

\$30 PCP/\$50 Specialist co-payment, \$850/\$1,700 deductible, 30% co-insurance Pharmacy: \$100 deductible (waived for Generics), \$5 co-payment/\$50 co-payment/50% co-insurance **Summary of Benefits and Coverage:** What this Plan Covers & What You Pay for Covered Services

Coverage For: Blue Edge Business Co-pay 1 Plan Type: EPO



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, www.bluecrossvt.org/sites/default/files/2024-01/280-372-exclusive-provider-organization-pcp-cert-v16.pdf. For general definitions of common terms, such as allowed amount, balance billing, co-insurance, co-payment, deductible, provider, or other underlined terms, see the Glossary. You can view the Glossary at www.healthcare.gov/sbc-glossary or call (800) 255-4550 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$850 individual / \$1,700 family. <u>Co-insurance</u> and <u>co-payments</u> do not apply to the <u>deductible</u> .	Generally, you must pay all of the costs from providers up to the <u>deductible</u> amount each <u>plan</u> year 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> . Your plan year: 01-01-2025 through 12-31-2025.
Are there services covered before you meet your <u>deductible</u> ?	Yes, preventive services, office visits, urgent care, emergency medical transportation and prescription drugs	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>co-payment</u> or <u>co-insurance</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 https://www.healthcare.gov/coverage/preventive-care-benefits/.
Are there other deductibles for specific services?	Yes. \$100 prescription drug <u>deductible</u> per member. Does not apply to generic drugs.	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
What is the <u>out-of-pocket</u> limit for this <u>plan</u> ?	\$4,500 individual / \$9,000 family. Medical and prescription drug out-of-pocket limits are separate. <u>Prescription drugs</u> : \$1,650 individual / \$3,300 family.	The <u>out-of-pocket limit</u> is the most you could pay in a <u>plan</u> 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, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> limit.

Important Questions	Answers	Why This Matters:
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.bluecrossvt.org/find-doctor or call (800) 255-4550 for a list of <u>network</u> providers.	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</u> 's <u>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</u> 's 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). For certain <u>emergency services</u> and/or services at an in-network hospital or surgical center (as explained below), the maximum amount you may pay is the <u>plan</u> 's in <u>network cost-sharing</u> amount. In these circumstances, the providers cannot balance bill you. 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> .

		What You Will Pay		Limitations Exceptions 8 Other
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Primary care visit to treat an injury or illness	\$30 <u>co-payment</u> per visit for <u>primary care physician</u> and mental health / substance abuse	Not covered	Some services require <u>prior approval</u> . For clarification on mental health services visit www.bluecrossvt.org/members/coverage.
	<u>Specialist</u> visit	\$50 <u>co-payment</u> per visit	Not covered	Some services require prior approval.
lf you visit a health care <u>provider</u> 's office or clinic	Other practitioner office visit	\$50 <u>co-payment</u> per visit for acupuncture, chiropractic care, nutritional counseling, outpatient physical, speech and occupational therapy	Not covered	Some services require <u>prior approval</u> . Outpatient physical, speech and occupational therapy benefits are covered up to 30 visits combined.
	Preventive care/Screening/immunization	No charge	Not covered	You may have to pay for services that aren' preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for. For clarification on <u>preventive services</u> visit www.bluecrossvt.org/members/coverage.

		What You Will Pay		Limitationa Evagationa 8 Other
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
lf you have a test	<u>Diagnostic test</u> (x-ray, blood work)	30% <u>co-insurance</u> * for office-based and outpatient hospital	Not covered	Some services require prior approval.
	Imaging (CT/PET scans, MRIs)	30% <u>co-insurance</u> *	Not covered	Most services require prior approval.
If you need drugs to treat your illness or condition	Generic drugs	\$5 <u>co-payment</u> / \$15 <u>co-</u> payment	Not covered	Up to a 30-day supply / 90-day supply for most prescription drugs. Some prescriptions require prior approval.
More information about prescription drug coverage is available at	Preferred brand drugs	\$100 <u>deductible</u> , then \$50 <u>co-payment</u> / \$150 <u>co-</u> <u>payment</u>	Not covered	Up to a 30-day supply / 90-day supply for most prescription drugs. Some prescriptions require prior approval.
http://www.bluecrossvt.org/ pharmacies-medications. This plan follows the	Non-preferred brand drugs	\$100 <u>deductible</u> , then 50% <u>co-insurance</u>	Not covered	Up to a 30-day supply / 90-day supply for most prescription drugs. Some prescriptions require prior approval.
National Performance Formulary (NPF).	Wellness drugs	Wellness prescription drugs process the same as any other prescription.	Not covered	Up to a 30-day supply / 90-day supply for most prescription drugs. Some prescriptions require prior approval.
lf you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	30% <u>co-insurance</u> *	Not covered	Some services require <u>prior approval</u> . If you see an <u>out-of-network provider</u> at an in- network facility, the most the <u>provider</u> may bill you is the in-network <u>cost-sharing</u> amount.
	Physician/surgeon fees	30% <u>co-insurance</u> *	Not covered	Some services require <u>prior approval</u> . If you see an <u>out-of-network provider</u> at an in- network facility, the most the <u>provider</u> may bill you is the in-network <u>cost-sharing</u> amount.
If you need immediate medical attention	Emergency room care	\$500 <u>co-payment</u> * per visit for facility services; no charge* for physician services	\$500 <u>co-payment</u> * per visit for facility services; no charge* for physician services	Must meet emergency criteria. <u>Co-payment</u> waived if admitted. If you have an emergency medical condition, and get emergency services from an <u>out-of-network</u> <u>provider</u> or facility, the maximum you may pay is the standard in-network <u>cost-sharing</u> amount and you cannot be balance billed.

		What You	ı Will Pay	Limitations Exceptions 8 Other
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Emergency medical transportation	\$50 <u>co-payment</u> per member per day	\$50 <u>co-payment</u> per member per day	Must meet emergency criteria. If you have an emergency medical condition, and get emergency services from an <u>out-of-network</u> <u>provider</u> or facility, the maximum you may pay is the standard in-network <u>cost-sharing</u> amount and you cannot be balance billed.
	<u>Urgent care</u>	\$40 <u>co-payment</u> per visit	\$40 <u>co-payment</u> per visit	Applies to urgent care facilities. If you have an emergency medical condition, and get emergency services from an <u>out-of-network</u> <u>provider</u> or facility, the maximum you may pay is the standard in-network <u>cost-sharing</u> amount and you cannot be balance billed.
	Facility fee (e.g., hospital room)	30% <u>co-insurance</u> *	Not covered	Out-of-state inpatient care requires prior approval. If you receive care from an out-of- network provider at an in-network hospital or ambulatory surgical center, the most the provider may bill you is the in-network cost- sharing amount and the provider cannot balance bill you.
lf you have a hospital stay	Physician/surgeon fees	30% <u>co-insurance</u> *	Not covered	Some services require <u>prior approval</u> . If you receive care from an <u>out-of-network provider</u> at an in-network hospital or ambulatory surgical center, the most the <u>provider</u> may bill you is the in-network <u>cost-sharing</u> amount and the <u>provider</u> cannot balance bill you.
lf you need mental health, behavioral health, or	Outpatient services	30% <u>co-insurance</u> *	Not covered	Some services require prior approval.
substance abuse services	Inpatient services	30% <u>co-insurance</u> *	Not covered	Includes facility and physician fees. Requires prior approval.
lf you are pregnant	Office visits	\$30 <u>co-payment</u> (one <u>co-payment</u> covers all maternity office visits by one <u>network provider</u> )	Not covered	<u>Cost sharing</u> does not apply for <u>preventive</u> <u>services</u> . Depending on the type of services, a <u>co-payment</u> , <u>co-insurance</u> , or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the

		What You	ı Will Pay	Limitations Exceptions 8 Other
Common Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
				SBC (i.e. ultrasound.). For a list of services visit www.bluecrossvt.org/members/coverage.
	Childbirth/delivery professional services	30% <u>co-insurance</u> *	Not covered	Out-of-state inpatient care requires prior approval.
	Childbirth/delivery facility services	30% <u>co-insurance</u> *	Not covered	Out-of-state inpatient care requires prior approval.
	Home health care	30% <u>co-insurance</u> *	Not covered	Home infusion therapy requires <u>prior</u> <u>approval</u> . Outpatient physical, speech and occupational therapy benefits are covered up to 30 visits combined.
If you need help recovering or have other	Rehabilitation services	30% <u>co-insurance</u> * inpatient; 30% <u>co-</u> <u>insurance</u> * cardiac / pulmonary services	Not covered	Inpatient rehabilitation services require <u>prior</u> <u>approval</u> .
special health needs	Habilitation services	30% <u>co-insurance</u> * for inpatient services	Not covered	Requires <u>prior approval</u> . Outpatient physical, speech and occupational therapy benefits are covered up to 30 visits combined.
	Skilled nursing care (facility)	30% co-insurance*	Not covered	Requires prior approval.
	Durable medical equipment (including supplies)	30% <u>co-insurance</u> *	Not covered	May require <u>prior approval</u> .
	Hospice services	30% <u>co-insurance</u> *	Not covered	None
If your child needs dental	<u>Eye exam</u>	\$20 <u>co-payment</u> per child exam; \$20 <u>co-payment</u> per adult exam	We pay up to our allowed price less your \$20 <u>co-</u> <u>payment</u>	One routine exam per calendar year.
or eye care	Glasses	Not covered	Not covered	None
	Dental check-up	Not covered	Not covered	None

Services Your <u>Plan</u> Generally Does NOT Cover (Chec	ck your policy or <u>plan</u> document for more informa	ition and a list of any other <u>excluded services</u> .)
<ul> <li>Cosmetic Surgery (except with prior approval for reconstruction)</li> <li>Dental care (child and adult)</li> </ul>	<ul><li>Infertility Medications</li><li>Long-term care</li></ul>	<ul> <li>Routine foot care (except for treatment of diabetes)</li> <li>Weight loss programs</li> </ul>
Other Covered Services (Limitations may apply to th	ese services. This isn't a complete list. Please se	e your <u>plan</u> document.)
<ul> <li>Acupuncture</li> <li>Bariatric surgery</li> <li>Chiropractic Care (Requires prior approval after 12 visits)</li> </ul>	<ul> <li>Hearing aids (covered up to one per ear every three years)</li> <li>Non-emergency care when traveling outside the U.S. (www.bluecrossvt.org/members/coverage)</li> </ul>	<ul> <li>Private-duty nursing (covered up to 14 hours per plan year)</li> <li>Routine eye care (one routine eye exam per child and adult member per calendar 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: Department of Labor's Employee Benefits Security Administration at (866) 444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>, or the Department of Health and Human Services at (877) 267-2323 x61565 or <u>www.cciio.cms.gov</u>. You may also contact the <u>plan</u> at (800) 247-2583. 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 (800) 318-2596.

### Your Grievance and Appeals Rights:

There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: (800) 255-4550.

### 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? Yes.

If your <u>plan</u> doesn't meet the <u>Minimum Value Standards</u>, you may be eligible for a <u>premium</u> tax credit to help you pay for a <u>plan</u> through the <u>Marketplace</u>.

————To see examples of how this plan might cover costs for a sample medical situation, see the next page.—————

### 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.

<b>Peg is Having a Baby</b> (9 months of in-network prenatal care and a hospital delivery)		Managing Joe's Type 2 Diabetes (a year of routine in-network care of a well- controlled condition)		<b>Mia's Simple Fracture</b> (in-network emergency room visit and follow-up care)	
<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$850 \$50 30% 30%	<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility)</li> <li>Other <u>coinsurance</u></li> </ul>	\$850 \$50 \$0 30%	<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>copayment</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$850 \$50 30%
This EXAMPLE event includes services like: <u>Specialist</u> office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood work) <u>Specialist</u> visit (anesthesia)		This EXAMPLE event includes services like: <u>Primary care physician</u> office visits (including disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose meter)		This EXAMPLE event includes services like: <u>Emergency room care</u> (including medical supplies) <u>Diagnostic test</u> ( <i>x-ray</i> ) <u>Durable medical equipment</u> (crutches) <u>Rehabilitation services</u> (physical therapy)	
Childbirth/Delivery Professional Servic Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and bloc <u>Specialist</u> visit (anesthesia)	od work)	disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose n		Diagnostic test (x-ray) Durable medical equipment (crutches Rehabilitation services (physical thera	) ару)
Childbirth/Delivery Professional Servic Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and bloc <u>Specialist</u> visit (anesthesia) <b>Total Example Cost</b>		disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose n Total Example Cost	neter) \$5,600	Diagnostic test (x-ray) Durable medical equipment (crutches Rehabilitation services (physical thera Total Example Cost	:)
Childbirth/Delivery Professional Servic Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and bloc <u>Specialist</u> visit (anesthesia)	od work)	disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose n		Diagnostic test (x-ray) Durable medical equipment (crutches Rehabilitation services (physical thera	) ару)
Childbirth/Delivery Professional Servic Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and bloc <u>Specialist</u> visit (anesthesia) <b>Total Example Cost</b>	od work)	disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose n Total Example Cost	\$5,600	Diagnostic test (x-ray) Durable medical equipment (crutches Rehabilitation services (physical thera Total Example Cost	) apy) <b>\$2,800</b>
Childbirth/Delivery Professional Servic Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and bloc <u>Specialist</u> visit (anesthesia) <b>Total Example Cost</b> In this example, Peg would pay: Cost Sharing	od work)	disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose n <u>Total Example Cost</u> In this example, Joe would pay:		Diagnostic test (x-ray) Durable medical equipment (crutches Rehabilitation services (physical thera Total Example Cost In this example, Mia would pay:	) apy) <b>\$2,800</b>
Childbirth/Delivery Professional Servic Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and bloc <u>Specialist</u> visit (anesthesia) <b>Total Example Cost</b> In this example, Peg would pay: <u>Cost Sharing</u> <u>Deductibles</u>	od work) \$12,700	disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose n <b>Total Example Cost</b> In this example, Joe would pay: <u>Cost Sharing</u>	\$5,600	Diagnostic test (x-ray)         Durable medical equipment (crutches)         Rehabilitation services (physical thera)         Total Example Cost         In this example, Mia would pay:         Cost Sharing	;) apy) <b>\$2,800</b> \$850
Childbirth/Delivery Professional Servic Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and bloc <u>Specialist</u> visit (anesthesia) <b>Total Example Cost</b> In this example, Peg would pay: <u>Cost Sharing</u> <u>Deductibles</u>	od work) \$12,700 \$850	disease education) <u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose n <u>Total Example Cost</u> In this example, Joe would pay: <u>Cost Sharing</u> <u>Deductibles</u>	\$5,600 \$850	Diagnostic test (x-ray)         Durable medical equipment (crutches)         Rehabilitation services (physical thera)         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles	) ару)
Childbirth/Delivery Professional Servic Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and bloc <u>Specialist</u> visit (anesthesia) <b>Total Example Cost</b> In this example, Peg would pay: <u>Cost Sharing</u> <u>Deductibles</u> <u>Copayments</u>	od work) \$12,700 \$850 \$40	disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose n Total Example Cost In this example, Joe would pay: Cost Sharing Deductibles Copayments	\$5,600 \$850 \$1,800	Diagnostic test (x-ray)         Durable medical equipment (crutches)         Rehabilitation services (physical thera         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles         Copayments	() (apy) (\$2,800 (\$850 (\$300)
Childbirth/Delivery Professional Servic Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and bloc <u>Specialist</u> visit (anesthesia) <b>Total Example Cost</b> In this example, Peg would pay: <u>Cost Sharing</u> <u>Deductibles</u> <u>Copayments</u> <u>Coinsurance</u>	od work) \$12,700 \$850 \$40	disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose n Total Example Cost In this example, Joe would pay: Cost Sharing Deductibles Copayments Coinsurance	\$5,600 \$850 \$1,800	Diagnostic test (x-ray)         Durable medical equipment (crutches)         Rehabilitation services (physical thera         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles         Copayments         Coinsurance	() (apy) (\$2,800 (\$850 (\$300)

The plan would be responsible for the other costs of these EXAMPLE covered services.

The prescription drug out-of-pocket limit might not be included in the above Coverage Examples.

\*Note: This plan has other deductibles for specific services included in the coverage example. See "Are there other deductible for specific services?" row above.

Custom Summary Name: BCBS-EPOPCP-850-4500-30%-STK-30-50-500-50-x-x-ACA-LARG|BCBS-Rx-100-1650-x-5-50-50%-3-x-P\_NPF-Acup-2025

# DISCLAIMERS

# **General Exclusions**

While your health plan covers a broad array of necessary services and supplies, it doesn't cover every possible medical expense. If you would like to review the list of general exclusions before enrolling, visit **bluecrossvt.org/contracts**, click on the plan in which you are enrolling and read the chapter entitled "General Exclusions." Once you enroll, you will receive an Outline of Coverage and a link to your Certificate of Coverage. Please read both carefully as they govern your specific benefits.

# **How We Protect Your Privacy**

The law requires us to maintain the privacy of your health information by using or disclosing it only with your authorization or as otherwise allowed by law. You may find information about our privacy practices at **bluecrossvt.org/privacypolicies**.

## **NOTICE:** Discrimination is Against the Law

Blue Cross<sup>®</sup> and Blue Shield<sup>®</sup> of Vermont (Blue Cross VT) and its affiliate The Vermont Health Plan (TVHP) comply with applicable federal and state civil rights laws and do not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, gender identity or sex, ethnicity, sexual orientation, or HIV-status.

Blue Cross VT provides free aids and services to people with disabilities to communicate effectively with us. We provide, for example, qualified sign language interpreters and written information in other formats (e.g., large print, audio or accessible electronic format).

Blue Cross VT provides free language services to people whose primary language is not English. We provide, for example, qualified interpreters and information written in other languages.

If you need these services, contact civilrightscoordinator@bcbsvt.com.

If you believe that Blue Cross VT has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, gender identity or sex, ethnicity, sexual orientation, or HIV-Status,

you can file a grievance with: Kienan D. Christianson, Civil Rights Coordinator, P.O. Box 186, Montpelier, VT 05601-0186, call (800) 247-2583 (TTY/TTD: 711), fax (802) 229-0511, or email **civilrightscoordinator@bcbsvt.com**. You can file a grievance in person, by mail, via fax, or by email. If you need help filing a grievance, Kienan D. Christianson, Civil Rights Coordinator 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 or 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 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at https://www.hhs.gov/ocr/complaints/index.html

### For free language-assistance service, call (800) 247-2583 (TTY/TTD: 711).

ARABIC	للحصول على خدمات المساعدة اللغوية المجانية ، اتصل (800) 247 2583 (TTY/TTD: 711). lilhusul ealaa khadmat almusaeadat allughawiat almajaaniat, atasal (800) 247-2583 (TTY/TTD: 711).
CHINESE	如需免費語言支援服務,請致電 (800) 247-2583 TTY/TTD: 711).
CUSHITE (OROMO)	Tajaajila gargaarsa afaanii bilisaa argachuuf, (800) 247-2583 (TTY/TTD: 711) bilbili.
FRENCH	Pour des services d'assistance linguistique gratuits, appelez le (800) 247-2583 (TTY/TTD: 711).
GERMAN	Für kostenlose Sprachunterstützungsdienste rufen Sie (800) 247-2583 (TTY/TTD: 711) an.
ITALIAN	Per i servizi di assistenza linguistica gratuiti, chiamare il numero (800) 247-2583 (TTY/TTD: 711).
JAPANESE	無料の言語支援サービスについては, (800) 247-2583 (TTY/TTD: 711).
NEPALI	निःशुल्क भाषा-सहायता सेवाहरूको लागि, कल गर्नुहोस् , (800) 247-2583 (TTY/TTD: 711). Niḥśulka bhāṣā-

	sahāyatā sēvāharūkō lāgi, kala garnuhōs (800) 247- 2583 (TTY/TTD: 711).
PORTUGUESE	Para serviços gratuitos de assistência linguística, ligue para (800) 247-2583 (TTY/TTD: 711).
RUSSIAN	Чтобы получить бесплатную языковую помощь, позвоните по телефону (800) 247-2583 (TTY/TTD: 711).
SERBO-CROATIAN (SERBIAN)	За бесплатне услуге језичке помоћи позовите (800) 247-2583 (TTY/TTD: 711). Za besplatne usluge jezičke pomoći pozovite (800) 247-2583 (TTY/TTD: 711).
SPANISH	Para servicios gratuitos de asistencia lingüística, llame al (800) 247-2583 (TTY/TTD: 711).
TAGALOG	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 247-2583 (TTY/TTD: 711).
THAI	สำหรับบริการช่วยเหลือด้านภาษาฟรี โทร,(800) 247-2583 (TTY/TTD: 711). Sิํahrab brikār chwyhelūฺx d̂ān phās̄'ā frī thor (800) 247-2583 (TTY/TTD: 711).

UKRAINIAN	Щоб отримати безкоштовні мовні послуги,
	телефонуйте
	(800) 247-2583 (TTY/TTD: 711). Shchob otrymaty
	bezkoshtovni movni posluhy, telefonuyte
	(800) 247-2583 (TTY/TTD: 711)
VIETNAMESE	Đối với các dịch vụ hỗ trợ ngôn ngữ miễn phí, hãy gọi (800) 247-2583 (TTY/TTD: 711).

284.491-C | 08-2024