prior approval is required for some services.  |
|   | Inpatient services                        | No charge   | 20% <u>coinsurance</u>                          | Prior approval is required for non-emergency admissions to in-plan PHCS facilities and out-of-plan facilities. Without prior approval, benefit could be reduced by \$500.  |
| If you are pregnant   | Office visits                             | No charge<br><u>Deductible</u> does not apply.                | 20% <u>coinsurance</u>                          | <u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of service, deductible and <u>copays</u> may apply.  |
|   | Childbirth/delivery professional services | No charge<br><u>Deductible</u> does not apply.                | 20% <u>coinsurance</u>                          | None   |
|   | Childbirth/delivery facility services     | No charge   | 20% <u>coinsurance</u>                          | Coverage for child is limited to routine newborn nursery charges. For continued coverage, child must be enrolled within 30 days of date of birth. Prior approval is required. For in-plan PHCS <u>providers</u> and out-of-plan <u>providers</u> , if you don't get prior approval, benefit could be reduced by \$500. |
| If you need help recovering or have other special health needs            | <a href="#">Home health care</a>          | No charge   | 20% <u>coinsurance</u>                          | Prior approval is required. For in-plan PHCS <u>providers</u> and out-of-plan <u>providers</u> , without prior approval, benefit could be reduced by \$500.  |
|   | <a href="#">Rehabilitation services</a>   | \$20 <u>copay</u> /visit per treatment type                   | 20% <u>coinsurance</u>                          | Limited to 60 visits per calendar year for physical or occupational therapy. Prior approval is required for speech therapy after the initial evaluation. For in-plan PHCS <u>providers</u> and out-of-plan <u>providers</u> , without prior approval, benefit could be reduced by                                      |

| Common Medical Event                          | Services You May Need                     | What You Will Pay  |   | Limitations, Exceptions, & Other Important Information   |
|---|---|--|---|--|
|   |   | In-Plan Provider<br>(You will pay the least)   | Out-of-Plan Provider<br>(You will pay the most)   |  |
|   |   |  |   | \$500.   |
|   | <a href="#">Habilitation services</a>     | \$20 <u>copay</u> /visit per treatment type  | 20% <u>coinsurance</u>  | Early intervention services are covered for children from birth to age 3. Applied Behavioral Analysis (ABA) to treat autism spectrum disorders is covered. Prior approval is required for ABA services from in-plan PHCS <u>providers</u> and out-of-plan <u>providers</u> . Without prior approval, services will not be covered. Early intervention and ABA services from in-plan providers are covered with no member <u>cost sharing</u> . |
|   | <a href="#">Skilled nursing care</a>      | No charge  | 20% <u>coinsurance</u>  | Skilled nursing services in the home. Prior approval is required. For in-plan PHCS <u>providers</u> and out-of-plan <u>providers</u> , if you don't get prior approval, benefit could be reduced by \$500.   |
|   | <a href="#">Durable medical equipment</a> | 20% <u>coinsurance</u><br><u>Deductible</u> does not apply.  | 20% <u>coinsurance</u>  | Prior approval is required. For in-plan PHCS <u>providers</u> and out-of-plan <u>providers</u> , if you don't get prior approval, benefit could be reduced by \$500.   |
|   | <a href="#">Hospice services</a>          | No charge<br><u>Deductible</u> does not apply.   | 20% <u>coinsurance</u>  | Prior approval is required. For in-plan PHCS <u>providers</u> and out-of-plan <u>providers</u> , if you don't get prior approval, benefit could be reduced by \$500.   |
| <b>If your child needs dental or eye care</b> | Children's eye exam                       | No charge for routine exams.<br><u>Deductible</u> does not apply.                                      | Not covered except for children under age 19. For children under age 19 you will pay charges in excess of a \$28 reimbursement. | Routine exams limited to one per calendar year. Routine exams for children under age 19 will be covered at no charge only if done by a provider participating with Health New England's children's vision care provider EyeMed.  |
|   | Children's glasses                        | No charge for 1 pair with a "Collection" frame; or \$150 allowance + 20% off expense beyond allowance. | Not covered except for children under age 19. For children under age 19 you will pay expenses beyond                            | For children under age 19. Limited to one pair per calendar year. In-plan providers are providers participating with Health New England's children's vision care provider EyeMed.  |

| Common Medical Event | Services You May Need      | What You Will Pay                            |  | Limitations, Exceptions, & Other Important Information   |
|----------------------|----------------------------|--|--|--|
|                      |                            | In-Plan Provider<br>(You will pay the least) | Out-of-Plan Provider<br>(You will pay the most)                        |  |
|                      |                            |  | allowed amounts. Allowed amounts depend on types of frames and lenses. |  |
|                      | Children's dental check-up | No charge                                    | 20% <u>coinsurance</u>   | For children under age 19. Out-of-plan dentists may also bill you for the difference between their charge and Health New England's contracted dental network's <u>allowed amount</u> . |

### Excluded Services & Other Covered Services:

| Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or <u>plan</u> document for more information and a list of any other <u>excluded services</u> .) |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Cosmetic Surgery</li> <li>• Dental Care (Adult) (except for the limited services specified in your plan materials)</li> </ul> | <ul style="list-style-type: none"> <li>• Long Term Care</li> <li>• Non-emergency care when traveling outside the U.S.</li> </ul> | <ul style="list-style-type: none"> <li>• Private Duty Nursing</li> <li>• Routine Foot Care (Routine foot care is covered if you have diabetes)</li> </ul> |

| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)                                     |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Abortion</li> <li>• Acupuncture</li> <li>• Bariatric Surgery (requires prior approval)</li> <li>• Chiropractic Care</li> </ul> | <ul style="list-style-type: none"> <li>• Hearing Aids (limited to members age 21 and under, \$2,000 per hearing aid per ear each 36 months, requires prior approval)</li> <li>• Infertility Treatment (requires prior approval)</li> </ul> | <ul style="list-style-type: none"> <li>• Routine eye care (Adult)</li> <li>• Weight Loss Programs (reimbursement per calendar year :\$200 per individual up to \$400 per family)</li> </ul> |

### Your Rights to Continue Coverage:

**If you have Individual health insurance:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the Massachusetts Division of Insurance at 877-563-4467, or [doicss.mailbox@state.ma.us](mailto:doicss.mailbox@state.ma.us), or <https://www.mass.gov/health-care>. 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. For information on buying individual coverage through the state marketplace, contact the Massachusetts Health Connector at [www.mahealthconnector.org](http://www.mahealthconnector.org).

**If you have Group health insurance coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform) and the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or [www.ccio.cms.gov](http://www.ccio.cms.gov). You can also contact your state insurance department. Massachusetts resident can contact The Massachusetts Division of Insurance at 877-563-4467, or [doicss.mailbox@state.ma.us](mailto:doicss.mailbox@state.ma.us), or <https://www.mass.gov/health-care>. 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. You may be

able to buy individual coverage through your state's marketplace, if applicable. If you are a resident of Massachusetts, contact the Massachusetts Health Connector at [www.mahealthconnector.org](http://www.mahealthconnector.org).

**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 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 Member Services at the number on your plan ID Card or your plan sponsor (usually the employer or organization that provides your health insurance). Or you can contact the Office of Patient Protection at 1-800-436-7757 or [www.mass.gov/hpc/opp](http://www.mass.gov/hpc/opp). If you have group health insurance coverage you can also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).

**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? Group plans: Yes      Individual policies: 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](#).

*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 pre-natal care and a hospital delivery)

|   |       |
|---|-------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$500 |
| ■ <a href="#">Specialist copay</a>                              | \$20  |
| ■ Hospital (facility) <a href="#">copay</a>                     | \$0   |
| ■ Laboratory <a href="#">copay</a>                              | \$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*)

|                           |                 |
|---------------------------|-----------------|
| <b>Total Example Cost</b> | <b>\$12,700</b> |
|---------------------------|-----------------|

In this example, Peg would pay:

| <i>Cost Sharing</i>               |              |
|-----------------------------------|--------------|
| <a href="#">Deductibles</a>       | \$500        |
| <a href="#">Copayments</a>        | \$30         |
| <a href="#">Coinsurance</a>       | \$0          |
| <i>What isn't covered</i>         |              |
| Limits or exclusions              | \$0          |
| <b>The total Peg would pay is</b> | <b>\$530</b> |

### Managing Joe's Type 2 Diabetes

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

|   |       |
|---|-------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$500 |
| ■ <a href="#">Specialist copay</a>                              | \$20  |
| ■ Primary care visit <a href="#">copay</a>                      | \$20  |
| ■ Laboratory <a href="#">copay</a>                              | \$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*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$5,600</b> |
|---------------------------|----------------|

In this example, Joe would pay:

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$0            |
| <a href="#">Copayments</a>        | \$1,100        |
| <a href="#">Coinsurance</a>       | \$0            |
| <i>What isn't covered</i>         |                |
| Limits or exclusions              | \$0            |
| <b>The total Joe would pay is</b> | <b>\$1,100</b> |

### Mia's Simple Fracture

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

|   |       |
|---|-------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$500 |
| ■ <a href="#">Specialist copay</a>                              | \$20  |
| ■ Hospital ER (facility) <a href="#">copay</a>                  | \$150 |
| ■ Ambulance services <a href="#">copay</a>                      | \$100 |

This EXAMPLE event includes services like:

[Emergency room care](#) (*including medical supplies*)  
[Diagnostic test](#) (*x-ray*)  
[Durable medical equipment](#) (*crutches*)  
[Rehabilitation services](#) (*physical therapy*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$2,800</b> |
|---------------------------|----------------|

In this example, Mia would pay:

| <i>Cost Sharing</i>               |              |
|-----------------------------------|--------------|
| <a href="#">Deductibles</a>       | \$500        |
| <a href="#">Copayments</a>        | \$300        |
| <a href="#">Coinsurance</a>       | \$20         |
| <i>What isn't covered</i>         |              |
| Limits or exclusions              | \$0          |
| <b>The total Mia would pay is</b> | <b>\$820</b> |

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



## Notice Informing Individuals of Nondiscrimination and Accessibility

Health New England complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Health New England does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Health New England:

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

If you need these services, contact Susan O'Connor, Vice President and General Counsel.

If you believe that Health New England 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: Susan O'Connor, Vice President and General Counsel, One Monarch Place, Suite 1500, Springfield, MA 01104-1500, Phone: (888) 270-0189, TTY: 711, Fax: (413) 233-2685 or [ComplaintsAppeals@hne.com](mailto:ComplaintsAppeals@hne.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Susan O'Connor, Vice President and General Counsel is available to help you.

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, DC 20201, (800) 368-1019, (800) 537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### Multi-Language Services

We're here to help you. We can give you information in other formats and different languages. All translation services are free to members. If you have questions regarding this document please call the toll-free member phone number listed on your health plan ID card, (TTY:711), Monday through Friday, 8:00 a.m.-6:00 p.m.

Last reviewed: 7/31/2019

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| English    | You have the right to get help and information in your language at no cost. To request an interpreter, call the toll-free member phone number listed on your health plan ID card, press 0. (TTY: 711)  |
| Spanish    | Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan de salud y presione 0. (TTY: 711) |
| Portuguese | Você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para solicitar um intérprete, ligue para o número de telefone gratuito que consta no cartão de ID do seu plano de saúde, pressione 0. (TTY: 711)                      |

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| Chinese              | 您有權免費以您使用的語言獲得幫助和訊息。如需口譯員，請撥打您的保健計劃 ID 卡上列出的免費會員電話號碼，按 0。(TTY: 711)   |
| French Creole        | Ou gen dwa pou jwenn èd ak enfòmasyon nan lang natifnatal ou gratis. Pou mande yon entèprèt, rele nimewo gratis manm lan ki endike sou kat ID plan sante ou, peze 0. (TTY: 711)   |
| Vietnamese           | Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi số đường dây miễn phí dành cho hội viên được nêu trên thẻ ID chương trình bảo hiểm y tế của quý vị, bấm số 0. (TTY: 711).                      |
| Russian              | Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по бесплатному номеру телефона, указанному на обратной стороне вашей идентификационной карты и нажмите 0. Линия (телетайп: 711)                                 |
| Arabic               | يحق لك الحصول على المساعدة والمعلومات بلغتك مجانًا. لطلب مترجم، اتصل برقم هاتف العضو المجاني على بطاقة تعريف خطتك الصحية، ثم اضغط على 0. (TTY:711)  |
| Mon-Khmer, Cambodian | អ្នកមានសិទ្ធិទទួលបានជំនួយ និងព័ត៌មាន ជាភាសារបស់អ្នក ដោយមិនអ្វីថ្លៃ។ ដើម្បីស្នើសុំសេវាសម្របសម្រួលសំឡេងសំឡេងនៅដល់ខេត្តសង្គ្រោះសំរាប់សមាជិក ឬ លមានកត់នៅកន្លែងប័ណ្ណ ID គំនរាងស ខភាពរបស់អ្នក រ្តង ើយ េ 0។ (TTY: 711)   |
| French               | Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le numéro de téléphone sans frais figurant sur votre carte d'affilié du régime de soins de santé et appuyez sur la touche 0. (ATS: 711). |
| Italian              | Hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per richiedere un interprete, chiama il numero telefonico verde indicato sulla tua tessera identificativa del piano sanitario e premi lo 0. Dispositivi per non udenti (TTY: 711).                    |
| Korean               | 귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 귀하의 플랜 ID카드에 기재된 무료 회원 전화번호로 전화하여 0번을 누르십시오. TTY 711   |
| Greek                | Έχετε το δικαίωμα να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας χωρίς χρέωση. Για να ζητήσετε διερμηνέα, καλέστε το δωρεάν αριθμό τηλεφώνου που βρίσκεται στην κάρτα μέλους ασφάλισης, πατήστε 0. (TTY: 711).  |
| Polish               | Masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Po usługi tłumacza zadzwoń pod bezpłatny numer umieszczony na karcie identyfikacyjnej planu medycznego i wciśnij 0. (TTY: 711).   |
| Hindi                | आप के पास अपनी भाषा में सहायता एवं जानकारी निःशुल्क प्राप्त करने का अधिकार है। दुभाषिए के लिए अनुरोध करने के लिए, अपने हेल्थ प्लान ID कार्ड पर सूचीबद्ध टोल-फ्री नंबर पर फोन करें, 0 दबाएं। TTY 711   |
| Gujarati             | તમારી ભાષામાં વિના મૂલ્યે મદદ અને માહિતી મેળવવાનો તમને અધિકાર છે. દુભાષિયાની વિનંતી કરવા માટે તમારા હેલ્થ પ્લાન ID કાર્ડ પર જણાવેલા ટોલ-ફ્રી નંબર પર કોલ કરો અને 0 દબાવો. (TTY: 711).   |

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| Lao      | ທ່ານມີສິດທິ ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທິດປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຂໍຮ້ອງນາຍພາສາ, ໂທຟຣີ ຫາຫາຍເລກໂທລະສັບສາລັບສະມາຊິກທິດ ໄດ້ລະບຸໄວ້ໃນບັດສະມາຊິກຂອງທ່ານ, ກົດເລກ 0. (TTY: 711).   |
| Albanian | Ju keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të kërkuar një përkthyes, telefononi në numrin që gjendet në kartën e planit tuaj shëndetësor, shtypni 0. (TTY: 711).  |
| Tagalog  | May karapatan kang makatanggap ng tulong at impormasyon sa iyong wika nang walang bayad. Upang humiling ng tagasalin, tawagan ang toll-free na numero ng telepono na nakalagay sa iyong ID card ng planong pangkalusugan, pindutin ang 0. (TTY: 711). |