# 

: Prevea360 Bronze Copay Plus 8650X03

Coverage for: Individual/Family | Plan Type: HMO

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, <u>sbc.prevea360.com/individual</u> or call (877) 230-7555 (TTY: 711). For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, provider, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <u>https://www.dol.gov/ebsa/healthreform</u> or <u>www.healthcare.gov/sbc-glossary</u> or call (877) 230-7555 (TTY: 711) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$0 at Indian Health Care Provider (IHCP) or with IHCP <u>referral</u> at non-IHCP; or \$8,650/Individual \$17,300/Family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount 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> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. <u>Preventive care services</u> are covered before 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> amount. But a <u>copayment</u> or <u>coinsurance</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</u> <u>services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/.
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> limit for this <u>plan</u> ?	\$8,650 individual / \$17,300 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 <u>out-of-pocket limit</u> ?	Premiums, balance billing charges, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See prevea360.com/About- Prevea360-Health-Plan/Find-a- Prevea360-Provider-Doctor.aspx or call (877) 230-7555 (TTY: 711) for a list of <u>network providers</u> .	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</u> <u>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 see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .

All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

		What You Will Pay			Limitations, Exceptions,
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	& Other Important Information
	Primary care visit to treat an injury or illness	\$0 <u>copay</u> /visit	\$60 <u>copay</u> /visit; <u>deductible</u> does not apply	Not Covered	No coverage for chiropractic maintenance or long-term therapy.
	<u>Specialist</u> visit	\$0 <u>copay</u> /visit	\$120 <u>copay</u> /visit; <u>deductible</u> does not apply	Not Covered	No coverage for infertility services. No coverage for acupuncture.
If you visit a health care provider's office or clinic	Preventive care/screening/ immunization	No charge	No charge	Not Covered	Services under the ACA guidelines will be covered as preventive. Services may have a limit on number of visits and/or specific age requirements. For additional information please see the preventive <u>services</u> section in your Member Certificate. You may have to pay for services that are not preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.
If you have a test	Diagnostic test (x-ray, blood work)	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	None
	Imaging (CT/PET scans, MRIs)	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	

	What You Will I				Limitations, Exceptions,
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	& Other Important Information
	Preferred generic drugs (Tier 1)	\$0 <u>copay</u> / prescription (retail and mail order)	\$15 <u>copay</u> / prescription; <u>deductible</u> does not apply (retail) Mail order maintenance prescriptions, a 90-day supply for 2 <u>copays</u> .	Not Covered (retail and mail order)	
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at prevea360.com/pharmacy	Non-Preferred generic, Preferred brand drugs (Tier 2)	\$0 <u>copay</u> / prescription (retail and mail order)	0% <u>coinsurance</u> after <u>deductible</u> / prescription (retail); Mail order maintenance prescriptions, a 90-day supply at <u>coinsurance</u> listed above.	Not Covered (retail and mail order)	None
	Non-preferred generic, Non-preferred brand drugs (Tier 3)	\$0 <u>copay</u> / prescription (retail and mail order)	0% <u>coinsurance</u> after <u>deductible</u> / prescription (retail); Mail order maintenance prescriptions, a 90-day supply at <u>coinsurance</u> listed above.	Not Covered (retail and mail order)	
	Specialty drugs (Tier 4)	\$0 <u>copay</u> / prescription (retail); Mail order maintenance prescriptions not covered.	0% <u>coinsurance</u> after <u>deductible</u> / prescription (retail); Mail order maintenance prescriptions not covered.	Not Covered (retail and mail order)	Infertility drugs not covered (retail and mail order).
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	None
surgery	Physician/surgeon fees	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	
If you need immediate medical attention	Emergency room care	\$0 <u>copay</u> /visit	\$500 <u>copay</u> /visit and/or 0% <u>coinsurance</u> after <u>deductible</u>	\$500 <u>copay</u> /visit and/or 0% <u>coinsurance</u> after <u>deductible</u>	Initial <u>emergency services</u> are covered with <u>out-of-</u> <u>network providers</u> . <u>Copay</u> is waived if admitted for

Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	What You Will Pay Non-IHCP Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Emergency medical transportation	0% coinsurance	0% <u>coinsurance</u> after deductible	0% <u>coinsurance</u> after deductible	observation or inpatient. None
	Urgent care	\$0 <u>copay</u> /visit	\$60 <u>copay</u> /visit and/or 0% <u>coinsurance</u> after deductible	\$60 <u>copay</u> /visit and/or 0% <u>coinsurance</u> after deductible	Initial <u>urgent care</u> services are covered with <u>out-of-</u> network providers.
If you have a hospital	Facility fee (e.g., hospital room)	0% coinsurance	0% coinsurance after deductible	Not Covered	
stay	Physician/surgeon fees	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	None
If you need mental health, behavioral health, or substance abuse	Outpatient services	0% coinsurance	\$60 <u>copay</u> /outpatient visit; <u>deductible</u> does not apply	Not Covered	None
services	Inpatient services	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	None
If you are pregnant	Office visits	\$0 <u>copay</u> /visit	Primary Care Visit: \$60 <u>copay</u> /visit; <u>deductible</u> does not apply; <u>Specialist</u> Visit: \$120 <u>copay</u> /visit; <u>deductible</u> does not apply	Not Covered	Home or intentional out of hospital deliveries are not covered. <u>Cost sharing</u> does not apply for <u>preventive services</u> . Depending on the type of
	Childbirth/delivery professional services	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u>
	Childbirth/delivery facility services	0% <u>coinsurance</u>	0% <u>coinsurance</u> after deductible	Not Covered	may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).
lf you need help	Home health care	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	60 visits/contract period.
recovering or have other special health needs	Rehabilitation services	Inpatient <u>Rehabilitation</u> <u>services</u> : 0% <u>coinsurance</u>	Inpatient <u>Rehabilitation</u> <u>services</u> : 0% <u>coinsurance</u> after	Not Covered	Inpatient Rehabilitation Care - 90 days/contract period. Physical,

			Limitations, Exceptions,		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	& Other Important Information
		PT/OT/ST: \$0 <u>copay</u> /therapy/day	deductible; Physical, Occupational and Speech Therapy: \$60 <u>copay</u> /therapy/day; <u>deductible</u> does not apply		Occupational and Speech Therapy - 20 visits per therapy type/contract period. Services for custodial care are a policy exclusion.
	Habilitation services	\$0 <u>copay</u> /therapy/day	\$60 <u>copay</u> /therapy/day; <u>deductible</u> does not apply	Not Covered	Habilitative therapies - 20 visits per therapy type/contract period. Services for custodial care are a policy exclusion.
	Skilled nursing care	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	30 days/confinement.
	Durable medical equipment	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	None
	Hospice services	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	None
	Children's eye exam	\$0 <u>copay</u> /visit	\$60 <u>copay</u> /visit; <u>deductible</u> does not apply	Not Covered	Exams performed by an ophthalmologist will incur the specialty office visit cost share.
	Children's glasses	0% coinsurance	0% <u>coinsurance</u> after <u>deductible</u>	Not Covered	One pair per contract year.
If your child needs dental or eye care	Children's dental check- up	Not Covered	Not Covered	Not Covered	This policy does not include pediatric dental services as required under the federal Patient Protection and Affordable Care Act. This coverage is available in the insurance market and can be purchased as a stand- alone product. Please contact your insurance carrier, agent, or the

			Limitations, Exceptions,		
Common Medical Event	Services You May t Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP Network Provider (You will pay more)	Out-of-Network Provider (You will pay the most)	& Other Important Information
					Federally Facilitated Exchange if you wish to purchase pediatric dental coverage or a stand-alone dental services product.

Excluded Services & Other Covered Services:			
Services Your Plan Generally Does NOT Cover (Che	eck your policy or <u>plan</u> document for more information	on and a list of any other <u>excluded services</u> .)	
<ul> <li>Abortion (except in cases of rape, incest, or when the life of the mother is endangered)</li> <li>Acupuncture</li> <li>Bariatric Surgery</li> <li>Cosmetic services including surgery</li> </ul>	<ul> <li>Dental care (Adult)</li> <li>Infertility Treatment</li> <li>Long-term care</li> <li>Non-emergency care when travelling outside the U.S.</li> </ul>	<ul> <li>Private-duty nursing</li> <li>Routine eye care (Adult)</li> <li>Routine foot care</li> <li>Weight Loss Programs</li> </ul>	
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)            • Chiropractic care         • Hearing aids (Limited to one aid per ear every 36 months)         • months)         • Meaning aids (Limited to one aid per ear every 36 months)         • Meaning aids (Limited to one aid per ear every 36 months)         • Other Covered Services (Limitations may apply to these services (Limitations (Limitations may apply to these services (Limitations (Li			

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: U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <a href="https://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa">https://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa</a>; Wisconsin Office of the Commissioner of Insurance at (800) 236-8517 or <a href="http://oci.wi.gov/consinfo.htm">http://oci.wi.gov/consinfo.htm</a>; Office of Personnel Management Multi State Plan Program at <a href="https://www.opm.gov/healthcare-insurance/multi-state-plan-program/external-review/">http://oci.wi.gov/consinfo.htm</a>; Office of Personnel Management Multi State Plan Program at <a href="https://www.opm.gov/healthcare-insurance/multi-state-plan-program/external-review/">http://oci.wi.gov/consinfo.htm</a>; Office of Personnel Management Multi State Plan Program at <a href="https://www.opm.gov/healthcare-insurance/multi-state-plan-program/external-review/">https://www.opm.gov/healthcare-insurance/multi-state-plan-program/external-review/</a>; or Healthcare.gov at <a href="https://www.Healthcare.gov">www.Healthcare.gov</a> or call 1-800-318-2596. Other coverage options may be available to you too, including buying individual insurance coverage through the <a href="https://www.HealthCare.gov">HealthCare.gov</a> or call 1-800-318-2596.

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 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: Wisconsin Office of the Commissioner of Insurance at P.O. Box 7873, Madison, WI 53707-7873, <u>http://oci.wi.gov/</u> or call (800) 236-8517.

### 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? Not Applicable.

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

#### Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al (877) 230-7555 (TTY: 711). Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa (877) 230-7555 (TTY: 711). Chinese (中文): 如果需要中文的帮助, 请拨打这个号码(877) 230-7555 (TTY: 711). Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' (877) 230-7555 (TTY: 711).

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

### About these Coverage Examples:



Limits or exclusions

The total Peg would pay is

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 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)	
The plan's overall deductible\$0Specialist copayment\$0Hospital (facility) coinsurance0%Other coinsurance0%		<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>	\$0 \$0 0% 0%	<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>	\$0 \$0 0% 0%
This EXAMPLE event includes services like: <u>Specialist</u> office visits ( <i>prenatal care</i> ) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> ( <i>ultrasounds and blood work</i> ) <u>Specialist</u> visit ( <i>anesthesia</i> )		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> (x-ray) <u>Durable medical equipment</u> (crutches) <u>Rehabilitation services</u> (physical therapy)	
Total Example Cost	\$12,700	Total Example Cost	\$5,600	Total Example Cost	\$2,800
In this example, Peg would pay: Cost Sharing		In this example, Joe would pay: Cost Sharing		In this example, Mia would pay: Cost Sharing	
Deductibles	\$0	<u>Deductibles</u>	\$0	Deductibles	\$0
<u>Copayments</u>	\$0	<u>Copayments</u>	\$0	<u>Copayments</u>	\$0
Coinsurance	\$0	Coinsurance	\$0	Coinsurance	\$0
What isn't covered		What isn't covered		What isn't covered	

Note: These numbers assume the patient received care from an IHCP provider or with IHCP referral at a non-IHCP. If you receive care from a non-IHCP provider without a referral from an IHCP your costs may be higher.

Limits or exclusions

The total Joe would pay is

\$60

\$60

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services.

\$0

\$0

Limits or exclusions

The total Mia would pay is

\$20

\$20

# Language Assistance

Spanish - ATENCIÓN: si	Hmong - LUS CEEV: Yog	Chinese - 注意:如果您使
habla español, tiene a su	tias koj hais lus Hmoob, cov	用繁體中文,您可以免費獲
disposición servicios	kev pab txog lus, muaj kev	得語言援助服務。請致電
gratuitos de asistencia	pab dawb rau koj. Hu rau	1-877-317-2410
lingüística. Llame al	1-877-317-2410 (TTY: 711).	$(TTY:711) \circ$
1-877-317-2410 (TTY: 711).		
Somali - DIGTOONI: Haddii	<b>Polish</b> - UWAGA: Jeżeli mówisz po	Vietnamese - CHÚ Ý: Nếu bạn nói Tiếng
aad ku hadasho afka	polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer	Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-317-2410
Soomaaliha, adeegyada	1-877-317-2410 (TTY: 711).	(TTY: 711).
caawimada luqadda waxaa	Korean - 주의: 한국어를 사용하시는	
laguu heli karaa iyagoo	경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-317-2410	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
bilaash ah. Wac	(TTY: 711)번으로 전화해 주십시오.	المساعدة التعويد للواقر لك بالمجال. التصل برائم 711 (رقم هاتف المسم والبكم: 711).
1-877-317-2410 (TTY: 711).		
<b>Tagalog</b> - PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-317-2410 (TTY: 711).	<b>Russian</b> - ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-317-2410 (телетайп: 711).	<b>German</b> - ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-317-2410 (TTY: 711).
Gujarati - સુચના: જો તમે ગુજરાતી બોલતા	<b>French</b> - ATTENTION : Si vous parlez	
હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા	français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le	خبردار : اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔
માટે ઉપલબ્ધ છે. ફોન કરો 1-877-317-2410	1-877-317-2410 (ATS : 711).	ربان کی داد کی محمد میں دسیب ہیں د کال کریں .(TTY: 711) 1-877-317-2410
(TTY: 711).		
Hindi - ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके	<b>Italian</b> - ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi	
लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-317-2410 (TTY: 711) पर कॉल करें।	di assistenza linguistica gratuiti. Chiamare il numero 1-877-317-2410 (TTY: 711).	H9096_tagline0821_C H5264_tagline0821_C

## **Non-Discrimination Notice**

The Health Plan\*:

- 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 the Customer Care Center at 1-877-317-2410 (TTY: 711).

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

If you believe that the Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, or religion, you can file a grievance with the organization's Civil Rights Coordinator. If you need help filing a grievance, the Civil Rights Coordinator for the Health Plan is available to help you. You can file a grievance in person, by mail, or email at:

Civil Rights Coordinator	Phone: 1-608-828-2216 (TTY: 711)
1277 Deming Way	Email: civilrightscoordinator@deancare.com
Madison, Wisconsin 53717	

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, 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

Phone: 1-800-368-1019 or 1-800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

\*Dean Health Plan; Prevea360 Health Plan; WellFirst Health