\$30 PCP/\$50 Specialist co-payment, \$2,350/\$4,700 deductible Wellness Drugs: \$5 co-payment/\$50 co-payment/60% co-insurance **Summary of Benefits and Coverage:** What this Plan Covers & What You Pay for Covered Services



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, www.bluecrossvt.org/preferred-cert-2025. For general definitions of common terms, such as allowed amount, balance billing, co-insurance, co-payment, deductible, provider, or other underlined terms, see the Glossary. You can view the Glossary at apply the generative of the generative of the complete terms of the context of the context of the generative of the generative

www.healthcare.gov/sbc-glossary or call (800) 255-4550 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$2,350 individual / \$4,700 family aggregate. <u>Co-insurance</u> and <u>co-payments</u> do not apply to the <u>deductible</u> . This benefit combines your prescription drug and medical deductibles.	Generally, you must pay all of the costs from providers up to the <u>deductible</u> amount each <u>plan</u> year before this <u>plan</u> begins to pay. If you have other family members on the policy, the overall family <u>deductible</u> must be met before the <u>plan</u> begins to pay. Your plan year: 01-01-2025 through 12-31-2025.
Are there services covered before you meet your <u>deductible</u> ?	Yes, preventive care, dental class I, the first four primary care, mental health and substance use office visits (including routine lab services) combined up to a total of twelve visits per family, wellness drugs, pediatric vision, urgent care	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>co-payment</u> or <u>co-insurance</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 https://www.healthcare.gov/coverage/preventive-care-benefits/.
Are there other deductibles for specific services?	No. There are no other specific <u>deductibles</u> .	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	\$7,350 individual <u>plan</u> . Family plans have an individual <u>out-of-pocket limit</u> of \$9,200 and \$14,700 family aggregate. <u>Prescription drugs</u> : \$1,650 individual <u>plan</u> / \$3,300 family aggregate. Medical and <u>prescription drug out-of-pocket limits</u> are combined.	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 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-pocket limit</u> ?	Premiums, <u>balance-billing</u> charges, adult vision care, adult dental services and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.bluecrossvt.org/find-doctor or call (800) 255-4550 for a list of <u>network</u> providers.	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</u> '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). For certain <u>emergency services</u> and/or services at an in-network hospital or surgical center (as

Important Questions	Answers	Why This Matters:
		explained below), the maximum amount you may pay is the <u>plan</u> 's in <u>network cost</u> - <u>sharing</u> amount. In these circumstances, the providers cannot balance bill you. 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>co-payment</u> and <u>co-insurance</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	
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	\$30 <u>co-payment</u> * per visit for <u>primary care physician</u> and mental health / substance use	Not covered	Some services require <u>prior approval</u> . <u>Deductible</u> and <u>co-payments</u> do not apply to some services see <u>www.bluecrossvt.org/preferred-cert-2025</u> for more information. For clarification on mental health services visit www.bluecrossvt.org/members/coverage.
	<u>Specialist</u> visit	\$50 <u>co-payment</u> * per visit	Not covered	Some services require <u>prior approval</u> . Four specialist office visits per member at no cost-sharing for treatment of diabetes or heart disease. For details visit www.bluecrossvt.org/preferred-cert-2025.
If you visit a health care provider's office or clinic	Other practitioner office visit	\$40 <u>co-payment</u> * per visit for chiropractic care and outpatient physical therapy; \$50 <u>co-payment</u> * per visit for nutritional counseling, outpatient speech and occupational therapy	Not covered	Some services require <u>prior approval</u> . Outpatient physical, speech and occupational therapy benefits are covered up to 30 visits combined.
	Preventive care/Screening/immunization	No charge	Not covered	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for. For clarification on <u>preventive services</u> visit www.bluecrossvt.org/members/coverage.

		What You	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
lf you have a test	<u>Diagnostic test</u> (x-ray, blood work)	\$50 <u>co-payment</u> * per visit for office-based and outpatient hospital	Not covered	Some services require <u>prior approval</u> . Deductible and co-payments do not apply to some services see <u>www.bluecrossvt.org/preferred-cert-2025</u> for more information.
	Imaging (CT/PET scans, MRIs)	\$1,500 <u>co-payment</u> * per visit	Not covered	Most services require prior approval.
If you need drugs to treat	Generic drugs	\$5 <u>co-payment</u> * per prescription	Not covered	Covers up to a 30-day supply for most prescription drugs. Some prescriptions require prior approval.
your illness or condition More information about prescription drug coverage is	Preferred brand drugs	40% <u>co-insurance</u> *	Not covered	Covers up to a 30-day supply for most prescription drugs. Some prescriptions require prior approval.
available at http://www.bluecrossvt.org/ pharmacies-medications.	Non-preferred brand drugs	60% <u>co-insurance</u> *	Not covered	Covers up to a 30-day supply for most prescription drugs. Some prescriptions require prior approval.
This plan follows the National Performance Formulary (NPF).	Wellness drugs	\$5 <u>co-payment</u> per prescription generic, \$50 <u>co-</u> <u>payment</u> per prescription preferred, 60% <u>co-insurance</u> non-preferred	Not covered	Covers up to a 30-day supply for most prescription drugs. Some prescriptions require prior approval.
	Facility fee (e.g., ambulatory surgery center)	\$1,500 <u>co-payment</u> * per visit	Not covered	Some services require <u>prior approval</u> . If you see an <u>out-of-network provider</u> at an in- network facility, the most the <u>provider</u> may bill you is the in-network <u>cost-sharing</u> amount.
If you have outpatient surgery	Physician/surgeon fees	No charge*	Not covered	Some services require <u>prior approval</u> . If you see an <u>out-of-network provider</u> at an innetwork facility, the most the <u>provider</u> may bill you is the in-network <u>cost-sharing</u> amount.

		What You	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
	Emergency room care	\$400 <u>co-payment</u> * per visit for facility services; no charge* for physician services	\$400 <u>co-payment</u> * per visit for facility services; no charge* for physician services	Must meet emergency criteria. If you have an emergency medical condition, and get emergency services from an <u>out-of-network</u> <u>provider</u> or facility, the maximum you may pay is the standard in-network <u>cost-sharing</u> amount and you cannot be balance billed.
If you need immediate medical attention	Emergency medical transportation	\$50 <u>co-payment</u> * per member per day	\$50 <u>co-payment</u> * per member per day	Must meet emergency criteria. If you have an emergency medical condition, and get emergency services from an <u>out-of-network</u> <u>provider</u> or facility, the maximum you may pay is the standard in-network <u>cost-sharing</u> amount and you cannot be balance billed.
	<u>Urgent care</u>	\$70 <u>co-payment</u> per visit	\$70 <u>co-payment</u> per visit	Applies to urgent care facilities. If you have an emergency medical condition, and get emergency services from an <u>out-of-network</u> <u>provider</u> or facility, the maximum you may pay is the standard in-network <u>cost-sharing</u> amount and you cannot be balance billed.
	Facility fee (e.g., hospital room)	\$1,500 <u>co-payment</u> * per admission	Not covered	Out-of-state inpatient care requires <u>prior</u> <u>approval</u> . If you receive care from an <u>out-of-</u> <u>network provider</u> at an in-network hospital or ambulatory surgical center, the most the <u>provider</u> may bill you is the in-network <u>cost-</u> <u>sharing</u> amount and the <u>provider</u> cannot balance bill you.
If you have a hospital stay	Physician/surgeon fees	No charge*	Not covered	Some services require <u>prior approval</u> . If you receive care from an <u>out-of-network provider</u> at an in-network hospital or ambulatory surgical center, the most the <u>provider</u> may bill you is the in-network <u>cost-sharing</u> amount and the <u>provider</u> cannot balance bill you.

		What You	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 need mental health,	Outpatient services	No charge*	Not covered	Some services require prior approval.
behavioral health, or substance abuse services	Inpatient services	\$1,500 <u>co-payment</u> * per admission	Not covered	Includes facility and physician fees. Requires prior approval.
lf you are pregnant	Office visits	\$30 <u>co-payment</u> * per visit	Not covered	<u>Cost sharing</u> does not apply for <u>preventive</u> <u>services</u> . Depending on the type of services, a <u>co-payment</u> , <u>co-insurance</u> , or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.). For a list of services visit www.bluecrossvt.org/members/coverage.
	Childbirth/delivery professional services	No charge*	Not covered	Out-of-state inpatient care requires prior approval.
	Childbirth/delivery facility services	\$1,500 <u>co-payment</u> * per admission	Not covered	Out-of-state inpatient care requires prior approval.
	Home health care	\$50 <u>co-payment</u> * per visit	Not covered	Home infusion therapy requires <u>prior</u> <u>approval</u> . Outpatient physical, speech and occupational therapy benefits are covered up to 30 visits combined.
lf you need help	Rehabilitation services	\$1,500 <u>co-payment</u> * per inpatient admission; no charge cardiac; no charge* pulmonary services	Not covered	Inpatient rehabilitation services require <u>prior</u> <u>approval</u> .
recovering or have other special health needs	Habilitation services	\$1,500 <u>co-payment</u> * per inpatient admission	Not covered	Requires <u>prior approval</u> . Outpatient physical, speech and occupational therapy benefits are covered up to 30 visits combined.
	Skilled nursing care (facility)	\$1,500 <u>co-payment</u> * per admission	Not covered	Requires <u>prior approval</u> .
	Durable medical equipment (including supplies)	\$50 <u>co-payment</u> *	Not covered	May require <u>prior approval</u> .
	Hospice services	No charge*	Not covered	None

		What You	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
	<u>Eye exam</u>	\$20 <u>co-payment</u> per child exam; 100% of charges for adult exam	Not covered	One routine exam per calendar year.
If your child needs dental or eye care	Glasses	\$20 <u>co-payment</u> for child glasses; 100% of charges for adult glasses	Not covered	One pair of exchange-level frames and lenses for prescription glasses or one pair of equivalent contact lenses per calendar year.
	Dental check-up	Child: Class I: No charge, Class II: 30% <u>co-insurance</u> *, Class III: 50% <u>co-insurance</u> * Adult: 100% of charges	Not covered	Some services require <u>prior approval</u> . <u>Deductible</u> does not apply to Preventive fluoride supplements for children with non- fluoridated drinking water.

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

<ul> <li>Acupuncture</li> <li>Cosmetic Surgery (except with prior approval for reconstruction)</li> </ul>	<ul> <li>Dental care (age 21 and older)</li> <li>Infertility Medications</li> <li>Long-term care</li> </ul>	<ul><li>Routine eye care (age 21 and older)</li><li>Weight loss programs</li></ul>
har Covered Services (Limitations may apply to the		
· · · · · · · · · · · · · · · · · · ·	ese services. This isn't a complete list. Please se	
Abortion Bariatric surgery Chiropractic care (requires prior approval after	<ul> <li>Hearing aids (covered up to one per ear every three years)</li> <li>Non-emergency care when traveling outside</li> </ul>	<ul> <li>Private-duty nursing (covered up to 14 hours per plan year)</li> </ul>

### Your Rights to Continue Coverage:

There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at (866) 444-EBSA (3272) or <a href="https://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>, or the Department of Health and Human Services at (877) 267-2323 x61565 or <a href="https://www.cciio.cms.gov">www.cciio.cms.gov</a>. You may also contact the <a href="https://plan.at">plan.at</a> (800) 247-2583. Other coverage options may be available to you, too, including buying individual insurance coverage through the <a href="https://www.HealthCare.gov">Health Insurance Marketplace</a>. For more information about the <a href="https://www.HealthCare.gov">Marketplace</a>, visit <a href="https://www.HealthCare.gov">www.HealthCare.gov</a> or call (800) 318-2596.

#### Your Grievance and Appeals Rights:

\*Deductible applies to these services.

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 on how 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: (800) 255-4550.

### 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? 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 page.—————

### 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 plans. Please note these coverage examples are based on self-only coverage.

<b>Peg is Having a Baby</b> (9 months of in-network prenatal 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> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility)</li> <li>Other <u>copayment</u></li> </ul>	\$2,350 \$50 \$0 \$50	■ The <u>plan's</u> overall <u>deductible</u> \$2,350 ■ <u>Specialist copayment</u> \$50 ■ Hospital (facility) \$0 ■ Other <u>copayment</u> \$50		<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>copayment</u></li> <li>Other <u>copayment</u></li> </ul>	\$2,350 \$50 \$0 \$50
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) <u>Specialist</u> visit (anesthesia)		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)	
Childbirth/Delivery Facility Services Diagnostic tests (ultrasounds and blood		<u>Diagnostic tests</u> (blood work) Prescription drugs	neter)	Durable medical equipment (crutches)	<i>)</i> ( <i>y</i> )
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood <u>Specialist</u> visit (anesthesia)		<u>Diagnostic tests</u> (blood work) Prescription drugs	neter) \$5,600	Durable medical equipment (crutches)	9y) \$2,800
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> ( <i>ultrasounds and blood</i> <u>Specialist</u> visit ( <i>anesthesia</i> ) Total Example Cost	d work)	<u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose n		Durable medical equipment (crutches) Rehabilitation services (physical therap	
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> ( <i>ultrasounds and blood</i> <u>Specialist</u> visit ( <i>anesthesia</i> ) <b>Total Example Cost</b>	d work)	<u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose n Total Example Cost		Durable medical equipment (crutches) Rehabilitation services (physical therap Total Example Cost	
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood <u>Specialist</u> visit (anesthesia) Total Example Cost In this example, Peg would pay: Cost Sharing	d work)	<u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose n <b>Total Example Cost</b> In this example, Joe would pay:		Durable medical equipment (crutches) Rehabilitation services (physical therap Total Example Cost In this example, Mia would pay:	
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood <u>Specialist</u> visit (anesthesia) <b>Total Example Cost</b> In this example, Peg would pay: <u>Cost Sharing</u> <u>Deductibles</u>	d work) \$12,700	Diagnostic tests       (blood work)         Prescription drugs       Durable medical equipment         Durable medical equipment       (glucose n         Total Example Cost       In this example, Joe would pay:         Cost Sharing	\$5,600	Durable medical equipment (crutches)         Rehabilitation services (physical therap         Total Example Cost         In this example, Mia would pay:         Cost Sharing	\$2,800
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood <u>Specialist</u> visit (anesthesia) Total Example Cost In this example, Peg would pay: <u>Cost Sharing</u> <u>Deductibles</u> <u>Copayments</u>	d work) \$12,700 \$2,350	Diagnostic tests       (blood work)         Prescription drugs       Durable medical equipment         Durable medical equipment       (glucose n         Total Example Cost       In this example, Joe would pay:         Cost Sharing       Deductibles	\$2,300	Durable medical equipment (crutches)         Rehabilitation services (physical therap         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles	\$ <b>2,800</b> \$2,300
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood <u>Specialist</u> visit (anesthesia) Total Example Cost In this example, Peg would pay: <u>Cost Sharing</u> <u>Deductibles</u> <u>Copayments</u>	d work) \$12,700 \$2,350 \$1,900	Diagnostic tests       (blood work)         Prescription drugs       Durable medical equipment         Durable medical equipment       (glucose n         Total Example Cost       In this example, Joe would pay:         Cost Sharing       Deductibles         Copayments       Copayments	\$ <b>5,600</b> \$2,300 \$0	Durable medical equipment (crutches)         Rehabilitation services (physical therap         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles         Copayments	\$2,800 \$2,300 \$0
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (ultrasounds and blood <u>Specialist</u> visit (anesthesia) <b>Total Example Cost</b> In this example, Peg would pay: <u>Cost Sharing</u> <u>Deductibles</u> <u>Copayments</u> <u>Coinsurance</u>	d work) \$12,700 \$2,350 \$1,900	Diagnostic tests       (blood work)         Prescription drugs       Durable medical equipment (glucose n         Total Example Cost       In this example, Joe would pay:         Cost Sharing       Cost Sharing         Deductibles       Copayments         Coinsurance       Coinsurance	\$ <b>5,600</b> \$2,300 \$0	Durable medical equipment (crutches)         Rehabilitation services (physical therap         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles         Copayments         Coinsurance	\$2,800 \$2,300 \$0

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

The prescription drug out-of-pocket limit might not be included in the above Coverage Examples.

\*Note: This plan has other deductibles for specific services included in the coverage example. See "Are there other deductible for specific services?" row above.

Custom Summary Name: BCBSVT Vermont Preferred Silver 73 Plan (13627VT0380006-91)

# DISCLAIMERS

# **General Exclusions**

While your health plan covers a broad array of necessary services and supplies, it doesn't cover every possible medical expense. If you would like to review the list of general exclusions before enrolling, visit **bluecrossvt.org/contracts**, click on the plan in which you are enrolling and read the chapter entitled "General Exclusions." Once you enroll, you will receive an Outline of Coverage and a link to your Certificate of Coverage. Please read both carefully as they govern your specific benefits.

# **How We Protect Your Privacy**

The law requires us to maintain the privacy of your health information by using or disclosing it only with your authorization or as otherwise allowed by law. You may find information about our privacy practices at **bluecrossvt.org/privacypolicies**.

## **NOTICE:** Discrimination is Against the Law

Blue Cross<sup>®</sup> and Blue Shield<sup>®</sup> of Vermont (Blue Cross VT) and its affiliate The Vermont Health Plan (TVHP) comply with applicable federal and state civil rights laws and do not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, gender identity or sex, ethnicity, sexual orientation, or HIV-status.

Blue Cross VT provides free aids and services to people with disabilities to communicate effectively with us. We provide, for example, qualified sign language interpreters and written information in other formats (e.g., large print, audio or accessible electronic format).

Blue Cross VT provides free language services to people whose primary language is not English. We provide, for example, qualified interpreters and information written in other languages.

If you need these services, contact civilrightscoordinator@bcbsvt.com.

If you believe that Blue Cross VT has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, gender identity or sex, ethnicity, sexual orientation, or HIV-Status,

you can file a grievance with: Kienan D. Christianson, Civil Rights Coordinator, P.O. Box 186, Montpelier, VT 05601-0186, call (800) 247-2583 (TTY/TTD: 711), fax (802) 229-0511, or email **civilrightscoordinator@bcbsvt.com**. You can file a grievance in person, by mail, via fax, or by email. If you need help filing a grievance, Kienan D. Christianson, Civil Rights 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 or 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, 800-537-7697 (TDD)

Complaint forms are available at https://www.hhs.gov/ocr/complaints/index.html

### For free language-assistance service, call (800) 247-2583 (TTY/TTD: 711).

ARABIC	للحصول على خدمات المساعدة اللغوية المجانية ، اتصل (800) 247 2583 (TTY/TTD: 711). lilhusul ealaa khadmat almusaeadat allughawiat almajaaniat, atasal (800) 247-2583 (TTY/TTD: 711).
CHINESE	如需免費語言支援服務,請致電 (800) 247-2583 TTY/TTD: 711).
CUSHITE (OROMO)	Tajaajila gargaarsa afaanii bilisaa argachuuf, (800) 247-2583 (TTY/TTD: 711) bilbili.
FRENCH	Pour des services d'assistance linguistique gratuits, appelez le (800) 247-2583 (TTY/TTD: 711).
GERMAN	Für kostenlose Sprachunterstützungsdienste rufen Sie (800) 247-2583 (TTY/TTD: 711) an.
ITALIAN	Per i servizi di assistenza linguistica gratuiti, chiamare il numero (800) 247-2583 (TTY/TTD: 711).
JAPANESE	無料の言語支援サービスについては, (800) 247-2583 (TTY/TTD: 711).
NEPALI	निःशुल्क भाषा-सहायता सेवाहरूको लागि, कल गर्नुहोस् , (800) 247-2583 (TTY/TTD: 711). Niḥśulka bhāṣā-

	sahāyatā sēvāharūkō lāgi, kala garnuhōs (800) 247- 2583 (TTY/TTD: 711).
PORTUGUESE	Para serviços gratuitos de assistência linguística, ligue para (800) 247-2583 (TTY/TTD: 711).
RUSSIAN	Чтобы получить бесплатную языковую помощь, позвоните по телефону (800) 247-2583 (TTY/TTD: 711).
SERBO-CROATIAN (SERBIAN)	За бесплатне услуге језичке помоћи позовите (800) 247-2583 (TTY/TTD: 711). Za besplatne usluge jezičke pomoći pozovite (800) 247-2583 (TTY/TTD: 711).
SPANISH	Para servicios gratuitos de asistencia lingüística, llame al (800) 247-2583 (TTY/TTD: 711).
TAGALOG	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 247-2583 (TTY/TTD: 711).
THAI	สำหรับบริการช่วยเหลือด้านภาษาฟรี โทร,(800) 247-2583 (TTY/TTD: 711). Sิํah̄rạb brikār ch̀wyh̄elūฺx d̂ān phās̄'ā frī thor (800) 247-2583 (TTY/TTD: 711).

UKRAINIAN	Щоб отримати безкоштовні мовні послуги,
	телефонуйте
	(800) 247-2583 (TTY/TTD: 711). Shchob otrymaty
	bezkoshtovni movni posluhy, telefonuyte
	(800) 247-2583 (TTY/TTD: 711)
VIETNAMESE	Đối với các dịch vụ hỗ trợ ngôn ngữ miễn phí, hãy gọi (800) 247-2583 (TTY/TTD: 711).

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