

\$3,500/\$7,000 deductible, 0% co-insurance

Wellness Drugs: \$15 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/select-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 www.healthcare.gov/sbc-glossary or call (800) 255-4550 to request a copy.

| Important Questions   | Answers   | Why This Matters:  |
|---|---|--|
| What is the overall<br><u>deductible</u> ?                                  | \$3,500 individual <u>plan</u> / \$7,000 family aggregate.<br><u>Co-insurance</u> and <u>co-payments</u> do not apply to the<br><u>deductible</u> . This benefit combines your<br>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<br>covered before you<br>meet your <u>deductible</u> ?   | Yes, preventive care, wellness drugs  | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u><br>amount. But a <u>co-payment</u> or <u>co-insurance</u> may apply. For example, this <u>plan</u> covers<br>certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See<br>a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-<br>care-benefits/.   |
| Are there other<br>deductibles<br>for specific<br>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-</u><br><u>pocket limit</u> for this<br><u>plan</u> ? | \$3,500 individual <u>plan</u> / \$7,000 family aggregate.<br><u>Prescription drugs</u> : \$1,650 individual <u>plan</u> / \$3,300<br>family aggregate. Medical and <u>prescription drug</u><br><u>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 out-of-pocket limit.   |
| Will you pay less if you<br>use a <u>network</u><br><u>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</u> '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 <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 innetwork hospital or surgical center (as explained below), the maximum amount you may pay is the <u>plan</u> 's in <u>network cost- sharing</u> amount. In these circumstances, the providers cannot balance bill you. Check with your <u>provider</u> before you get services. |

| Important Questions   | Answers | Why This Matters:  |
|---|---------|--|
| Do you need a <u>referral</u><br>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.

| Common Medical  |  | What Yo   | u Will Pay   | Limitations Exceptions 2 Other   |
|---|--|---|--|--|
| Event   | Services You May Need                            | In-Network Provider<br>(You will pay the least)   | Out-of-Network Provider<br>(You will pay the most) | <ul> <li>Limitations, Exceptions, &amp; Other</li> <li>Important Information</li> </ul>  |
|   | Primary care visit to treat an injury or illness | No charge* for <u>primary care</u><br><u>physician</u> and mental health /<br>substance use                             | Not covered  | Some services require <u>prior approval</u> . For clarification on mental health services visit www.bluecrossvt.org/members/coverage.  |
|   | <u>Specialist</u> visit                          | No charge*  | Not covered  | Some services require prior approval.  |
| If you visit a health care<br><u>provider</u> 's office or<br>clinic  | Other practitioner office visit                  | No charge* for chiropractic<br>care, nutritional counseling,<br>outpatient physical, speech<br>and occupational therapy | Not covered  | Some services require <u>prior approval</u> .<br>Outpatient physical, speech and<br>occupational therapy benefits are covered<br>up to 30 visits combined.   |
|   | Preventive care/Screening/<br>Immunization       | No charge   | Not covered  | You may have to pay for services that<br>aren't preventive. Ask your <u>provider</u> if the<br>services needed are preventive. Then<br>check what your <u>plan</u> will pay for. For<br>clarification on <u>preventive services</u> visit<br>www.bluecrossvt.org/members/coverage. |
| Karan harra a ƙasa  | Diagnostic test (x-ray, blood work)              | No charge* for office based<br>and outpatient hospital  | Not covered  | Some services require prior approval.  |
| lf you have a test  | Imaging (CT/PET scans,<br>MRIs)                  | No charge*  | Not covered  | Most services require prior approval.  |
| If you need drugs to<br>treat your illness or<br>condition More       | Generic drugs                                    | No charge*  | Not covered  | Covers up to a 30-day supply for most prescription drugs. Some prescriptions require prior approval.   |
| information about<br>prescription drug<br>coverage is available at    | Preferred brand drugs                            | No charge*  | Not covered  | Covers up to a 30-day supply for most prescription drugs. Some prescriptions require prior approval.   |
| http://www.bluecrossvt.or<br>g/ pharmacies-<br>medications. This plan | Non-preferred brand drugs                        | No charge*  | Not covered  | Covers up to a 30-day supply for most prescription drugs. Some prescriptions require prior approval.   |

| Common Medical  |  | What Yo   | ou Will Pay  | Limitationa Exceptiona 8 Other  |
|---|--|---|--|---|
| Event   | Services You May Need                          | In-Network Provider<br>(You will pay the least)   | Out-of-Network Provider<br>(You will pay the most) | Limitations, Exceptions, & Other<br>Important Information   |
| follows the National<br>Performance Formulary<br>(NPF). | Wellness drugs                                 | \$15 <u>co-payment</u> per<br>prescription generic, \$50 <u>co-</u><br><u>payment</u> per prescription<br>preferred, 60% <u>co-insurance</u><br>non-preferred | Not covered  | Covers up to a 30-day supply for most prescription drugs. Some prescriptions require prior approval.  |
| lf you have outpatient                                  | Facility fee (e.g., ambulatory surgery center) | No charge*  | Not covered  | Some services require <u>prior approval</u> . If you see an <u>out-of-network provider</u> at an in-<br>network facility, the most the <u>provider</u> may<br>bill you is the in-network <u>cost-sharing</u><br>amount.   |
| 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 in-<br>network facility, the most the <u>provider</u> may bill you is the in-network <u>cost-sharing</u> amount.   |
|   | Emergency room care                            | No charge* for facility and physician services  | No charge* for facility and physician services     | Must meet emergency criteria. If you have<br>an emergency medical condition, and get<br>emergency services from an <u>out-of-network</u><br><u>provider</u> or facility, the maximum you may<br>pay is the standard in-network <u>cost-sharing</u><br>amount and you cannot be balance billed.          |
| If you need immediate medical attention                 | Emergency medical<br>transportation            | No charge*  | No charge*   | Must meet emergency criteria. If you have<br>an emergency medical condition, and get<br>emergency services from an <u>out-of-network</u><br><u>provider</u> or facility, the maximum you may<br>pay is the standard in-network <u>cost-sharing</u><br>amount and you cannot be balance billed.          |
|   | Urgent care                                    | No charge*  | No charge*   | Applies to urgent care facilities. If you have<br>an emergency medical condition, and get<br>emergency services from an <u>out-of-</u><br><u>network provider</u> or facility, the maximum<br>you may pay is the standard in-network<br><u>cost-sharing</u> amount and you cannot be<br>balance billed. |

| Common Medical   |   | What Yo   | ou Will Pay  | Limitations, Exceptions, & Other   |
|--|---|---|--|--|
| Event  | Services You May Need                     | In-Network Provider<br>(You will pay the least) | Out-of-Network Provider<br>(You will pay the most) | Important Information  |
| lf you have a hospital   | Facility fee (e.g., hospital room)        | No charge*                                      | Not covered  | Out-of-state inpatient care requires <u>prior</u><br><u>approval</u> . If you receive care from an <u>out-</u><br><u>of-network provider</u> at an in-network<br>hospital or ambulatory surgical center, the<br>most the <u>provider</u> may bill you is the in-<br>network <u>cost-sharing</u> amount and the<br><u>provider</u> cannot balance bill you.   |
| 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</u> <u>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.   |
| If you need mental<br>health, behavioral                       | Outpatient services                       | No charge*                                      | Not covered  | Some services require prior approval.  |
| health, or substance<br>abuse services                         | Inpatient services                        | No charge*                                      | Not covered  | Includes facility and physician fees.<br>Requires <u>prior approval</u> .  |
| If you are pregnant  | Office visits                             | No charge*                                      | Not covered  | Cost sharing does not apply for preventive<br>services. Depending on the type of<br>services, a <u>co-payment</u> , <u>co-insurance</u> , or<br><u>deductible</u> may apply. Maternity care may<br>include tests and services described<br>elsewhere in the SBC (i.e. ultrasound.). For<br>a list of services visit<br>www.bluecrossvt.org/members/coverage. |
|  | Childbirth/delivery professional services | No charge*                                      | Not covered  | Out-of-state inpatient care requires <u>prior</u><br><u>approval</u> .   |
|  | Childbirth/delivery facility services     | No charge*                                      | Not covered  | Out-of-state inpatient care requires <u>prior</u><br><u>approval</u> .   |
| If you need help<br>recovering or have<br>other special health | Home health care                          | No charge*                                      | Not covered  | Home infusion therapy requires <u>prior</u><br><u>approval</u> . Outpatient physical, speech and<br>occupational therapy benefits are covered<br>up to 30 visits combined.   |

| Common Medical                            |   | What Yo   | u Will Pay   | Limitations, Exceptions, & Other  |
|---|---|---|--|---|
| Event                                     | Services You May Need                             | In-Network Provider<br>(You will pay the least)   | Out-of-Network Provider<br>(You will pay the most) | Important Information   |
| needs                                     | Rehabilitation services                           | No charge* inpatient; no<br>charge* cardiac / pulmonary<br>services                                     | Not covered  | Inpatient rehabilitation services require prior approval.   |
|   | Habilitation services                             | No charge* for inpatient services   | Not covered  | Requires <u>prior approval</u> . Outpatient<br>physical, speech and occupational therapy<br>benefits are covered up to 30 visits<br>combined.                                 |
|   | Skilled nursing care (facility)                   | No charge*  | Not covered  | Requires prior approval.  |
|   | Durable medical equipment<br>(including supplies) | No charge*  | Not covered  | May require prior approval.   |
|   | Hospice services                                  | No charge*  | Not covered  | None  |
|   | <u>Eye exam</u>                                   | No charge* per child exam;<br>100% of charges for adult<br>exam   | Not covered  | One routine exam per calendar year.   |
| lf your child needs<br>dental or eye care | Glasses   | No charge* for child glasses;<br>100% of charges for adult<br>glasses                                   | Not covered  | One pair of exchange-level frames and<br>lenses for prescription glasses or one pair<br>of equivalent contact lenses per calendar<br>year.                                    |
|   | Dental check-up                                   | Child: Class I: No charge*,<br>Class II: No charge*,<br>Class III: No charge*<br>Adult: 100% of charges | Not covered  | Some services require <u>prior approval</u> .<br><u>Deductible</u> does not apply to Preventive<br>fluoride supplements for children with non-<br>fluoridated drinking water. |

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

| Acupuncture<br>Cosmetic Surgery (except with prior approval<br>for reconstruction) | <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> |
|--|---|--|
|  |   |  |
| her Covered Services (Limitations may apply to                                     | o these services. This isn't a complete list. Please  | see your <u>plan</u> document.)  |

### 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 <u>www.dol.gov/ebsa/healthreform</u>, or the Department of Health and Human Services at (877) 267-2323 x61565 or <u>www.cciio.cms.gov</u>. You may also contact the <u>plan</u> at (800) 247-2583. 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 <u>www.HealthCare.gov</u> or call (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 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 <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>co-payments</u> and <u>co-insurance</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><br>(9 months of in-network prenatal care and a hospital<br>delivery)  |  | Managing Joe's Type 2 Dia<br>(a year of routine in-network care<br>controlled condition)   |                                   | <b>Mia's Simple Fracture</b><br>(in-network emergency room visit and follow-up<br>care)  |  |
|---|--|--|-----------------------------------|--|--|
| <ul> <li>The plan's overall deductible \$3,500</li> <li>Specialist \$0</li> <li>Hospital (facility) \$0</li> <li>Other \$0</li> </ul>   |  | <ul> <li>The <u>plan's</u> overall <u>deductible</u> \$3,500</li> <li>Specialist \$0</li> <li>Hospital (facility) \$0</li> <li>Other \$0</li> </ul>  |                                   | <ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist</u></li> <li>Hospital (facility)</li> <li>Other</li> </ul>   | \$3,500<br>\$0<br>\$0<br>\$0             |
| This EXAMPLE event includes services like:<br><u>Specialist</u> office visits (prenatal care)<br>Childbirth/Delivery Professional Services<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> (ultrasounds and blood work)<br><u>Specialist</u> visit (anesthesia)   |  | ■ Other \$0<br>This EXAMPLE event includes services like:<br><u>Primary care physician</u> office visits (including<br>disease education)<br><u>Diagnostic tests</u> (blood work)<br><u>Prescription drugs</u><br><u>Durable medical equipment</u> (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)                                      |  |
| Childbirth/Delivery Professional Servic<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> (ultrasounds and bloo<br><u>Specialist</u> visit (anesthesia)   | od work)                               | <u>Diagnostic tests</u> (blood work)<br><u>Prescription drugs</u><br><u>Durable medical equipment</u> (glucose m   | ,                                 | Diagnostic test (x-ray)<br>Durable medical equipment (crutches)<br>Rehabilitation services (physical therap  | oy)                                      |
| Childbirth/Delivery Professional Servic<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> ( <i>ultrasounds and bloo</i><br><u>Specialist</u> visit ( <i>anesthesia</i> )  |  | <u>Diagnostic tests</u> (blood work)<br>Prescription drugs   | neter)<br>\$5,600                 | <u>Diagnostic test</u> ( <i>x-ray</i> )<br>Durable medical equipment (crutches)  |  |
| Childbirth/Delivery Professional Servic<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> ( <i>ultrasounds and bloo</i><br><u>Specialist</u> visit ( <i>anesthesia</i> )<br><b>Total Example Cost</b>   | od work)                               | <u>Diagnostic tests</u> (blood work)<br><u>Prescription drugs</u><br><u>Durable medical equipment</u> (glucose m   | ,                                 | Diagnostic test (x-ray)<br>Durable medical equipment (crutches)<br>Rehabilitation services (physical therap  | oy)                                      |
| Childbirth/Delivery Professional Servic<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> (ultrasounds and bloo<br><u>Specialist</u> visit (anesthesia)<br>Total Example Cost   | od work)                               | <u>Diagnostic tests</u> (blood work)<br><u>Prescription drugs</u><br><u>Durable medical equipment</u> (glucose m<br>Total Example Cost   | ,                                 | Diagnostic test (x-ray)<br>Durable medical equipment (crutches)<br>Rehabilitation services (physical therap<br>Total Example Cost  | oy)                                      |
| Childbirth/Delivery Professional Servic<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> (ultrasounds and bloo<br><u>Specialist</u> visit (anesthesia)<br><b>Total Example Cost</b><br>In this example, Peg would pay:<br>Cost Sharing   | od work)                               | <u>Diagnostic tests</u> (blood work)<br><u>Prescription drugs</u><br><u>Durable medical equipment</u> (glucose m<br>Total Example Cost<br>In this example, Joe would pay:  | ,                                 | Diagnostic test (x-ray)<br>Durable medical equipment (crutches)<br>Rehabilitation services (physical therap<br>Total Example Cost<br>In this example, Mia would pay:   | oy)                                      |
| Childbirth/Delivery Professional Servic<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> (ultrasounds and bloo<br><u>Specialist</u> visit (anesthesia)<br><b>Total Example Cost</b><br>In this example, Peg would pay:<br>Cost Sharing   | od work)<br>\$12,700                   | <u>Diagnostic tests</u> (blood work)<br><u>Prescription drugs</u><br><u>Durable medical equipment</u> (glucose m<br><b>Total Example Cost</b><br>In this example, Joe would pay:<br><u>Cost Sharing</u>  | \$5,600                           | Diagnostic test (x-ray)         Durable medical equipment (crutches)         Rehabilitation services (physical therap         Total Example Cost         In this example, Mia would pay:         Cost Sharing  | 9y)<br>\$2,800                           |
| Childbirth/Delivery Professional Servic<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> (ultrasounds and bloo<br><u>Specialist</u> visit (anesthesia)<br>Total Example Cost<br>In this example, Peg would pay:<br><u>Cost Sharing</u><br><u>Deductibles</u>   | od work)<br>\$12,700<br>\$3,500        | Diagnostic tests (blood work)         Prescription drugs         Durable medical equipment (glucose medical equipment)         Total Example Cost         In this example, Joe would pay:         Cost Sharing         Deductibles                                 | \$ <b>5,600</b><br>\$2,300        | Diagnostic test (x-ray)         Durable medical equipment (crutches)         Rehabilitation services (physical therap         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles  | 9y)<br>\$2,800<br>\$2,300                |
| Childbirth/Delivery Professional Servic<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> (ultrasounds and bloo<br><u>Specialist</u> visit (anesthesia)<br>Total Example Cost<br>In this example, Peg would pay:<br><u>Cost Sharing</u><br><u>Deductibles</u><br><u>Copayments</u>                              | od work)<br>\$12,700<br>\$3,500<br>\$0 | Diagnostic tests (blood work)         Prescription drugs         Durable medical equipment (glucose medical equipment)         Total Example Cost         In this example, Joe would pay:         Cost Sharing         Deductibles         Copayments              | \$ <b>5,600</b><br>\$2,300<br>\$0 | Diagnostic test (x-ray)         Durable medical equipment (crutches)         Rehabilitation services (physical therap         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles         Copayments                     | 9y)<br>\$ <b>2,800</b><br>\$2,300<br>\$0 |
| Childbirth/Delivery Professional Servic<br>Childbirth/Delivery Facility Services<br><u>Diagnostic tests</u> (ultrasounds and bloo<br><u>Specialist</u> visit (anesthesia)<br><b>Total Example Cost</b><br>In this example, Peg would pay:<br><u>Cost Sharing</u><br><u>Deductibles</u><br><u>Copayments</u><br><u>Coinsurance</u> | od work)<br>\$12,700<br>\$3,500<br>\$0 | Diagnostic tests (blood work)         Prescription drugs         Durable medical equipment (glucose m         Total Example Cost         In this example, Joe would pay:         Cost Sharing         Deductibles         Copayments         Coinsurance           | \$ <b>5,600</b><br>\$2,300<br>\$0 | Diagnostic test (x-ray)         Durable medical equipment (crutches)         Rehabilitation services (physical therap         Total Example Cost         In this example, Mia would pay:         Cost Sharing         Deductibles         Copayments         Coinsurance | 9y)<br>\$ <b>2,800</b><br>\$2,300<br>\$0 |

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

BCBSVT Vermont Select Silver CDHP 77 Plan (13627VT0390002-94)

# 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<br>(800) 247 2583 (TTY/TTD: 711). lilhusul ealaa khadmat<br>almusaeadat allughawiat almajaaniat, atasal<br>(800) 247-2583 (TTY/TTD: 711). |
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| CHINESE         | 如需免費語言支援服務,請致電 (800) 247-2583<br>TTY/TTD: 711).   |
| CUSHITE (OROMO) | Tajaajila gargaarsa afaanii bilisaa argachuuf,<br>(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,<br>(800) 247-2583 (TTY/TTD: 711).   |
| NEPALI          | निःशुल्क भाषा-सहायता सेवाहरूको लागि, कल गर्नुहोस् ,<br>(800) 247-2583 (TTY/TTD: 711). Niḥśulka bhāṣā-   |
|                 |   |

|                             | sahāyatā sēvāharūkō lāgi, kala garnuhōs (800) 247-<br>2583 (TTY/TTD: 711).   |
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| PORTUGUESE                  | Para serviços gratuitos de assistência linguística, ligue para (800) 247-2583 (TTY/TTD: 711).  |
| RUSSIAN                     | Чтобы получить бесплатную языковую помощь,<br>позвоните по телефону (800) 247-2583<br>(TTY/TTD: 711).  |
| SERBO-CROATIAN<br>(SERBIAN) | За бесплатне услуге језичке помоћи позовите (800)<br>247-2583 (TTY/TTD: 711). Za besplatne usluge jezičke<br>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<br>kang gumamit ng mga serbisyo ng tulong sa wika nang<br>walang bayad. Tumawag sa (800) 247-2583<br>(TTY/TTD: 711). |
| THAI                        | สำหรับบริการช่วยเหลือด้านภาษาฟรี โทร,(800) 247-2583 (TTY/TTD:<br>711). Sิํahrab brikār chwyhelūฺx d̂ān phās̄'ā frī thor (800)<br>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<br>(800) 247-2583 (TTY/TTD: 711). |

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