

Auburn University HDHP Plan

Coverage For: Individual + Family Plan Type: HDHP



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 1-800-633-8052 or visit us at [auburn.edu](http://auburn.edu).

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.bcbosal.org/sbcglossary/](http://www.bcbosal.org/sbcglossary/) or call 1-800-292-8868 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <a href="#">deductible</a> ?	\$2,500/self-only or \$5,000/family in-network. \$5,000/self-only or \$10,000 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> , the overall family <a href="#">deductible</a> must be met before the <a href="#">plan</a> begins to pay.
Are there services covered before you meet your <a href="#">deductible</a> ?	Yes. <a href="#">Preventive services</a> 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> .
Are there other <a href="#">deductibles</a> for specific services?	No.	You don't have to meet <a href="#">deductible</a> for specific services.
What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ?	For in-network \$5,000 self-only/ \$10,000 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 limit</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.
What is not included in the <a href="#">out-of-pocket limit</a> ?	<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 and pre-certification penalties	Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .
Will you pay less if you use a <a href="#">network provider</a> ?	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.
Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?	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	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	In Alabama, out-of-network <a href="#">coinsurance</a> is 50%; precertification is required for some <a href="#">provider</a> administered drugs; if no precertification is obtained, no benefits are available
	<a href="#">Specialist</a> visit	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	
	<a href="#">Preventive care/screening/immunization</a>	No Charge <a href="#">Deductible</a> does not apply	Not Covered	Please visit <a href="#">AlabamaBlue.com/PreventiveServices</a> . 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.
If you have a test	<a href="#">Diagnostic test</a> (x-ray, blood work)	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	Benefits listed are <a href="#">physician services</a> ; in Alabama, out-of-network <a href="#">coinsurance</a> is 50%; facility benefits are also available; precertification may be required; if no precertification is obtained, no benefits are available
	Imaging (CT/PET scans, MRIs)	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	
If you need drugs to treat your illness or condition  More information about <a href="#">prescription drug coverage</a> is available at <a href="#">AlabamaBlue.com/pharmacy</a>	Tier 1 Drugs	\$15 <a href="#">copay</a> (retail)	\$30 <a href="#">copay</a> (retail)	Prior authorization required for specific drugs; all prescriptions, except for prescription drugs considered preventive, are subject to the overall <a href="#">deductible</a> ; member pays the <a href="#">copay</a> plus the difference between the allowance and the actual billed charge for out-of-network outside Alabama; In Alabama, out-of-network not covered; Auburn University will waive \$15 <a href="#">copay</a> for all Tier 1 medications and Tier 2 medications will have a \$10 <a href="#">copay</a> when filled at Auburn University Pharmaceutical Care Center (AUPCC) when employee enrolls and meets requirements in TigerMeds program; generic equivalents mandatory when available; please visit <a href="#">AlabamaBlue.com</a> and go to "pharmacy" for more prescription drug information; specialty drugs up to a maximum of \$800; 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
	Tier 2 Drugs	\$25 <a href="#">copay</a> (retail)	\$40 <a href="#">copay</a> (retail)	
	Tier 3 Drugs	\$55 <a href="#">copay</a> (retail)	\$70 <a href="#">copay</a> (retail)	
	Tier 4 Drugs	\$85 <a href="#">copay</a> (retail)	\$100 <a href="#">copay</a> (retail)	
	Tier 5 Drugs (preferred specialty)	25% <a href="#">coinsurance</a> (retail)	25% <a href="#">coinsurance</a> (retail)	

\* For more information about limitations and exceptions, see the [plan](#) or policy document at [auburn.edu](#)!

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 have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	In Alabama, out-of-network not covered; precertification may be required; if no precertification is obtained, no benefits are available
	Physician/surgeon fees	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	In Alabama, out-of-network <a href="#">coinsurance</a> is 50%
If you need immediate medical attention	<a href="#">Emergency room care</a>	20% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	Physician charges will apply; mental health disorders and substance abuse benefits are available; subject to in-network overall <a href="#">deductible</a>
	<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>	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	In Alabama, out-of-network <a href="#">coinsurance</a> is 50%
If you have a hospital stay	Facility fee (e.g., hospital room)	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	In Alabama, out-of-network not covered; precertification is required for coverage; if no precertification is obtained, no benefits are available
	Physician/surgeon fees	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	In Alabama, out-of-network <a href="#">coinsurance</a> is 50%
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Not Covered	Not Covered	None
	Inpatient services	Not Covered	Not Covered	
If you are pregnant	Office visits	20% <a href="#">coinsurance</a>	40% <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); in Alabama, out-of-network <a href="#">coinsurance</a> is 50%; precertification is required for some inpatient services; if no precertification is obtained, no benefits are available
	Childbirth/delivery professional services	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	
	Childbirth/delivery facility services	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	

\* For more information about limitations and exceptions, see the [plan](#) or policy document at [auburn.edu](#).

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)	
<b>If you need help recovering or have other special health needs</b>	<a href="#">Home health care</a>	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	In Alabama, out-of-network not covered; precertification may be required; if no precertification is obtained, no benefits are available
	<a href="#">Rehabilitation services</a>	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	Benefits listed are for Rehabilitation & Habilitation services; each service has a combined maximum of 30 visits for occupational, physical and speech therapy per year; children ages 0-18 with an autistic diagnosis are allowed visits for occupational, physical and speech therapy meeting certain clinical criteria subject to annual maximums
	<a href="#">Habilitation services</a>	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	
	<a href="#">Skilled nursing care</a>	Not Covered	Not Covered	Not covered; member pays 100%
	<a href="#">Durable medical equipment</a>	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	Precertification may be required; if no precertification is obtained, no benefits are available
	<a href="#">Hospice services</a>	20% <a href="#">coinsurance</a>	40% <a href="#">coinsurance</a>	In Alabama, out-of-network not covered; precertification may be required; if no precertification is obtained, no benefits are available
<b>If your child needs dental or eye care</b>	Children's eye exam	No Charge <a href="#">Deductible</a> does not apply	Not Covered	Please visit <a href="http://AlabamaBlue.com/PreventiveServices">AlabamaBlue.com/PreventiveServices</a>
	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="http://AlabamaBlue.com/PreventiveServices">AlabamaBlue.com/PreventiveServices</a>

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

## Excluded Services & Other Covered Services:

### Services Your [Plan](#) Generally Does NOT Cover (Check your policy or [plan](#) document for more information and a list of any other [excluded services](#).)

- Acupuncture
- Cosmetic surgery
- Dental care (Adult)
- Glasses, child
- Hearing aids
- Long-term care
- Private-duty nursing
- Routine eye care (Adult)
- 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.)

- Bariatric surgery (only morbid obesity in limited circumstances)
- Chiropractic care
- Infertility treatment (Assisted Reproductive Technology not covered)
- Non-emergency care when traveling outside the U.S.

## 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: Blue Cross and Blue Shield of Alabama at 1-800-633-8052.

## 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)																																										
<ul style="list-style-type: none"> <li>■ The <a href="#">plan's</a> overall <a href="#">deductible</a> \$2,500</li> <li>■ <a href="#">Specialist coinsurance</a> 20%</li> <li>■ Hospital (facility) <a href="#">coinsurance</a> 20%</li> <li>■ Other <a href="#">copay/coinsurance</a> \$25/20%</li> </ul>	<ul style="list-style-type: none"> <li>■ The <a href="#">plan's</a> overall <a href="#">deductible</a> \$2,500</li> <li>■ <a href="#">Specialist coinsurance</a> 20%</li> <li>■ Hospital (facility) <a href="#">coinsurance</a> 20%</li> <li>■ Other <a href="#">copay/coinsurance</a> \$25/20%</li> </ul>	<ul style="list-style-type: none"> <li>■ The <a href="#">plan's</a> overall <a href="#">deductible</a> \$2,500</li> <li>■ <a href="#">Specialist coinsurance</a> 20%</li> <li>■ Hospital (facility) <a href="#">coinsurance</a> 20%</li> <li>■ Other <a href="#">copay/coinsurance</a> \$25/20%</li> </ul>																																										
<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>)  <a href="#">Prescription drugs</a>  <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>																																										
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #ADD8E6;"><b>Total Example Cost</b></td> <td style="background-color: #ADD8E6;"><b>\$12,700</b></td> </tr> </table>	<b>Total Example Cost</b>	<b>\$12,700</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #ADD8E6;"><b>Total Example Cost</b></td> <td style="background-color: #ADD8E6;"><b>\$5,600</b></td> </tr> </table>	<b>Total Example Cost</b>	<b>\$5,600</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #ADD8E6;"><b>Total Example Cost</b></td> <td style="background-color: #ADD8E6;"><b>\$2,800</b></td> </tr> </table>	<b>Total Example Cost</b>	<b>\$2,800</b>																																				
<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" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #ADD8E6;"><i>Cost Sharing</i></th> </tr> </thead> <tbody> <tr> <td style="background-color: #ADD8E6;"><a href="#">Deductibles</a></td> <td style="background-color: #ADD8E6;">\$2,500</td> </tr> <tr> <td style="background-color: #ADD8E6;"><a href="#">Copayments</a></td> <td style="background-color: #ADD8E6;">\$10</td> </tr> <tr> <td style="background-color: #ADD8E6;"><a href="#">Coinsurance</a></td> <td style="background-color: #ADD8E6;">\$2,000</td> </tr> <tr> <th colspan="2" style="background-color: #ADD8E6;"><i>What isn't covered</i></th> </tr> <tr> <td style="background-color: #ADD8E6;">Limits or exclusions</td> <td style="background-color: #ADD8E6;">\$60</td> </tr> <tr> <td style="background-color: #ADD8E6;"><b>The total Peg would pay is</b></td> <td style="background-color: #ADD8E6;"><b>\$4,570</b></td> </tr> </tbody> </table>	<i>Cost Sharing</i>		<a href="#">Deductibles</a>	\$2,500	<a href="#">Copayments</a>	\$10	<a href="#">Coinsurance</a>	\$2,000	<i>What isn't covered</i>		Limits or exclusions	\$60	<b>The total Peg would pay is</b>	<b>\$4,570</b>	<p><b>In this example, Joe would pay:</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #ADD8E6;"><i>Cost Sharing</i></th> </tr> </thead> <tbody> <tr> <td style="background-color: #ADD8E6;"><a href="#">Deductibles</a></td> <td style="background-color: #ADD8E6;">\$2,500</td> </tr> <tr> <td style="background-color: #ADD8E6;"><a href="#">Copayments</a></td> <td style="background-color: #ADD8E6;">\$300</td> </tr> <tr> <td style="background-color: #ADD8E6;"><a href="#">Coinsurance</a></td> <td style="background-color: #ADD8E6;">\$100</td> </tr> <tr> <th colspan="2" style="background-color: #ADD8E6;"><i>What isn't covered</i></th> </tr> <tr> <td style="background-color: #ADD8E6;">Limits or exclusions</td> <td style="background-color: #ADD8E6;">\$40</td> </tr> <tr> <td style="background-color: #ADD8E6;"><b>The total Joe would pay is</b></td> <td style="background-color: #ADD8E6;"><b>\$2,910</b></td> </tr> </tbody> </table>	<i>Cost Sharing</i>		<a href="#">Deductibles</a>	\$2,500	<a href="#">Copayments</a>	\$300	<a href="#">Coinsurance</a>	\$100	<i>What isn't covered</i>		Limits or exclusions	\$40	<b>The total Joe would pay is</b>	<b>\$2,910</b>	<p><b>In this example, Mia would pay:</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #ADD8E6;"><i>Cost Sharing</i></th> </tr> </thead> <tbody> <tr> <td style="background-color: #ADD8E6;"><a href="#">Deductibles</a></td> <td style="background-color: #ADD8E6;">\$2,400</td> </tr> <tr> <td style="background-color: #ADD8E6;"><a href="#">Copayments</a></td> <td style="background-color: #ADD8E6;">\$0</td> </tr> <tr> <td style="background-color: #ADD8E6;"><a href="#">Coinsurance</a></td> <td style="background-color: #ADD8E6;">\$70</td> </tr> <tr> <th colspan="2" style="background-color: #ADD8E6;"><i>What isn't covered</i></th> </tr> <tr> <td style="background-color: #ADD8E6;">Limits or exclusions</td> <td style="background-color: #ADD8E6;">\$0</td> </tr> <tr> <td style="background-color: #ADD8E6;"><b>The total Mia would pay is</b></td> <td style="background-color: #ADD8E6;"><b>\$2,470</b></td> </tr> </tbody> </table>	<i>Cost Sharing</i>		<a href="#">Deductibles</a>	\$2,400	<a href="#">Copayments</a>	\$0	<a href="#">Coinsurance</a>	\$70	<i>What isn't covered</i>		Limits or exclusions	\$0	<b>The total Mia would pay is</b>	<b>\$2,470</b>
<i>Cost Sharing</i>																																												
<a href="#">Deductibles</a>	\$2,500																																											
<a href="#">Copayments</a>	\$10																																											
<a href="#">Coinsurance</a>	\$2,000																																											
<i>What isn't covered</i>																																												
Limits or exclusions	\$60																																											
<b>The total Peg would pay is</b>	<b>\$4,570</b>																																											
<i>Cost Sharing</i>																																												
<a href="#">Deductibles</a>	\$2,500																																											
<a href="#">Copayments</a>	\$300																																											
<a href="#">Coinsurance</a>	\$100																																											
<i>What isn't covered</i>																																												
Limits or exclusions	\$40																																											
<b>The total Joe would pay is</b>	<b>\$2,910</b>																																											
<i>Cost Sharing</i>																																												
<a href="#">Deductibles</a>	\$2,400																																											
<a href="#">Copayments</a>	\$0																																											
<a href="#">Coinsurance</a>	\$70																																											
<i>What isn't covered</i>																																												
Limits or exclusions	\$0																																											
<b>The total Mia would pay is</b>	<b>\$2,470</b>																																											

Note: These numbers assume the patient does not participate in the [plan's](#) wellness program. If you participate in the [plan's](#) wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: [insertwebsite.com](#).



## Language Access 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. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Alabama:

- Provides free 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 services to people whose primary language is not English, such as qualified interpreters and information written in other languages

If you need these 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>.

## Foreign Language Assistance

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-216-3144 (TTY: 711)

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-216-3144 (TTY: 711)번으로 전화해 주십시오.

**Chinese:** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-216-3144 (TTY: 711)。

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-216-3144 (TTY: 711).

**Arabic:** انتباه: إذا كنت تتحدث العربية، توجد خدمات مساعدة فيما يتعلق باللغة، بدون تكلفة، متاحة لك. اتصل بـ 1-855-216-3144 (الهاتف النصي: 711).

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-216-3144 (TTY: 711).

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-216-3144 (ATS: 711).

**French Creole:** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-216-3144 (TTY: 711).

**Gujarati:** ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હોય, તો ભાષા સહાયતા સેવા, તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. 1-855-216-3144 પર કોલ કરો (TTY: 711).

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-216-3144 (TTY: 711).

**Hindi:** ध्यान दें: अगर आपकी भाषा हिंदी है, तो आपके लिए भाषा सहायता सेवाएँ नि:शुल्क उपलब्ध हैं। 1-855-216-3144 (TTY: 711) पर कॉल करें।

**Laotian:** ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-855-216-3144 (TTY: 711).

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-216-3144 (телетайп: 711).

**Portuguese:** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-216-3144 (TTY: 711).

**Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-216-3144 (TTY: 711).

**Turkish:** DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımını hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-855-216-3144 (TTY: 711) irtibat numaralarını arayın.

**Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-216-3144 (TTY: 711).

**Japanese:** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-216-3144 (TTY: 711) まで、お電話にてご連絡ください。