Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services

Connect^{*}Care: FlexPOS HSA \$3,300 25%

Coverage Period: 01/01/2025 to 12/31/2025

Coverage for: Individual + Family | Plan Type: POS

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 1-800-251-7722. 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 https://www.healthcare.gov/sbc-glossary or call 1-800-251-7722 to request a copy.				
Important Questions	Answers	Why This Matters:		
What is the overall <u>deductible</u> ?	In-Network: \$3,300 individual / \$6,600 family. Out-of-Network: \$6,000 individual / \$12,000 family	Generally, you must pay all 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</u> is 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 services</u> at <u>https://</u> www.healthcare.gov/coverage/#preventive-care-benefits/.		
Are there other <u>deductibles</u> for specific services?	There are no other specific deductibles.	You don't have to meet <u>deductibles</u> for specific services.		
What is the <u>out-of-pocket limit</u> for this <u>plan</u> ?	For participating <u>providers</u> \$6,750 individual / \$13,500 family. For non- participating <u>providers</u> \$13,500 individual / \$27,000 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> , the overall family <u>out-of-pocket limit</u> must be met.		
What is not included in the <u>out-of-</u> pocket limit?	Premiums, balance-billing charges, and health care this plan 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 a <u>network provider</u> ?	Yes. See <u>www.ConnectiCare.com</u> or call 1-800-251-7722 for a list of participating <u>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 a non-participating <u>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 see a <u>specialist</u> ?	No	You can see the specialist you choose without a referral.		

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

Common	What You Will Pay		u Will Pay	Limitations, Exceptions, & Other
Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Important Information
	Primary care visit to treat an injury or illness	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	None
If you visit a health care provider's office or clinic	<u>Specialist</u> visit	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	None
	Preventive care / screening / immunization	No charge	50% <u>coinsurance</u> after plan <u>deductible</u>	Frequency limits apply
	<u>Diagnostic test</u> (x-ray, blood work)	Xray: 25% <u>coinsurance</u> after plan <u>deductible</u> , Lab: 25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required for certain services (ie: genetic testing)
lf you have a test	Imaging (CT/PET scans, MRIs)	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.

Common		What You	Limitations, Exceptions, & Other	
Medical Event	Services You May Need Participating Provider Non-Participating Provider (You will pay the least) (You will pay the most)		Non-Participating Provider (You will pay the most)	Important Information
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.ConnectiCare.com	Preferred Generic (Tier 1)	\$10 <u>copayment</u> /prescription after plan <u>deductible</u> (retail); \$20 <u>copayment</u> /prescription after plan <u>deductible</u> (mail order)	50% <u>coinsurance</u> after plan <u>deductible</u> (retail); Not covered (mail order)	
	Non-Preferred Generic drugs (Tier 2)	50% <u>coinsurance</u> up to \$250 maximum per prescription after plan <u>deductible</u> (retail); 50% <u>coinsurance</u> up to \$500 maximum per prescription after plan <u>deductible</u> (mail order)	50% <u>coinsurance</u> after plan <u>deductible</u> (retail); Not covered (mail order)	
	Preferred brand drugs (Tier 3)	\$50 <u>copayment</u> /prescription after plan <u>deductible</u> (retail); \$100 <u>copayment</u> /prescription after plan <u>deductible</u> (mail order)	50% <u>coinsurance</u> after plan <u>deductible</u> (retail); Not covered (mail order)	Certain drugs will require preauthorization Covers up to a 30-day supply per prescription (retail); 90-day supply per prescription (mail order)
	Non-preferred brand drugs (Tier 4)	50% <u>coinsurance</u> up to \$500 maximum per prescription after plan <u>deductible</u> (retail); 50% <u>coinsurance</u> up to \$1,000 maximum per prescription after plan <u>deductible</u> (mail order)	50% <u>coinsurance</u> after plan <u>deductible</u> (retail); Not covered (mail order)	Specialty Drugs are available from specialty retail pharmacies only and cover up to a 30-day supply limit.
	Preferred Specialty drugs (Tier 5)	50% <u>coinsurance</u> up to \$500 maximum per prescription after plan <u>deductible</u> (specialty retail only)	Not covered (specialty retail only)	
	<u>Non-Preferred Specialty</u> <u>drugs</u> (Tier 6)	50% <u>coinsurance</u> up to \$750 maximum per prescription after plan <u>deductible</u> (specialty retail only)	Not covered (specialty retail only)	

Common		What You	Limitations, Exceptions, & Other	
Medical Event	Services You May Need	Participating Provider (You will pay the least)		
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.
	Physician/surgeon fees	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	None
	Emergency room care	25% <u>coinsurance</u> after plan <u>deductible</u>	Same as In-network benefit	None
If you need immediate medical attention	Emergency medical transportation	25% <u>coinsurance</u> after plan <u>deductible</u>	Same as In-network benefit	None
	Urgent care	25% <u>coinsurance</u> after plan <u>deductible</u>	Same as In-network benefit	None
lf you have a hospital stay	Facility fee (e.g., hospital room)	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.
	Physician/surgeon fees	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	None

Common		What You	Limitations, Exceptions, & Other		
Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Important Information	
If you need mental health, behavioral health, or substance abuse	Outpatient services	25% <u>coinsurance</u> after plan <u>deductible</u> Outpatient mental health, alcohol and substance abuse treatment (intensive outpatient treatment and partial <u>hospitalization</u>): 25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	None	
services	Inpatient services	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.	
If you are pregnant	Office visits	No charge for prenatal and postnatal care	50% <u>coinsurance</u> after plan <u>deductible</u>	Cost sharing does not apply to certain preventive services. Depending on the type of services, <u>coinsurance</u> or <u>copayments</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).	
	Childbirth/delivery professional services	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	None	
	Childbirth/delivery facility services	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	None	

Common		What Yo	Limitations, Exceptions, & Other	
Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Important Information
	Home health care	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%. up to 100 visits per year
If you need help recovering or have other special health needs	Rehabilitation services	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%. up to 40 visits per year includes services combined for physical, speech and occupational therapy
	Habilitation services	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	up to 40 visit per year limit combined for Habilitative speech, physical and occupational therapy

Common		What You	What You Will Pay		
Medical Event	Services You May Need	Participating Provider Non-Participating Provider (You will pay the least) (You will pay the most)		Limitations, Exceptions, & Other Important Information	
	Skilled nursing care	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get <u>preauthorization</u> , you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%. up to 90 days per year	
If you need help recovering or have other special health needs	Durable medical equipment	25% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.	
	Hospice services	Applicable inpatient hospital facility or home health care cost share	Applicable inpatient hospital facility or home health care cost share	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.	
	Children's eye exam	25% <u>coinsurance</u> <u>deductible</u> does not apply	50% <u>coinsurance</u> after plan <u>deductible</u>	up to one visit every year	
	Children's glasses	25% Discount	Not covered	25% Discount	
	Children's dental check-up	Not Applicable	Not covered	None	

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Services Your Plan Generally Does NOT Cover	(Check your policy or <u>plan</u> document for more information and	d a list of any other <u>excluded services</u> .)
Bariatric Surgery	Infertility treatment	Routine foot care
Cosmetic Surgery	Long-term care	 Routine hearing tests
Dental Care	 Non-emergency care when traveling outside the 	Weight loss programs
Hearing aids	U.S.	
	Private-duty nursing	
Other Covered Services (Limitations may apply	to these services. This isn't a complete list. Please see your p	<u>plan</u> document.)
 Acupuncture coverage is limited to pain 	Chiropractic care	Routine eye care

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 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 <u>Health Insurance Marketplace</u>. For more information about the <u>Marketplace</u>, visit www.HealthCare.gov or call 1-800-318-2596. For more information on your rights to continue coverage, you may also contact the plan at 1-800-251-7722.

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: ConnectiCare Member Appeals: PO Box 4061, Farmington, CT 06034-4061 or 1-800-251-7722 Employee Benefits Security Administration: 1-866-444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>

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 Coverage Meet the Minimum Value Standard? 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 <u>plan</u> 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 <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.

Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

The plan's overall deductible	\$3,300
Specialist coinsurance	25%
Hospital (facility) coinsurance	25%
Other coinsurance	25%

This EXAMPLE event includes services like:

<u>Specialist</u> office visits (prenatal care) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood work) Specialist visit (anesthesia)

Total Example Cost			\$12,700	
		_		

In this example, Peg would pay:

Cost Sharing			
Deductibles	\$3,300		
<u>Copayments</u>	\$10		
Coinsurance	\$1,700		
What isn't covered			
Limits or exclusions	\$60		
The total Peg would pay is	\$5,070		

Managing Joe's type 2 Diabetes (a year of routine in-network care of a wellcontrolled condition)

The plan's overall deductible	\$3,300
Specialist coinsurance	25%
Hospital (facility) coinsurance	25%
Other coinsurance	25%

This EXAMPLE event includes services like:

Primary care physician office visits (including disease education) Diagnostic tests (blood work) Prescription drugs Durable medical equipment (glucose meter)

Total Example Cost	\$5,600

In this example, Joe would pay:

Cost Sharing	
Deductibles	\$2,300
<u>Copayments</u>	\$300
Coinsurance	\$300
What isn't covered	
Limits or exclusions	\$20
The total Joe would pay is	\$2,920

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

The plan's overall deductible	\$3,300
Specialist coinsurance	25%
Hospital (facility) coinsurance	25%
Other coinsurance	25%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

Total Example Cost	\$2,800
In this example, Mia would pay:	

Cost Sharing	
<u>Deductibles</u>	\$2,800
<u>Copayments</u>	\$0
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$2,800

Note: These numbers assume the patient does not participate in the <u>plan's</u> wellness program. If you participate in the <u>plan's</u> wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: 1-800-390-3522.

*Note: This plan may have other deductibles for specific services included in this coverage example. See "Are there other deductibles for specific services?" row above.

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



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

English ATTENTION: If you speak another language, 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 **800-251-7722** (TTY: **711**) or speak to your provider.

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al **800-251-7722** (TTY: **711**) o hable con su proveedor.

Português do Brasil (Portuguese) ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para **800-251-7722** (TTY: **711**) ou fale com seu provedor.

POLSKI (Polish) UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer **800-251-7722** (TTY: **711**) lub porozmawiaj ze swoim dostawcą.

中文 (Simplified Chinese) 注意:如果您说[中文],我们将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,以无障碍格式提供信息。致电 800-251-7722 (文本电话: 711)或咨询您的服务提供商。

Italiano (Italian) ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l' **800-251-7722** (tty: **711**) o parla con il tuo fornitore.

Français (French) ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le **800-251-7722** (TTY: **711**) ou parlez à votre fournisseur.

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòma aksesib yo disponib gratis tou. Rele nan **800-251-7722** (TTY: **711**) oswa pale avèk founisè w la.

РУССКИЙ (Russian) ВНИМАНИЕ: Если вы говорите на русском, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются

бесплатно. Позвоните по телефону **800-251-7722** (ТТҮ: **711**) или обратитесь к своему поставщику услуг.

Việt (Vietnamese) LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 800-251-7722 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

(Arabic) العربية تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 251-251-800 (711) أو تحدث إلى مقدم الخدمة.

한국어 (Korean)주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 800-251-7722 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

SHQIP (Albanian) VINI RE: Nëse flisni shqip, shërbime falas të ndihmës së gjuhës janë në dispozicion për ju. Ndihma të përshtatshme dhe shërbime shtesë për të siguruar informacion në formate të përdorshme janë gjithashtu në dispozicion falas. Telefononi 800-251-7722 (TTY: 711) ose bisedoni me ofruesin tuaj të shërbimit.

हिंदी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 800-251-7722 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

Tagalog (Tagalog) PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 800-251-7722 (TTY: 711) o makipag-usap sa iyong provider.

Ελληνικά (Greek) ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, υπάρχουν διαθέσιμες δωρεάν υπηρεσίες υποστήριξης στη συγκεκριμένη γλώσσα. Διατίθενται δωρεάν κατάλληλα βοηθήματα και υπηρεσίες για παροχή πληροφοριών σε προσβάσιμες μορφές. Καλέστε το 800-251-7722 (TTY: 711) ή απευθυνθείτε στον πάροχό σας.

NOTICE OF NONDISCRIMINATION POLICY

Discrimination is Against the Law

ConnectiCare complies with Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes. ConnectiCare does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

ConnectiCare:

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

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services contact the Civil Rights Coordinator by calling Member Services at **800-251-7722** (TTY: **711**).

If you believe that ConnectiCare has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator by writing to ConnectiCare Grievance and Appeals Department, P.O. Box 4061, Farmington, CT 06034-4061; faxing them at **800-319-0089**; or calling Member Services at **800-251-7722**. (Dial **711** for TTY services.) You can file a grievance in person, by mail, by fax, or through your secure member portal. If you need help filing a grievance, ConnectiCare's Grievance and Appeals Department 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 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, DC 20201; 800-368-1019 (TTY: 800-537-7697). Complaint forms are available at hhs.gov/ocr/office/file/index.html.

This notice is available on ConnectiCare's website at: connecticare.com/legal/nondiscrimination.