

# **BlueChoice Advantage Gold 500**

Coverage Period: 02/01/2019 - 01/31/2020 Coverage for: Individual | Plan Type: POS

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. 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>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can see the Glossary at <u>www.carefirst.com/sbcg</u> or call 1-855-258-6518 to request a copy. For more information about your coverage, or to get a copy of the complete terms of coverage, please visit <a href="http://content.carefirst.com/sbc/contracts/AAVMM006RXXMM206.pdf">http://content.carefirst.com/sbc/contracts/AAVMM006RXXMM206.pdf</a>.

Important Questions	Answers	Why this Matters:
What is the overall deductible?	In-Network: \$500 individual/ \$1,000 family; Out-of-Network: \$1,000 individual/ \$2,000 family.	Generally, you must pay all the costs from <u>provider</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family member(s) on the <u>plan</u> , each family member may need to meet their own individual <u>deductible</u> , OR all family members may combine to meet the overall family <u>deductible</u> before the <u>plan</u> begins to pay, depending upon <u>plan</u> coverage. Please refer to your contract for further details.
Are there services covered before you meet your deductible?	Yes, all In-Network preventive care services, as well as the following (non-hospital facilities only, when applicable): Primary care, Specialist, Retail health, Diagnostic testing, Generic drugs, Outpatient surgery, Urgent care, Mental Health office visit, Home health, Rehabilitation services, Hospice.	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</u> <u>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 <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
Are there other deductibles for specific services?	Yes. Pediatric Dental: In-Network: \$25 individual; Out-of-Network: \$50 individual.  Prescription Drug: \$250 individual.  There are no other specific deductibles.	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
What is the out-of-pocket limit for this plan?	Medical and Prescription Drug combined: In-Network: \$5,000 individual/ \$10,000 family; Out-of-Network: \$10,000 individual/ \$20,000 family.	The <u>out-of-pocket limit</u> is the most you could pay in a <u>plan</u> year for covered services. If you have other family member(s) on the <u>plan</u> , each family member may need to meet their own <u>out-of-pocket limits</u> , OR all family members may combine to meet the overall family <u>out-of-pocket limit</u> , depending upon <u>plan</u> coverage. Please refer to your contract for further details.

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What is not included in the <u>out-of-pocket limit?</u>	Premiums, balance-billed charges, and health care this plan does not 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 <a href="www.carefirst.com">www.carefirst.com</a> or call 1-855-258-6518 for a list of <a href="provider network">provider network</a> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the plan's <u>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 provider's 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 I 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> .

		What Y	ou Will Pay	
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
	Primary care visit to treat an injury or illness	Provider: \$15 copay per visit Hospital Facility: Deductible, then \$50 copay per visit	Provider: Deductible, then \$50 copay per visit Hospital Facility: Deductible, then \$150 copay per visit	If a service is rendered at a Hospital Facility, the additional Facility charge may apply
If you visit a health care provider's office or	Specialist visit	Provider: \$30 copay per visit Hospital Facility: Deductible, then \$50 copay per visit	Provider: Deductible, then \$50 copay per visit Hospital Facility: Deductible, then \$150 copay per visit	If a service is rendered at a Hospital Facility, the additional Facility charge may apply
clinic	Retail Health Clinic	\$15 copay per visit	Deductible, then \$50 copay per visit	None
	Preventive care/screening/immunization	No Charge	Deductible, then No Charge	Some services may have limitations or exclusions based on your contract

		What Y	ou Will Pay		
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)  Out-of-Network Provide (You will pay the most)		Limitations, Exceptions & Other Important Information	
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	LabTest: Non-Hospital: \$15 copay per visit Hospital: Deductible, then \$30 copay per visit XRay: Non-Hospital: \$30 copay per visit Hospital: Deductible, then \$60 copay per visit	LabTest: Non-Hospital: Deductible, then \$65 copay per visit Hospital: Deductible, then \$110 copay per visit XRay: Non-Hospital: Deductible, then \$80 copay per visit Hospital: Deductible, then \$110 copay per visit	In-Network Lab Test benefits apply only to tests performed at LabCorp.	
.,	Imaging (CT/PET scans, MRIs)	Non-Hospital: \$200 copay per visit Hospital: Deductible, then \$400 copay per visit	Non-Hospital: Deductible, then \$250 copay per visit Hospital: Deductible, then \$450 copay per visit	None	
	Generic drugs	\$10 copay	Paid As In-Network	For all prescription drugs: Prior authorization may be required for	
If you need drugs to treat your illness or condition	Preferred brand drugs	Deductible, then \$45 copay	Paid As In-Network	certain drugs; No Charge for preventive drugs or contraceptives; Copay applies to	
More information about prescription drug	Non-preferred brand drugs	Deductible, then \$65 copay	Paid As In-Network	up to 30-day supply; Up to 90-day supply of maintenance drugs is 2 copays;	
coverage is available at www.carefirst.com/rx	Preferred Specialty drugs	Deductible, then 50% of Allowed Benefit up to a maximum payment of \$100	Not Covered	Specialty Drugs: Participating Providers: covered when purchased through the	
	Non-preferred Specialty drugs	Deductible, then 50% of Allowed Benefit up to a maximum payment of \$150	Not Covered	Exclusive Specialty Pharmacy Network Non-Participating Providers: Not Covered	

		What Y	ou Will Pay	
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	Non-Hospital: \$200 copay per visit Hospital: Deductible, then \$300 copay per visit	Non-Hospital: Deductible, then \$300 copay per visit Hospital: Deductible, then \$400 copay per visit	None
surgery	Physician/surgeon fees	Non-Hospital: \$30 copay per visit Hospital: Deductible, then \$30 copay per visit	Non-Hospital & Hospital: Deductible, then \$50 copay per visit	None
	Emergency room care	Deductible, then \$250 copay per visit	Paid As In-Network	Limited to Emergency Services or unexpected, urgently required services; Additional professional charges may apply; Copay waived if admitted
If you need immediate medical attention	Emergency medical transportation	Deductible, then \$30 copay per visit	Paid As In-Network	Prior authorization is required for air ambulance services, except when Medically Necessary in an emergency
	Urgent care	\$50 copay per visit	Paid As In-Network	Limited to unexpected, urgently required services
If you have a hospital	Facility fee (e.g., hospital room)	Deductible, then \$400 copay per admission	Deductible, then \$500 copay per admission	Prior authorization is required
stay	Physician/surgeon fee	Deductible, then \$30 copay per visit	Deductible, then \$50 copay per visit	None
If you have mental health, behavioral	Outpatient services	Office Visit: \$15 copay per visit	Office Visit: Deductible, then \$50 copay per visit	For treatment at an Outpatient Hospital Facility, additional charges may apply
health, or substance abuse services	Inpatient services	Deductible, then \$400 copay per admission	Deductible, then \$500 copay per admission	Prior authorization is required; Additional professional charges may apply
	Office visits	No Charge	Deductible, then \$50 copay per visit	For routine pre/postnatal office visits only. For non-routine obstetrical care or complications of pregnancy, cost sharing may apply.

		What Y	ou Will Pay	
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
If you are pregnant	Childbirth/delivery professional services	Deductible, then \$30 copay per visit	Deductible, then \$50 copay per visit	None
	Childbirth/delivery facility services	Deductible, then \$400 copay per admission	Deductible, then \$500 copay per admission	None
	Home health care	No Charge	Deductible, then \$50 copay per visit	Prior authorization is required
	Rehabilitation services	Provider: \$30 copay per visit Hospital Facility: Deductible, then \$50 copay per visit	Provider: Deductible, then \$50 copay per visit Hospital Facility: Deductible, then \$150 copay per visit	If a service is rendered at a Hospital Facility, the additional Facility charge may apply; 30 visits/therapy type/condition/benefit period
If you need help recovering or have other	Habilitation services	Provider: \$30 copay per visit Hospital Facility: Deductible, then \$50 copay per visit	Provider: Deductible, then \$50 copay per visit Hospital Facility: Deductible, then \$150 copay per visit	Prior authorization is required; If a service is rendered at a Hospital Facility, the additional Facility charge may apply; Benefits available for Member age 19 and older are limited to 30 visits/therapy type/condition/benefit period
special health needs	Skilled nursing care	Deductible, then \$30 copay per admission	Deductible, then \$50 copay per admission	Prior authorization is required; 100 days/benefit period
	Durable medical equipment	Deductible, then 25% of Allowed Benefit	Deductible, then 45% of Allowed Benefit	Prior authorization is required for specified services. Please see your contract.
	Hospice services	Inpatient Care: No Charge Outpatient Care: No Charge	Inpatient Care: Deductible, then \$50 copay per admission Outpatient Care: Deductible, then \$50 copay per visit	Prior authorization is required
	Children's eye exam	No Charge	Member pays expenses in excess of the Pediatric Vision Allowed Benefit of \$40	Limited to Members up to age 19; 1 visit/benefit period

		What Y	ou Will Pay	
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions & Other Important Information
If your child needs dental or eye care	Children's glasses	No Charge for glasses/lenses	Allowances available for glasses/lenses	Limited to Members up to age 19; 1 set of glasses/lenses per benefit period
	Children's dental check-up	No Charge	20% of Allowed Benefit	Limited to Members up to age 19; 2 visits/benefit period

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

Long-term care

Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other <u>excluded services</u> .)						
Cosmetic surgery	•	Non-emergency care when traveling outside the	•	Routine foot care	٦	
		U.S.				
Dental care (Adult)	•	Private-duty nursing	•	Weight loss programs		

Routine eye care (Adult)

C	Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)						
•	Abortion, except in limited circumstances	•	Chiropractic care	•	Infertility treatment		
•	Acupuncture	•	Coverage provided outside the United States.				
			See www.carefirst.com				
•	Bariatric surgery	•	Hearing aids				

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 Labor Employee Benefits Security Administration, http://www.dol.gov/ebsa/healthreform, or call 1-866-444-EBSA (3272); or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, http://www.cciio.cms.gov, or call 1-877-267-2323 x61565. 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 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 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: Department of Labor Employee Benefits Security Administration, http://www.dol.gov/ebsa/healthreform, or call 1-866-444-EBSA (3272); or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, http://www.cciio.cms.gov, or call 1-877-267-2323 x61565.

Does	this	plan	provide	<b>Minimum</b>	<b>Essential</b>	Coverage?	Yes
		PIGIL	DIGINO	IVIIIIIIII		OUTUINGU:	

If you don't have Minimum Essential Coverage for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

# Does this plan meet the Minimum Value Standards? Yes

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

————To see examples of how this 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 <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)

Managing Joe's type 2 Diabetes (a year of a routine in-network care of a well-controlled condition) Mia's Simple Fracture (in-network emergency room visit and follow up care)

■ The <u>plan's</u> overall <u>deductible</u>	\$500
Specialist Copayment	\$30
■ Hospital (facility) Copayment	\$400
Other Copayment	\$15

■ The <u>plan's</u> overall <u>deductible</u>	\$500
Specialist Copayment	\$30
■ Hospital (facility) Copayment	\$400
Other Coinsurance	25%

■ The <u>plan's</u> overall <u>deductible</u>	\$500
Specialist Copayment	\$30
Hospital (facility) Copayment	\$250
Other Copayment	\$30

## This EXAMPLE event includes services like:

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

**Total Example Cost** 

The total Peg would pay is

### This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)
Diagnostic tests (blood work)

Prescription drugs

\$12,800

\$1,485

Durable medical equipment (glucose meter)

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (x-ray)

Durable medical equipment (crutches)

Rehabilitation services (physical therapy)

In this example, Peg would pay:		
Cost Sharing		
Deductibles	\$500	
Copayments	\$975	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$10	

Total Example Cost	\$7,400	
In this example, Joe would pay:		
Cost Sharing		
Deductibles	\$500	
Copayments	\$1,080	
Coinsurance	\$308	
What isn't covered		
Limits or exclusions	\$0	
The total Joe would pay is	\$1,888	

Total Example Cost	\$1,900	
In this example, Mia would pay:		
Cost Sharing		
Deductibles	\$500	
Copayments	\$490	
Coinsurance	\$63	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$1,053	

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



## Notice of Nondiscrimination and Availability of Language Assistance Services

CareFirst BlueCross BlueShield, CareFirst BlueChoice, Inc. and all of their corporate affiliates (CareFirst) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. CareFirst does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

#### CareFirst:

- Provides free aid and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - 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
  - o Information written in other languages

#### If you need these services, please call 855-258-6518.

If you believe CareFirst has 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 with our CareFirst Civil Rights Coordinator by mail, fax or email. If you need help filing a grievance, our CareFirst Civil Rights Coordinator is available to help you.

To file a grievance regarding a violation of federal civil rights, please contact the Civil Rights Coordinator as indicated below. <u>Please do not send payments, claims issues, or other</u> documentation to this office.

#### Civil Rights Coordinator, Corporate Office of Civil Rights

Mailing Address P.O. Box 8894

Baltimore, Maryland 21224

Email Address civilrightscoordinator@carefirst.com

Telephone Number 410-528-7820 Fax Number 410-505-2011

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 <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a> 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 800-368-1019, 800-537-7697 (TDD)

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

# **Foreign Language Assistance**

Attention (English): This notice contains information about your insurance coverage. It may contain key dates and you may need to take action by certain deadlines. You have the right to get this information and assistance in your language at no cost. Members should call the phone number on the back of their member identification card. All others may call 855-258-6518 and wait through the dialogue until prompted to push 0. When an agent answers, state the language you need and you will be connected to an interpreter.

አማርኛ (Amharic) ማሳሰቢያ፦ ይህ ማስታወቂያ ስለ መድን ሽፋንዎ መረጃ ይዟል። ከተወሰኑ ቀነ-ገደቦቸ በፊት ሊሬጽሟቸው የሚገቡ ነገሮች ሊኖሩ ስለሚቸሉ እነዚህን ወሳኝ ቀናት ሊይዝ ይቸላል። ይኽን መረጃ የማግኘት እና ያለምንም ክፍያ በቋንቋዎ እንዛ የማግኘት መብት አለዎት። አባል ከሆኑ ከመታወቂያ ካርድዎ በስተጀርባ ላይ ወደተጠቀሰው የስልክ ቁጥር መደወል ይቸላሉ። አባል ካልሆኑ ደግሞ ወደ ስልክ ቁጥር 855-258-6518 ደውለው 0ን እንዲጫኑ እስኪነገርዎ ድረስ ንግግሩን መጠበቅ አለብዎ። አንድ ወኪል መልስ ሲሰጥዎ፣ የሚሬልጉትን ቋንቋ ያሳውቁ፣ ከዚያም ከተርጓሚ ጋር ይገናኛሉ።

Èdè Yorùbá (Yoruba) Ìtétíléko: Àkíyèsí yìí ní ìwífún nípa iṣé adójútòfò rẹ. Ó le ní àwọn déètì pàtó o sì le ní láti gbé ìgbésè ní àwọn ojó gbèdéke kan. O ni ètó láti gba ìwífún yìí àti ìrànlówó ní èdè rẹ lófèé. Àwọn omọ-ẹgbé gbódò pe nómbà fóònù tó wà léyìn káàdì ìdánimò wọn. Àwọn míràn le pe 855-258-6518 kí o sì dúró nípasè ìjíròrò títí a ó fi sọ fún ọ láti tẹ 0. Nígbàtí aṣojú kan bá dáhùn, sọ èdè tí o fé a ó sì so ó pò mó ògbufò kan.

*Tiếng Việt (Vietnamese)* Chú ý: Thông báo này chứa thông tin về phạm vi bảo hiểm của quý vị. Thông báo có thể chứa những ngày quan trọng và quý vị cần hành động trước một số thời hạn nhất định. Quý vị có quyền nhận được thông tin này và hỗ trợ bằng ngôn ngữ của quý vị hoàn toàn miễn phí. Các thành viên nên gọi số điện thoại ở mặt sau của thẻ nhận dạng. Tất cả những người khác có thể gọi số 855-258-6518 và chờ hết cuộc đối thoại cho đến khi được nhắc nhấn phím 0. Khi một tổng đài viên trả lời, hãy nêu rõ ngôn ngữ quý vị cần và quý vị sẽ được kết nối với một thông dịch viên.

Tagalog (Tagalog) Atensyon: Ang abisong ito ay naglalaman ng impormasyon tungkol sa nasasaklawan ng iyong insurance. Maaari itong maglaman ng mga pinakamahalagang petsa at maaaring kailangan mong gumawa ng aksyon ayon sa ilang deadline. May karapatan ka na makuha ang impormasyong ito at tulong sa iyong sariling wika nang walang gastos. Dapat tawagan ng mga Miyembro ang numero ng telepono na nasa likuran ng kanilang identification card. Ang lahat ng iba ay maaaring tumawag sa 855-258-6518 at maghintay hanggang sa dulo ng diyalogo hanggang sa diktahan na pindutin ang 0. Kapag sumagot ang ahente, sabihin ang wika na kailangan mo at ikokonekta ka sa isang interpreter.

Español (Spanish) Atención: Este aviso contiene información sobre su cobertura de seguro. Es posible que incluya fechas clave y que usted tenga que realizar alguna acción antes de ciertas fechas límite. Usted tiene derecho a obtener esta información y asistencia en su idioma sin ningún costo. Los asegurados deben llamar al número de teléfono que se encuentra al reverso de su tarjeta de identificación. Todos los demás pueden llamar al 855-258-6518 y esperar la grabación hasta que se les indique que deben presionar 0. Cuando un agente de seguros responda, indique el idioma que necesita y se le comunicará con un intérprete.

Русский (Russian) Внимание! Настоящее уведомление содержит информацию о вашем страховом обеспечении. В нем могут указываться важные даты, и от вас может потребоваться выполнить некоторые действия до определенного срока. Вы имеете право бесплатно получить настоящие сведения и сопутствующую помощь на удобном вам языке. Участникам следует обращаться по номеру телефона, указанному на тыльной стороне идентификационной карты. Все прочие абоненты могут звонить по номеру 855-258-6518 и ожидать, пока в голосовом меню не будет предложено нажать цифру «0». При ответе агента укажите желаемый язык общения, и вас свяжут с переводчиком.

हिन्दी (Hindi) ध्यान दें: इस सूचना में आपकी बीमा कवरेज के बारे में जानकारी दी गई है। हो सकता है कि इसमें मुख्य तिथियों का उल्लेख हो और आपके लिए किसी नियत समय-सीमा के भीतर काम करना ज़रूरी हो। आपको यह जानकारी और संबंधित सहायता अपनी भाषा में निःशुल्क पाने का अधिकार है। सदस्यों को अपने पहचान पत्र के पीछे दिए गए फ़ोन नंबर पर कॉल करना चाहिए। अन्य सभी लोग 855-258-6518 पर कॉल कर सकते हैं और जब तक 0 दबाने के लिए न कहा जाए, तब तक संवाद की प्रतीक्षा करें। जब कोई एजेंट उत्तर दे तो उसे अपनी भाषा बताएँ और आपको व्याख्याकार से कनेक्ट कर दिया जाएगा।

*Bǎsóò-wùdù* (*Bassa*) Tò Đùǔ Cáo! Bỗ nìà ke bá nyo bẽ ké m̀ gbo kpá bó nì fùà-fuá-tiǐn nyee jè dyí. Bỗ nìà ke bédé wé jéé bẽ m̀ ké dẽ wa mố m̀ ké nyuee nyu hwè bế wé bẽa ké zi. O mò nì kpé bế m̀ ké bỗ nìà ke kè gbo-kpá-kpá m̀ mốee dyé dé nì bídí-wùdù mú bế m̀ ké se wídí dò péè. Kpooò nyo bẽ me dá fuun-nòbà nìà dé waà I.D. káàò deín nye. Nyo tòò seín me dá nòbà nìà ke: 855-258-6518, ké m̀ me fò tee bế wa kée m̀ gbo cẽ bế m̀ ké nòbà mòà 0 kee dyi pàdàìn hwè. O jǔ ké nyo dò dyi m̀ gỗ jǔǐn, po wudu m̀ mố poe dyie, ké nyo dò mu bố nììn bế o ké nì wuduò mú zà.

বাংলা (Bengali) লক্ষ্য করুন: এই নোটিশে আপনার বিমা কভারেজ সম্পর্কে তথ্য রয়েছে। এর মধ্যে গুরুত্বপূর্ণ তারিথ থাকতে পারে এবং নির্দিষ্ট তারিথের মধ্যে আপনাকে পদক্ষেপ নিতে হতে পারে। বিনা থরচে নিজের ভাষায় এই তথ্য পাওয়ার এবং সহায়তা পাওয়ার অধিকার আপনার আছে। সদস্যদেরকে তাদের পরিচয়পত্রের পিছনে থাকা নম্বরে কল করতে হবে। অন্যেরা 855-258-6518 নম্বরে কল করে 0 টিপতে না বলা পর্যন্ত অপেক্ষা করতে পারেন। যথন কোনো এজেন্ট উত্তর দেবেন তথন আপনার নিজের ভাষার নাম বলুন এবং আপনাকে দোভাষীর সঙ্গে সংযুক্ত করা হবে।

اردو )Urdu(توجہ یہ نوٹس آپ کے راٹر ہون سے کوئی ج سے نتجال قدع الو مانتیار مشتہل ہے۔ اس بھرکے الی دیتاری نجی ں و سکتای ہیں اور مہکن ہے کہ آپک و مخصوص آخر بھتاری خورت کے کار روٹئن کے بن کے کی ضرو ت پڑتے آپ کے بہاس یہ بچال و مانت مجل کے کرنے اور بنجی کر جہ کے کہ آپک و مانت مجل کوئے کہ اور بنجی کے بہاس یہ بھال کے باتھ کی میں اور کوئی کے بہان کے بیان کے بہار ان کے بہان کے بہان کے بہاں کے بہان کی بہان کے ب

ال غقال عربية (Arabic) تنوى عربت وي هذا إلى خطار على على وانتبش أنت غطف كالت أورى ة، وقود حتوي على يتوارى خمه ة، وقت خاج إلى منه خاذ إلى خالت على على خاذ إلى المنطقة على المنطقة المنطقة على المنطقة الم

中文繁体 (Traditional Chinese) 注意:本聲明包含關於您的保險給付相關資訊。本聲明可能包含重要日期及您在特定期限之前需要採取的行動。您有權利免費獲得這份資訊,以及透過您的母語提供的協助服務。會員請撥打印在身分識別卡背面的電話號碼。其他所有人士可撥打電話 855-258-6518, 並等候直到對話提示按下按鍵 0。當接線生回答時,請說出您需要使用的語言,這樣您就能與口譯人員連線。

Igbo (Igbo) Nrubama: Okwa a nwere ozi gbasara mkpuchi nchekwa onwe gi. O nwere ike inwe ubochi ndi di mkpa, i nwere ike ime ihe tupu ufodu ubochi njedebe. I nwere ikike inweta ozi na enyemaka a n'asusu gi na akwughi ugwo o bula. Ndi otu kwesiri ikpo akara ekwenti di n'azu nke kaadi njirimara ha. Ndi ozo niile nwere ike ikpo 855-258-6518 wee chere ububo ahu ruo mgbe amanyere ipi 0. Mgbe onye nnochite anya zara, kwuo asusu i choro, a ga-ejiko gi na onye okowa okwu.

Deutsch (German) Achtung: Diese Mitteilung enthält Informationen über Ihren Versicherungsschutz. Sie kann wichtige Termine beinhalten, und Sie müssen gegebenenfalls innerhalb bestimmter Fristen reagieren. Sie haben das Recht, diese Informationen und weitere Unterstützung kostenlos in Ihrer Sprache zu erhalten. Als Mitglied verwenden Sie bitte die auf der Rückseite Ihrer Karte angegebene Telefonnummer. Alle anderen Personen rufen bitte die Nummer 855-258-6518 an und warten auf die Aufforderung, die Taste 0 zu drücken. Geben Sie dem Mitarbeiter die gewünschte Sprache an, damit er Sie mit einem Dolmetscher verbinden kann.

Français (French) Attention: cet avis contient des informations sur votre couverture d'assurance. Des dates importantes peuvent y figurer et il se peut que vous deviez entreprendre des démarches avant certaines échéances. Vous avez le droit d'obtenir gratuitement ces informations et de l'aide dans votre langue. Les membres doivent appeler le numéro de téléphone figurant à l'arrière de leur carte d'identification. Tous les autres peuvent appeler le 855-258-6518 et, après avoir écouté le message, appuyer sur le 0 lorsqu'ils seront invités à le faire. Lorsqu'un(e) employé(e) répondra, indiquez la langue que vous souhaitez et vous serez mis(e) en relation avec un interprète.

한국어(Korean) 주의: 이 통지서에는 보험 커버리지에 대한 정보가 포함되어 있습니다. 주요 날짜 및 조치를 취해야 하는 특정 기한이 포함될 수 있습니다. 귀하에게는 사용 언어로 해당 정보와 지원을 받을 권리가 있습니다. 회원이신 경우 ID 카드의 뒷면에 있는 전화번호로 연락해 주십시오. 회원이 아니신 경우 855-258-6518 번으로 전화하여 0을 누르라는 메시지가 들릴 때까지 기다리십시오. 연결된 상담원에게 필요한 언어를 말씀하시면 통역 서비스에 연결해 드립니다.

Diné Bizaad (Navajo) Ge': Díí bee ił hane'ígíí bii' dahóló bee éédahózin béeso ách'ááh naanil ník'ist'i'ígíí bá. Bii' dahólóó doo íiyisíí yoolkáálígíí dóó t'áádoo le'é ádadoolyí[lígíí da yókeedgo t'áá doo bee e'e'aahí ájiil'í[h. Bee ná ahóót'i' díí bee ił hane' dóó niká'ádoowoł t'áá nínizaad bee t'áá jiik'é. Atah danilínígíí béésh bee hane'é bee wółta'ígíí nitł'izgo bee nee hódolzinígíí bikéédéé' bikáá' bich'i' hodoonihjí'. Aadóó náánáła' éí koji' dahódoolnih 855-258-6518 dóó yii diiłts'[il yałtí'ígíí t'áá níléijí áádóó éí bikéé'dóó naasbąąs bił adidiilchił. Áká'ánidaalwó'ígíí neidiitáágo, saad bee yániłt'i'ígíí yii diikił dóó ata' halne'é lá níká'ádoolwoł.