Horizon BCBSNJ: School Employees' Health Benefits Program- NJ DIRECT 2030 (PPO)

Coverage for: <u>All Coverage Types</u>



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. Benefits may change upon renewal. For more information about your coverage, or to get a copy of the complete terms of coverage, visit Member Online Services at <a href="http://www.nj.gov/treasury/pensions/index.shtml">http://www.nj.gov/treasury/pensions/index.shtml</a> or by calling 1-609-292-7524. If you do not currently have coverage with Horizon BCBSNJ you can view a sample policy here, <a href="http://www.nj.gov/treasury/pensions/index.shtml">http://www.nj.gov/treasury/pensions/index.shtml</a>. For general definitions of common terms, such as allowed amount, balance billing, <a href="http://www.nj.gov/treasury/pensions/index.shtml">coinsurance, copayment, deductible, provider, or other underlined</a> terms see the Glossary. You can view the Glossary at <a href="http://www.cciio.cms.gov">www.cciio.cms.gov</a> or call 1-609-292-7524 to request a copy.

| Important Questions  | Answers  | Why This Matters:  |
|--|--|--|
| What is the overall<br><u>deductible</u> ?                               |  | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount<br>before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each<br>family member must meet their own individual <u>deductible</u> until the total amount of<br><u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .   |
| Are there services covered<br>before you meet your<br><u>deductible?</u> | you meet your <u>deductible</u> .  | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u><br>amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers<br>certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your<br><u>deductible</u> . See a list of covered <u>preventive services</u> at<br><u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .  |
| Are there other <u>deductibles</u> for specific services?                | No.  | You don't have to meet <u>deductibles</u> for specific services.   |
| What is the <u>out-of-pocket</u><br><u>limit</u> for this <u>plan</u> ?  | In-network <u>coinsurance</u> limit<br><b>\$800.00</b> Individual/ <b>\$2,000.00</b><br>Family; In-network Health <u>providers</u><br>for Retiree <b>\$7,789.00</b> Individual/<br><b>\$15,578.00</b> Family. Out-of-network<br>Health <u>providers</u> <b>\$5,000.00</b><br>Individual / <b>\$12,500.00</b> 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?                         | <u>Premiums</u> , <u>balance-billing</u> charges and<br>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> <u>limit</u> .  |
| Will you pay less if you use<br>a <u>network provider</u> ?              | Yes. For a list of in-network<br><b>providers,</b> see<br><b>www.HorizonBlue.com/shbp</b> or<br>call <b>1-800-414-SHBP (7427).</b> Benefits<br>provided by in-network providers and  | 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   | No.                                     | You can see the <u>specialist</u> you choose without a <u>referral</u> .     |
|------------------------------------|---|--|
| see a <u>specialist</u> ?          |   |  |
| All <u>copayment</u> and <u>co</u> | insurance costs shown in this chart are | e after your <u>deductible</u> has been met, if a <u>deductible</u> applies. |

| If you visit a health Pr<br>care <u>provider's</u> office in<br>or clinic                   | njury or illness<br><u>pecialist</u> visit    | Network Provider<br>(You will pay the<br>least)<br>\$20.00 <u>Copayment</u> per<br>visit.<br>\$30.00 <u>Copayment</u> per | u Will Pay<br>Out-of-Network<br>Provider(You will pay<br>the most)<br>30% <u>Coinsurance</u> . | Limitations, Exceptions, & Other<br>Important Information<br>Out-of-network allowances for<br>Chiropractic, Acupuncture and Physical   |
|---|---|---|--|--|
| care <u>provider's</u> office in or clinic  | njury or illness<br><u>pecialist</u> visit    | visit.<br>\$30.00 <u>Copavment</u> per  | 30% <u>Coinsurance</u> .   |  |
|   |   | \$30.00 <u>Copayment</u> per  |  | Therapy services are limited to no more  |
|   |   | visit. (Adult)<br>\$20.00 <u>Copayment</u> per<br>visit. (Child)  | 30% <u>Coinsurance</u> .   | than \$35.00 per visit for Chiropractic,<br>\$60.00 per visit for Acupuncture and<br>\$52.00 per visit for Physical Therapy or<br>75% of the in network cost per visit,<br>whichever is less.                              |
|   | Preventive<br>are/screening/immunization      | No Charge.  | Not Covered.   | One per calendar year. You may have to<br>pay for services that aren't <u>Preventive</u> .<br>Ask your <u>provider</u> if the services needed<br>are <u>Preventive</u> . Then check what your <u>plan</u><br>will pay for. |
| If you have a test  | <u>Diagnostic test</u> (x-ray, blood<br>vork) | No Charge.  | 30% Coinsurance.   | none   |
| Ir  | maging (CT/PET scans, MRIs)                   | No Charge.  | 30% <u>Coinsurance</u> .   | Requires pre-approval.   |
| If you need drugs to G  | Generic drugs                                 |   | <u>l</u>   | none   |
| treat your illness or condition $P_1$   | Preferred brand drugs                         |   |  |  |
| More information  | Non-preferred brand drugs                     | See separate Prescription I   | Drug Plan SBC  |  |
| about <u>prescription</u><br><u>drug coverage</u> is<br>available through your<br>employer. | pecialty drugs                                |   |  |  |
|   | Facility fee (e.g., ambulatory urgery center) | No Charge.  | 30% Coinsurance.   | none   |
| []<br>[]  | Physician/surgeon fees                        | No Charge.  | 30% Coinsurance.   | 30% <u>Coinsurance</u> for out-of-network<br>anesthesia.   |
| If you need <u>E</u><br>immediate medical<br>attention                                      | 0   | \$125.00 <u>Copayment</u> per<br>visit for Outpatient<br>Hospital.  | \$125.00 <u>Copayment</u> per<br>visit for Outpatient  | If admitted within 24 hours, the copayment is waived. Payment at the in-   |

| Common   |   | What You  | u Will Pay   |  |  |
|--|---|---|--|--|--|
| Medical Event  | Services You May Need                     | Network Provider<br>(You will pay the<br>least) the most)   |  | Limitations, Exceptions, & Other<br>Important Information  |  |
|  |   |   |  | network level applies only to true Medical<br>Emergencies & Accidental Injuries.   |  |
|  | Emergency medical<br>transportation       | 10% <u>Coinsurance</u> .  | 30% <u>Coinsurance</u> .                           | Limited to local emergency transport to<br>the nearest facility equipped to treat the<br>emergency condition.  |  |
|  | <u>Urgent care</u>                        | \$30.00 <u>Copayment</u> per<br>visit for Specialist. (Adult)<br>\$20.00 <u>Copayment</u> per<br>visit for Specialist. (Child)  | 30% <u>Coinsurance</u> . for<br>Specialist.        | none   |  |
| If you have a<br>hospital stay                               | Facility fee (e.g., hospital room)        | No Charge for Inpatient<br>Hospital.  |  | Requires pre-approval. There is a separate<br>\$500 <u>deductible</u> per inpatient stay for out-<br>of-network facilities.  |  |
|  | Physician/surgeon fees                    | No Charge for Inpatient<br>Hospital.  | 30% <u>Coinsurance</u> for<br>Inpatient Hospital.  | Requires pre-approval. 30% <u>Coinsurance</u><br>for out-of-network anesthesia.  |  |
| health, behavioral<br>health, or substance<br>abuse services | Outpatient services                       | No Charge for Outpatient<br>Hospital.<br>\$30.00 <u>Copayment</u><br>(Adult)/\$20.00<br><u>Copayment</u> (Child) per<br>Office visit for Mental<br>Health and Behavioral<br>Health. No Charge for<br>Substance Abuse Office<br>visit. | 30% <u>Coinsurance</u> for<br>Outpatient Hospital. | Some specialty outpatient services require<br>pre-approval. The Integrated System of<br>Care (ISC) program is available to<br>members with a serious mental illness or<br>substance use disorder. Services must be<br>rendered by a contracted ISC provider to<br>be eligible for reimbursement. Locate a<br>provider <u>www.Horizonblue.com/member-ISC.</u> |  |
|  | Inpatient services                        | No Charge for Inpatient<br>Hospital.  | 30% <u>Coinsurance</u> for<br>Inpatient Hospital.  | Requires pre-approval. There is a separate \$500 <u>deductible</u> per inpatient stay for out-<br>of-network facilities.   |  |
| If you are pregnant  | Office visits                             | \$20.00 <u>Copayment</u> per<br>visit for Office. \$30.00<br><u>Copayment</u> per visit for<br>Office; Specialist.  | 30% <u>Coinsurance</u> .                           | <u>Cost sharing</u> does not apply for <u>preventive</u><br><u>services</u> . Maternity care may include tests<br>and services described elsewhere in the<br>SBC (i.e. Ultrasound.)  |  |
|  | Childbirth/delivery professional services | No Charge.  | 30% <u>Coinsurance</u> .                           | none   |  |

|  | What Yo  | u Will Pay   |  |  |
|--|--|--|--|--|
| Services You May Need                    | Network Provider Out-of-Network  |  | Limitations, Exceptions, & Other<br>Important Information  |  |
| Childbirth/delivery facility<br>services | No Charge.   | 30% <u>Coinsurance</u> .   | Requires pre-approval. There is a separate<br>\$500 <u>deductible</u> per inpatient stay for out-<br>of-network facilities.  |  |
| <u>Home health care</u>                  | No Charge.   | 30% <u>Coinsurance</u> .   | Requires pre-approval.   |  |
| <u>Rehabilitation services</u>           | No Charge for Inpatient<br>and Outpatient Facility.<br>\$30.00 <u>Copayment</u> per<br>visit for Office (Adult).<br>\$20.00 <u>Copayment</u> per<br>visit for Office (Child).                          | 30% <u>Coinsurance</u> .   | Requires pre-approval. There is a separate<br>\$500 <u>deductible</u> per inpatient stay for out-<br>of-network facilities. Out-of-network<br>allowance for Physical Therapy services is<br>limited to \$52.00 per visit or 75% of the in<br>network cost per visit, whichever is less.  |  |
| Habilitation services                    | No Charge for Inpatient<br>and Outpatient Facility.<br>\$30.00 <u>Copayment</u> per<br>visit for Office (Adult).<br>\$20.00 <u>Copayment</u> per<br>visit for Office (Child).                          | 30% <u>Coinsurance</u> .   |  |  |
| Skilled nursing care                     | No Charge.   | 30% <u>Coinsurance</u> .   | Requires pre-approval. Limited to 120<br>days in-network and 60 out-of-network<br>facility days for a combined maximum of<br>120 days per calendar year. There is a<br>separate \$500 <u>deductible</u> per inpatient stay<br>for out-of-network facilities.   |  |
| <u>Durable medical equipment</u>         | 10% <u>Coinsurance</u> .   | 30% <u>Coinsurance</u> .   | Requires pre-approval for all rentals and some purchases.  |  |
| Hospice services                         | No Charge.   | 30% <u>Coinsurance</u> .   | Requires pre-approval. There is a separate \$500 <u>deductible</u> per inpatient stay for out-<br>of-network facilities.   |  |
| Children's eye exam                      | \$20.00 <u>Copayment</u> per<br>visit; Specialist.   | Not Covered.   | Coverage is limited to 1 visit.  |  |
| Children's glasses                       | Not Covered.   | Not Covered.   | none   |  |
| Children's dental check-up               | Not Covered.   | Not Covered.   | none   |  |
|  | services<br>Home health care<br>Rehabilitation services<br>Habilitation services<br>Skilled nursing care<br>Durable medical equipment<br>Hospice services<br>Children's eye exam<br>Children's glasses | Services You May NeedNetwork Provider<br>(You will pay the<br>least)Childbirth/delivery facility<br>servicesNo Charge.Home health careNo Charge for Inpatient<br>and Outpatient Facility.<br>\$30.00 Copayment per<br>visit for Office (Adult).<br>\$20.00 Copayment per<br>visit for Office (Child).Habilitation servicesNo Charge for Inpatient<br>and Outpatient Facility.<br>\$30.00 Copayment per<br>visit for Office (Child).Habilitation servicesNo Charge for Inpatient<br>and Outpatient Facility.<br>\$30.00 Copayment per<br>visit for Office (Child).Habilitation servicesNo Charge for Inpatient<br>and Outpatient Facility.<br>\$20.00 Copayment per<br>visit for Office (Child).Skilled nursing careNo Charge.Durable medical equipment10% Coinsurance.Hospice servicesNo Charge.Children's eye exam\$20.00 Copayment per<br>visit; Specialist.Children's glassesNot Covered. | (You will pay the<br>least)Provider(You will pay<br>the most)Childbirth/delivery facility<br>servicesNo Charge.30% Coinsurance.Home health careNo Charge.30% Coinsurance.Rehabilitation servicesNo Charge for Inpatient<br>and Outpatient Facility.<br>\$30.00 Copayment per<br>visit for Office (Adult).<br>\$20.00 Copayment per<br>visit for Office (Child).30% Coinsurance.Habilitation servicesNo Charge for Inpatient<br>and Outpatient Facility.<br>\$20.00 Copayment per<br>visit for Office (Adult).<br>\$20.00 Copayment per<br>visit for Office (Child).30% Coinsurance.Habilitation servicesNo Charge for Inpatient<br>and Outpatient Facility.<br>\$30.00 Copayment per<br>visit for Office (Child).30% Coinsurance.Skilled nursing careNo Charge.30% Coinsurance.Durable medical equipment10% Coinsurance.30% Coinsurance.Hospice servicesNo Charge.30% Coinsurance.Killdren's eye exam\$20.00 Copayment per<br>visit, Specialist.Not Covered.Not Covered.Not Covered.Not Covered. |  |

## **Excluded Services & Other Covered Services:**

Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other <u>excluded</u> <u>services</u>.)

• Cosmetic Surgery

• Long Term Care

Dental care

• Private-duty nursing

- Routine foot care
- Weight Loss Programs

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

Acupuncture (for pain management only) Hearing Aids Non-emergency care when traveling outside • the U.S. (Subject to deductible/coinsurance and balance billing.) Infertility treatment (requires pre-approval) • Bariatric surgery (requires pre-approval) Routine eye care (Adult) Most coverage provided outside the United States. (Subject to deductible/coinsurance Chiropractic care (limited to 30 visits/year) and balance billing.)

# 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: the plan at 1-800-414-7427 (SHBP), the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.cciio.cms.gov, or the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or www.dol.gov/ebsa. 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.getcovered.nj.gov or call 1-833-677-1010.

## 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 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: Horizon Blue Cross Blue Shield of New Jersey Member Services at 1-800-414-SHBP (7427). You may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>www.dol.gov/ebda/healthreform</u>.

# Does this plan provide Minimum Essential Coverage? Yes

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

### 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 tax credit</u> to help you pay for a <u>plan</u> through the <u>Marketplace</u>.

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



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 plans. Please note these coverage examples are based on self-only coverage.

| <b>Peg is Having a Baby</b><br>(9 months of in-network pre-natal care<br>and a hospital delivery)  |                  | Managing Joe's type 2 Diabetes<br>(a year of routine in-network care of a<br>well-controlled condition)  |                   | <b>Mia's Simple Fracture</b><br>(in-network emergency room visit and<br>follow up care)  |                                  |
|--|------------------|--|-------------------|--|----------------------------------|
| <ul> <li>The <u>plan's</u> overall <u>deductibl</u></li> <li><u>Specialist</u> <u>Copayment</u></li> <li>Hospital (facility) <u>Coinsural</u></li> <li>Other <u>Coinsurance</u></li> </ul>   | \$30.00          | <ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist</u> <u>Copayment</u></li> <li>Hospital (facility) <u>Coinsurance</u></li> </ul>  | \$30.00           | <ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist</u> <u>Copayment</u></li> <li>Hospital (facility) <u>Coinsurance</u></li> </ul>  | \$0.00<br>\$30.00<br>£ 0%<br>10% |
| <b>This EXAMPLE event includes services like:</b><br>Specialist office visits ( <i>prenatal care</i> )<br>Childbirth/Delivery Professional Services<br>Childbirth/Delivery Facility Services<br>Diagnostic tests ( <i>ultrasounds and blood work</i> )<br>Specialist visit ( <i>anesthesia</i> ) |                  | <b>This EXAMPLE event includes services like:</b><br>Primary care physician office visits ( <i>including disease education</i> )<br>Diagnostic tests ( <i>blood work</i> )<br>Prescription drugs<br>Durable medical equipment ( <i>glucose meter</i> ) |                   | <b>This EXAMPLE event includes services like:</b><br>Emergency room care <i>(including medical supplies)</i><br>Diagnostic test <i>(x-ray)</i><br>Durable medical equipment <i>(crutches)</i><br>Rehabilitation services <i>(physical therapy)</i> |                                  |
| Total Example Cost   | \$12,700.00      | Total Example Cost   | \$5,600.00        | Total Example Cost   | \$2,800.00                       |
| In this example, Peg would pa  | y:               | In this example, Joe would pay:  |                   | In this example, Mia would pay:  |                                  |
| Cost Sharing   |                  | Cost Sharing   |                   | Cost Sharing Deductibles   | \$0.00                           |
| Deductibles  | \$0.00           | Deductibles  | \$0.00            |  | \$300.00                         |
| Copayments   | \$30.00          | Copayments   | \$200.00          | Copayments   | \$100.00                         |
| Coinsurance  | \$0.00           | Coinsurance  | \$80.00           | Coinsurance<br>What isn't covered  | \$100.00                         |
| What isn't covered   |                  | What isn't covered   |                   | Limits or exclusions   | \$10.00                          |
| Limits or exclusions   | \$70.00          | Limits or exclusions   | \$3,500.00        | The total Mia would pay is   | \$410.00                         |
| The total Peg would pay is   | \$100.00         | The total Joe would pay is   | \$3,780.00        | The total Mila would pay is  | ψ10.00                           |
| Diago poto that not  | no of the Limite | or Exclusions listed above may be co   | orround up don th | Dress printing Dlag  |                                  |

This <u>plan</u> has other <u>deductibles</u> for specific services included in this coverage example. See "Are there other <u>deductibles</u> for specific services?" row above. The **plan** would be responsible for the other costs of these EXAMPLE covered services.



### Notice of Nondiscrimination

Horizon Blue Cross Blue Shield of New Jersey complies with applicable Federal civil rights laws and does not discriminate against nor does it exclude people or treat them differently on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations. Horizon BCBSNJ provides free aids and services to people with disabilities (e.g. qualified sign language interpreters and information in other formats) and to those whose primary language is not English (e.g. information in other languages) to communicate effectively with us.

#### **Contacting Member Services**

Please call Member Services at 1-800-355-BLUE (2583) (TTY 711) or the phone number on the back of your member ID card, if you need the free aids and services noted above and for all other Member Services issues.

### Filing a Section 1557 Grievance

If you believe that Horizon BCBSNJ has failed to provide the free communication aids and services or discriminated against you for one of the reasons described above, you can file a discrimination complaint also known as a Section 1557 Grievance. Horizon BCBSNJ's Civil Rights Coordinator can be reached by calling the Member Services number on the back of your member ID card or by writing to the following address: Horizon BCBSNJ

Civil Rights Coordinator PO Box 820, Newark, NJ 07101.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal, online at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail at U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 or by phone at 1-800-368-1019 or 1-800-537-7697 (TDD). OCR Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

### Language assistance

Si habla un idioma diferente al inglés, hay ayuda disponible gratis. Llame al número que aparece al reverso de su tarjeta de identificación. 如果您讲英语以外的语言,可获取免费帮助。请拨打您的身份证背面的号码。

영어 이외의 언어를 사용하는 경우, 무료 지원 서비스를 받을 수 있습니다. ID 카드 뒷면에 있는 번호로 전화하십시오.

Se você fala um idioma diferente do inglês, a ajuda está disponível gratuitamente. Ligue para o número no verso do seu bilhete de identidade.

જો તમે અંગ્રેજી સિવાયની ભાષા બોલતા હોવ, તો મફતમાં મદદ ઉપલબ્ધ છે. તમારા આઇડી કાર્ડની પાછળ આપેલા નંબર પર કૉલ.

Jeśli mówisz w języku innym niż angielski, pomoc udzielana jest bezpłatnie. Zadzwoń pod numer podany na odwrocie dowodu osobistego. Se parli una lingua diversa dall'inglese, è disponibile un servizio di assistenza gratuito. Chiama il numero sul retro della tua carta d'identificaz ione.

Kung nagsasalita ka ng isang wika maliban sa Ingles, magagamit ang tulong nang walang bayad. Tumawag sa numerong nasa likod ng iyong ID card.

Если вы не говорите по-английски, вам помогут бесплатно. Позвоните по телефону, указанному на обратной стороне вашей ID-карты.

Si ou pale on lòt lang ke Anglè, gen èd ki disponib gratis. Rele nan nimewo ki ekri nan do kat idantifyan w lan.

### यदि आप अंग्रेज़ी से भिन्न कोई अन्य भाषा बोलते हैं, तो निःशुल्क सहायता उपलब्ध है। अपने आईडी कार्ड के पीछे दिए गए नंबर पर.

Nếu bạn nói ngôn ngữ khác ngoài tiếng Anh, thì chúng tôi có thể giúp bạn miễn phí. Hãy gọi số ở mặt sau thẻ ID của bạn. Si vous parlez une langue autre que l'anglais, l'aide est gratuite. Appelez le numéro au dos de votre carte d'identité.

إذا كنت تتحدث لغة أخرى غير الإنجليزية، نوفر لك المساعدة مجانًا. يُمكنك الاتصال بالرقم الموجّود على ظهر بطاقة الهوية اگر آب انگريزي كے علاوه كوئي دوسري زبان بول سكتے ہيں تو مفت مدد دستياب ہے۔ ہراہ مہر باني شناختي كار تأكي يجهلي طرف درج شدہ نمبر پر كال كريں۔

CMC0008179\_A (0619)

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