


**USA Health & Dental Plan – Choice Plan #78380** Coverage For: Individual + Family Plan Type: PPO

 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 (251) 460-6133 or visit us at [www.southalabama.edu/hr](http://www.southalabama.edu/hr). 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.bcbsal.org/sbcglossary/](http://www.bcbsal.org/sbcglossary/) or call 1-800-292-8868 to request a copy.

Important Questions	Answers	Why This Matters:
<b>What is the overall <a href="#">deductible</a>?</b>	\$125 / individual or \$250 / family in-network \$250 / individual or \$500 / family out-of-network	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. Preventive services in-network 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. \$1,000 per admission <a href="#">deductible</a> for out-of-network and other PPO facilities. Yes. \$100 individual/\$300 family maximum prescription drug <a href="#">deductible</a> . There are no other specific <a href="#">deductibles</a> .	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>	For in-network \$2,250 individual / \$4,500 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 limit</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>	<a href="#">Premiums</a> , <a href="#">balance-billed</a> charges, health care this <a href="#">plan</a> doesn't cover, <a href="#">cost sharing</a> for most out-of-network benefits, pre-certification penalties, specialty drug manufacturer assistance amounts for provider-administered drugs and payments made by drug manufacturer assistance programs.	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://AlabamaBlue.com">AlabamaBlue.com</a> or call 1-800-810-BLUE for a list of <a href="#">network providers</a> .	This <a href="#">plan</a> uses a <a href="#">provider</a> network. You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan</a> 's network. 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 provider's 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
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you visit a health care <a href="#">provider's office</a> or clinic	Primary care visit to treat an injury or illness	0% <a href="#">coinsurance</a> & \$15 <a href="#">copay</a>	20% <a href="#">coinsurance</a>	Benefits listed are USA Health Network <a href="#">providers</a> ; other in-network PPO <a href="#">providers</a> subject to \$40 <a href="#">copay</a> and in-network overall <a href="#">deductible</a> ; In, Alabama, out-of-network covered only in case of medical emergency or accidental injury; precertification is required for some <a href="#">provider</a> administered drugs; if no precertification is obtained, no benefits are available  Please visit <a href="#">AlabamaBlue.com/PreventiveServices</a> ; additional services are available.  You may have to pay for services that aren't preventive. Ask your <a href="#">provider</a> if the services needed are preventive. Then check what your <a href="#">plan</a> will pay for.
	<a href="#">Specialist</a> visit	0% <a href="#">coinsurance</a> & \$15 <a href="#">copay</a>	20% <a href="#">coinsurance</a>	
	<a href="#">Preventive care/screening/immunization</a>	No Charge <a href="#">Deductible</a> does not apply	Not Covered	
If you have a test	<a href="#">Diagnostic test</a> (x-ray, blood work)	0% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	Benefits listed are USA Health Network and other PPO <a href="#">providers</a> for lab, pathology, x-ray and advanced imaging; other PPO facility x-ray and advanced imaging subject to \$50 <a href="#">copay</a> and in-network overall <a href="#">deductible</a> ; precertification may be required; if no precertification is obtained, no benefits are available; in Alabama, out-of-network covered only in case of medical emergency and accidental injury
	Imaging (CT/PET scans, MRIs)	0% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	
More information about <a href="#">prescription drug coverage</a> is available at <a href="#">AlabamaBlue.com/pharmacy</a>	Tier 1 Drugs ( preferred generic)	\$10 <a href="#">copay</a> (retail) \$10 <a href="#">copay</a> (mail order)	Not Covered	Prior authorization required for specific drugs; if no precertification is obtained, no benefits are available; subject to a separate \$100 individual/\$300 family prescription drug <a href="#">deductible</a> ; mail order, retail maintenance and extended supply network available for a 90-day supply subject to two <a href="#">copays</a> ; the cost share for drugs on the FlexAccess Drug List may vary based on available drug manufacturer assistance; if assistance is available, the amount member pays out-of-pocket will be set by the drug manufacturer assistance program; go to <a href="#">AlabamaBlue.com/FlexAccessDrugList</a> for a list of retail drugs in the FlexAccess Program; select generic specialty and biosimilar drugs on the Select
	Tier 2 Drugs (non-preferred generic)	\$10 <a href="#">copay</a> (retail) \$10 <a href="#">copay</a> (mail order)	Not Covered	
	Tier 3 Drugs (preferred brand)	\$50 <a href="#">copay</a> (retail) \$50 <a href="#">copay</a> (mail order)	Not Covered	
	Tier 4 Drugs (non-preferred brand)	\$75 <a href="#">copay</a> (retail) \$75 <a href="#">copay</a> (mail order)	Not Covered	
	Tier 5 Drugs (preferred specialty)	\$150 <a href="#">copay</a> (retail)	Not covered	

\* For more information about limitations and exceptions, see the plan or policy document at [www.southalabama.edu/hr](http://www.southalabama.edu/hr).

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	Tier 6 Drugs (non-preferred specialty)	50% <a href="#">coinsurance</a>	Not covered	Generic Specialty and Biosimilar Drugs list will have lower member cost share.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	0% <a href="#">coinsurance</a> & \$150 <a href="#">copay</a>	Not covered	Benefits listed are USA Health network <a href="#">provider</a> ; other in-network facilities subject to \$350 <a href="#">copay</a> and in-network overall <a href="#">deductible</a> ; outside Alabama, covered only in case of medical emergency or accidental injury; precertification may be required; if no precertification is obtained, no benefits are available
	Physician/surgeon fees	0% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	Benefits listed are USA Health Network and other PPO providers; in Alabama, out-of-network covered only in case of medical emergency or accidental injury
If you need immediate medical attention	<a href="#">Emergency room care</a> ;	Accident: 0% <a href="#">coinsurance</a> Medical Emergency: \$200 <a href="#">copay</a>	Accident: 0% <a href="#">coinsurance</a> Medical Emergency: \$200 <a href="#">copay</a> /visit	Physician charges will apply; in-network benefits listed are USA Health Network facility; other in-network PPO facility subject to \$200 <a href="#">copay</a> and in-network overall <a href="#">deductible</a> for medical emergency; <a href="#">copay</a> waived if admitted
	<a href="#">Emergency medical transportation</a>	20% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	Subject to in-network overall <a href="#">deductible</a>
	<a href="#">Urgent care</a>	0% <a href="#">coinsurance</a> & \$50 <a href="#">copay</a>	20% <a href="#">coinsurance</a>	Benefits listed are USA Health Network and other in-network PPO <a href="#">providers</a> ; in Alabama, out-of-network covered only for medical emergency and accidental injury
If you have a hospital stay	Facility fee (e.g., hospital room)	0% <a href="#">coinsurance</a>	\$1,000 per admission <a href="#">deductible</a> & \$100 <a href="#">copay</a> /day 2-5 <a href="#">Deductible</a> does not apply	Benefits listed are USA Health Network providers; other in-network PPO <a href="#">providers</a> subject to \$1,000 per admission <a href="#">deductible</a> and \$100 <a href="#">copay</a> per day for days 2-5, not subject to overall <a href="#">deductible</a> ; in Alabama, out-of-network covered for medical emergency or accidental injury only; precertification is required for coverage; if no precertification is obtained, no benefits are available

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Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	Physician/surgeon fees	0% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	Benefits listed are USA Health Network and other PPO providers; in Alabama, out-of-network covered only for medical emergency and accidental injury
<b>If you need mental health, behavioral health, or substance abuse services</b>	Outpatient services	0% <a href="#">coinsurance</a> & \$15 <a href="#">copay</a>	20% <a href="#">coinsurance</a>	Benefits listed are USA Health Network providers; other in-network outpatient PPO Providers subject to \$40 <a href="#">copay</a> and overall <a href="#">deductible</a> ; other in-network inpatient PPO facility services \$1,000 per admission <a href="#">deductible</a> & \$100 <a href="#">copay</a> /day 2-5, not subject to overall <a href="#">deductible</a> ; precertification is required for intensive outpatient, partial <a href="#">hospitalization</a> and inpatient <a href="#">hospitalization</a> ; if no precertification is obtained, no benefits are available; in Alabama, out-of-network coverage available only for medical emergencies and accidental injury
	Inpatient services	Physician services: No Charge <a href="#">Deductible</a> does not apply Inpatient Facility: 0% <a href="#">coinsurance</a>	Physician services: No Charge <a href="#">Deductible</a> does not apply Inpatient Facility: \$1,000 per admission <a href="#">deductible</a> & \$100 <a href="#">copay</a> /day 2-5 <a href="#">Deductible</a> does not apply	
<b>If you are pregnant</b>	Office visits	0% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	<a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a> . Depending on the type of services, a <a href="#">copayment</a> , <a href="#">coinsurance</a> or <a href="#">deductible</a> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound); benefits listed are USA Health Network providers; other in-network inpatient PPO facility services \$1,000 per admission <a href="#">deductible</a> & \$100 <a href="#">copay</a> /day 2-5, not subject to overall <a href="#">deductible</a> ; in Alabama, out-of-network coverage only available for medical emergencies and accidental injury; precertification may be required for some inpatient services; if no precertification is obtained, no benefits are available
	Childbirth/delivery professional services	0% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	
	Childbirth/delivery facility services	0% <a href="#">coinsurance</a>	\$1,000 per admission <a href="#">deductible</a> & \$100 <a href="#">copay</a> /day 2-5 <a href="#">Deductible</a> does not apply	
<b>If you need help recovering or have other special health needs</b>	<a href="#">Home health care</a>	0% <a href="#">coinsurance</a>	Not Covered	Precertification is required for coverage for in-network providers outside Alabama; if no precertification is obtained, no benefits are available; benefits are also available for home infusion services
	<a href="#">Rehabilitation services</a>	0% <a href="#">coinsurance</a> &	20% <a href="#">coinsurance</a>	

\* For more information about limitations and exceptions, see the plan or policy document at [www.southalabama.edu/hr](http://www.southalabama.edu/hr).

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
		\$15 <a href="#">copay</a>		Benefits listed are <a href="#">Habilitation</a> and <a href="#">Rehabilitation</a> ; each service limited to 60 visits per therapy per person per calendar year for occupational, physical and speech therapy; benefits listed are for USA Health Network; other in-network PPO <a href="#">providers</a> , subject to 20% <a href="#">coinsurance</a> and overall <a href="#">deductible</a> ; autism diagnosis coverage is available
	<a href="#">Habilitation services</a>	0% <a href="#">coinsurance</a> & \$15 <a href="#">copay</a>	20% <a href="#">coinsurance</a>	
	<a href="#">Skilled nursing care</a>	0% <a href="#">coinsurance</a>	0% <a href="#">coinsurance</a>	
	<a href="#">Durable medical equipment</a>	0% <a href="#">coinsurance</a>	Not Covered	
	<a href="#">Hospice services</a>	0% <a href="#">coinsurance</a>	Not Covered	
<b>If your child needs dental or eye care</b>	Children's eye exam	0% <a href="#">coinsurance</a> & \$40 <a href="#">copay</a>	Not Covered	Benefits listed are for a routine eye exam with refraction per member per calendar year; please visit <a href="#">AlabamaBlue.com/PreventiveServices</a> for additional services
	Children's glasses	Not Covered	Not Covered	Not covered; member pays 100%
	Children's dental check-up	No Charge <a href="#">Deductible</a> does not apply	Not Covered	Please visit <a href="#">AlabamaBlue.com/PreventiveServices</a>



USA Health is a network of hospitals, physicians, clinics and other medical providers associated with the University of South Alabama. USA Health offers the highest level of benefits offered. The Standard Plan also includes all Blue Cross Blue Shield providers at a slightly lesser benefit. Except for medical emergency there are no benefits for out-of-network providers.

### Excluded Services & Other Covered Services:

Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or <a href="#">plan</a> document for more information and a list of any other <a href="#">excluded services</a> .)		
<ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Cosmetic surgery</li> <li>• Dental care (See the Dental Plan)</li> <li>• Weight loss drugs</li> </ul>	<ul style="list-style-type: none"> <li>• Hearing aids</li> <li>• Long-term care</li> <li>• Glasses, child</li> <li>• Experimental or Investigative procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Routine foot care</li> <li>• Custodial care</li> <li>• Private-duty nursing</li> </ul>
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <a href="#">plan</a> document.)		
<ul style="list-style-type: none"> <li>• Bariatric surgery (Only morbid obesity in limited circumstances; limitations apply)</li> <li>• Chiropractic care (limited to 60 visits per member per calendar year)</li> </ul>	<ul style="list-style-type: none"> <li>• Infertility treatment (Assisted Reproductive Technology not covered)</li> <li>• Non-emergency care when traveling outside the U.S.</li> </ul>	<ul style="list-style-type: none"> <li>• Routine eye care (Adult) (Limitations apply)</li> <li>• Eye exam, child</li> <li>• Weight Loss Programs</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 Health and Human Services, Center for Consumer Information and Insurance Oversight at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov) or your plan administrator at the phone number listed in your benefit booklet. 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.

### 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 your employer at [1-251-460-6133](tel:1-251-460-6133).

### 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 [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)		Managing Joe's Type 2 Diabetes (a year of routine in-network care of a well-controlled condition)		Mia's Simple Fracture (in-network emergency room visit and follow up care)																																											
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■ <a href="#">Specialist copayment</a>	\$15	■ <a href="#">Specialist copayment</a>	\$15	■ <a href="#">Specialist copayment</a>	\$15																																										
■ Hospital (facility) <a href="#">coinsurance</a>	0%	■ Hospital (facility) <a href="#">coinsurance</a>	0%	■ Hospital (facility) <a href="#">coinsurance</a>	0%																																										
■ Other <a href="#">copayment/coinsurance</a>	\$50/20%	■ Other <a href="#">copayment/coinsurance</a>	\$50/20%	■ Other <a href="#">copayment/coinsurance</a>	\$50/20%																																										
<p><b>This EXAMPLE event includes services like:</b>  <a href="#">Specialist</a> office visits (<i>prenatal care</i>)                      Childbirth/Delivery Professional Services                      Childbirth/Delivery Facility Services  <a href="#">Diagnostic tests</a> (<i>ultrasounds and blood work</i>)  <a href="#">Specialist</a> visit (<i>anesthesia</i>)</p>		<p><b>This EXAMPLE event includes services like:</b>  <a href="#">Primary care physician</a> office visits (<i>including disease education</i>)  <a href="#">Diagnostic tests</a> (<i>blood work</i>)                      Prescription drugs  <a href="#">Durable medical equipment</a> (<i>glucose meter</i>)</p>		<p><b>This EXAMPLE event includes services like:</b>  <a href="#">Emergency room care</a> (<i>including medical supplies</i>)  <a href="#">Diagnostic tests</a> (<i>x-ray</i>)  <a href="#">Durable medical equipment</a> (<i>crutches</i>)  <a href="#">Rehabilitation services</a> (<i>physical therapy</i>)</p>																																											
<b>Total Example Cost</b>	<b>\$12,700</b>	<b>Total Example Cost</b>	<b>\$5,600</b>	<b>Total Example Cost</b>	<b>\$2,800</b>																																										
<p><b>In this example, Peg would pay:</b></p> <table border="1"> <thead> <tr> <th colspan="2">Cost Sharing</th> </tr> </thead> <tbody> <tr> <td><a href="#">Deductibles*</a></td> <td>\$100</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td>\$0</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td>\$0</td> </tr> <tr> <th colspan="2">What isn't covered</th> </tr> <tr> <td>Limits or exclusions</td> <td>\$60</td> </tr> <tr> <td><b>The total Peg would pay is</b></td> <td><b>\$160</b></td> </tr> </tbody> </table>		Cost Sharing		<a href="#">Deductibles*</a>	\$100	<a href="#">Copayments</a>	\$0	<a href="#">Coinsurance</a>	\$0	What isn't covered		Limits or exclusions	\$60	<b>The total Peg would pay is</b>	<b>\$160</b>	<p><b>In this example, Joe would pay:</b></p> <table border="1"> <thead> <tr> <th colspan="2">Cost Sharing</th> </tr> </thead> <tbody> <tr> <td><a href="#">Deductibles*</a></td> <td>\$125</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td>\$600</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td>\$0</td> </tr> <tr> <th colspan="2">What isn't covered</th> </tr> <tr> <td>Limits or exclusions</td> <td>\$40</td> </tr> <tr> <td><b>The total Joe would pay is</b></td> <td><b>\$765</b></td> </tr> </tbody> </table>		Cost Sharing		<a href="#">Deductibles*</a>	\$125	<a href="#">Copayments</a>	\$600	<a href="#">Coinsurance</a>	\$0	What isn't covered		Limits or exclusions	\$40	<b>The total Joe would pay is</b>	<b>\$765</b>	<p><b>In this example, Mia would pay:</b></p> <table border="1"> <thead> <tr> <th colspan="2">Cost Sharing</th> </tr> </thead> <tbody> <tr> <td><a href="#">Deductibles*</a></td> <td>\$100</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td>\$90</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td>\$200</td> </tr> <tr> <th colspan="2">What isn't covered</th> </tr> <tr> <td>Limits or exclusions</td> <td>\$0</td> </tr> <tr> <td><b>The total Mia would pay is</b></td> <td><b>\$390</b></td> </tr> </tbody> </table>		Cost Sharing		<a href="#">Deductibles*</a>	\$100	<a href="#">Copayments</a>	\$90	<a href="#">Coinsurance</a>	\$200	What isn't covered		Limits or exclusions	\$0	<b>The total Mia would pay is</b>	<b>\$390</b>
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\*Note: This plan has other [deductibles](#) for specific services included in this coverage example. See "Are there other deductibles for specific services?" row above.

*Language Assistance Services, Auxiliary Aids, Services and Notice of Nondiscrimination only apply to administrative services that Blue Cross and Blue Shield of Alabama provides to your employer.*

**Discrimination is Against the Law**

**Language Assistance Services, Auxiliary Aids Services and Notice of Nondiscrimination:** Blue Cross and Blue Shield of Alabama, an independent licensee of the Blue Cross and Blue Shield Association, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described in 45 CFR § 92.101(a)(2)). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Alabama:

- Provides reasonable modifications and free appropriate auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact our 1557 Compliance Coordinator. If you believe that we have 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 in person or by mail, fax, or email at: Blue Cross and Blue Shield of Alabama, Compliance Office, 450 Riverchase Parkway East, Birmingham, Alabama 35244, Attn: 1557 Compliance Coordinator, 1-855-216-3144, 711 (TTY), 1-205-220-2984 (fax), 1557Grievance@bcbsal.org (email). If you need help filing a grievance, our 1557 Compliance 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 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, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### **Notice of Availability of Language Assistance Services and Auxiliary Aids and Services**

**English:** ATTENTION: Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-216-3144 (TTY: 711) or call Customer Service.

**Arabic:** انتباه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر أيضًا المساعدات والخدمات الإضافية المناسبة لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجانًا. اتصل بالرقم 1-855-216-3144 (الهاتف النصي: 711) أو الاتصال بخدمة العملاء.

**Chinese:** 请注意: 如果您说普通话, 我们可免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以易读格式向您提供信息。请拨打 1-855-216-3144 (TTY 用户请拨打 711) 或致电客户服务部。



**French:** À NOTER : Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et des services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1 855 216 3144 (TTY : 711) ou contactez le service client.

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Geeignete Hilfsmittel und Dienstleistungen zur Bereitstellung von Informationen in zugänglichen Formaten sind ebenfalls kostenlos erhältlich. Rufen Sie +1 855 216 3144 (Durchwahl: 711) oder den Kundendienst an.

**Gujarati:** ધ્યાન આપો: જો તમે ગુજરાતી બોલો છો, તો તમારા માટે નિ:શુલ્ક ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટેની યોગ્ય સહાય અને સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-216-3144 (TTY: 711) પર અથવા ગ્રાહક સેવા પર કોલ કરો.

**Hindi:** ध्यान दें: अगर आप हिन्दी बोलते हैं, तो आपके लिए नि:शुल्क भाषा सहायता सेवाएँ उपलब्ध हैं। आसान प्रारूप में सूचना उपलब्ध कराने के लिए उपयुक्त सहायक साधन और सेवाएँ भी नि:शुल्क उपलब्ध हैं। 1-855-216-3144 (TTY: 711) पर कॉल करें या ग्राहक सेवा को कॉल करें।

**Japanese:** ご案内: 日本語を話される方には、無料の言語アシスタントサービスをご用意しております。アクセシブルな形式で情報を提供するため、補助器具や支援サービスも無料で提供しております。1-855-216-3144 (TTY: 711) もしくは、カスタマーサービスにお電話でお問合せください。

**Korean:** 주의: 한국어(를) 하시면 무료 언어 지원 서비스를 이용하실 수 있습니다. 접근 가능한 형식으로 정보를 제공하기 위한 적절한 보조 도구와 서비스도 무료로 제공됩니다. 1-855-216-3144(TTY: 711)로 전화하거나 고객 서비스에 문의하세요.

**Lao:** ເຄົາໃຈໃສ່: ຖ້າເຈົ້າເວົ້າ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາພຣີເຊມນມີໃຫ້ທ່ານ. ການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການທີ່ໝາະສົມໃນການສະໜອງຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້ແມ່ນຍັງສາມາດໃຊ້ໄດ້ໃດຍບໍ່ເສຍຄ່າ. ໂທ 1-855-216-3144 (TTY: 711) ຫຼື ໂທຫາຜ່ານບໍລິການລູກຄ້າ.

**Portuguese:** ATENÇÃO: Se você falar português, serviços gratuitos de assistência linguística estão disponíveis para você. Também estão disponíveis gratuitamente ajudas e serviços auxiliares adequados para fornecer informações em formatos acessíveis. Ligue para 1-855-216-3144 (TTY: 711) ou ligue para o Atendimento ao Cliente.

**Russian:** ВНИМАНИЕ. Если ваш язык русский язык, к вашим услугам бесплатная языковая помощь. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-855-216-3144 (TTY: 711) или обратитесь в службу поддержки клиентов.

**Spanish:** ATENCIÓN: Si usted habla español, hay disponibles servicios gratuitos de asistencia lingüística. También hay disponibles, de forma gratuita, ayudas y servicios auxiliares adecuados para dar información en formatos accesibles. Llame al 1-855-216-3144 (TTY: 711) o llame a Servicio al cliente.

**Tagalog:** ATTENTION: Kung nagsasalita ka ng Tagalog, available sa iyo ang mga libreng serbisyo sa tulong sa wika. Available rin ang naaangkop na mga pantulong na tulong at serbisyo nang walang bayad para magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-855-216-3144 (TTY: 711) o tumawag sa Serbisyo sa Customer.

**Turkish:** DİKKAT Konuşmanız durumunda Türkçe, ücretsiz dil yardımı hizmetlerinden yararlanabilirsiniz. Erişilebilir formatlarda bilgi sağlamak için uygun yardımcı araçlar ve hizmetler de ücretsiz olarak sunulmaktadır. 1-855-216-3144 (TTY: 711) nolu telefonu veya Müşteri Hizmetlerini arayın.

**Vietnamese:** CHÚ Ý: Nếu quý vị nói tiếng việt thì dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho quý vị. Chúng tôi cũng có các hỗ trợ và dịch vụ phụ trợ miễn phí phù hợp để cung cấp thông tin ở định dạng dễ tiếp cận. Vui lòng gọi số 1-855-216-3144 (TTY: 711) hoặc gọi Dịch Vụ Khách Hàng.