Independence
Keystone 65 HMO

2023
Summary of Benefits

Effective January 1, 2023 through December 31, 2023

[redacted]

- Keystone 65 Preferred Medical-Only HMO
- Keystone 65 Preferred Rx HMO

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This booklet gives you a summary of what we cover and what you pay. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, call us and ask for the ***Evidence of Coverage*** or go online at **ibxmedicare.com.**

This *Summary of Benefits* booklet gives you a summary of what Keystone 65 Preferred Medical-Only HMO and Keystone 65 Preferred Rx HMO cover and what you pay.

Keystone 65 Preferred Medical-Only HMO and Keystone 65 Preferred Rx HMO are Medicare Advantage HMO (Health Mainte7US i7USiohot8US7US611 al7USly He

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Deductible	This plan does not have a deductible	

Covered Medical and Hospital Benefits

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Inpatient Hospital Coverage (1)	$225 copayment per day for days 1–6 per admission $0 copayment per day for days 7 and beyond per admission $0 copayment on day of discharge $1,350 maximum copayment per admission Unlimited days per benefit period	$225 copayment per day for days 1–6 per admission $0 copayment per day for days 7 and beyond per admission $0 copayment on day of discharge $1,350 maximum copayment per admission Unlimited days per benefit period
Inpatient Hospital Stay – Acute Due to COVID-19 Diagnosis (1)	$0 copayment	$0 copayment
Outpatient Hospital Services (1)	$350 copayment	$350 copayment
Outpatient Observation Services	$350 copayment per stay	$350 copayment per stay
Ambulatory Surgical Services (1)	$125 copayment	$125 copayment
Doctor's Office Visits		
• **Primary Care Physician**	$0 copayment per visit	$0 copayment per visit
• **Specialist**	$40 copayment per visit	$40 copayment per visit

Covered Medical and Hospital Benefits (continued)

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Preventive Care (1) (e.g., flu vaccine, diabetic screenings)	$0 copayment Please refer to the *Evidence of Coverage* for a complete listing of services. If you receive a separate additional non-preventive evaluation and/or service, a copayment will apply. The copayment amount depends on the provider type or place of service.	$0 copayment Please refer to the *Evidence of Coverage* for a complete listing of services. If you receive a separate additional non-preventive evaluation and/or service, a copayment will apply. The copayment amount depends on the provider type or place of service.
Emergency Care — Covered Worldwide Worldwide copayment outside the U.S. does not count toward the annual MOOP amount	$95 copayment Not waived if admitted	$95 copayment Not waived if admitted
Urgently Needed Services — Covered Worldwide Worldwide copayment outside the U.S. does not count toward the annual MOOP amount	$5 copayment in a retail clinic Not waived if admitted $40 copayment in an urgent care center Not waived if admitted $95 copayment per visit outside of U.S. Not waived if admitted	$5 copayment in a retail clinic Not waived if admitted $40 copayment in an urgent care center Not waived if admitted $95 copayment per visit outside of U.S. Not waived if admitted
Diagnostic Radiology Services (1)	$0 copayment for certain diagnostic tests (e.g., home-based sleep studies provided by a home health agency; diagnostic colonoscopy that results from a preventive colonoscopy) $40 or $150 copayment depending on service	$0 copayment for certain diagnostic tests (e.g., home-based sleep studies provided by a home health agency; diagnostic colonoscopy that results from a preventive colonoscopy) $40 or $150 copayment depending on service
Diagnostic Procedures, Tests, and Lab Services (1)	$0 copayment	$0 copayment
Outpatient X-rays	$40 copayment for routine radiology services	$40 copayment for routine radiology services
Therapeutic Radiology (1) (Radiation Therapy)	$60 copayment	$60 copayment
Radiation for Breast Cancer	$0 copayment for members with a diagnosis of breast cancer	$0 copayment for members with a diagnosis of breast cancer

Services with a (1) may require prior authorization.

Covered Medical and Hospital Benefits (continued)

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Hearing Services		
• **Medicare-covered Hearing Exam**	$40 copayment for Medicare-covered hearing exams	$40 copayment for Medicare-covered hearing exams
• **Routine Hearing Exam**	$0 copayment for routine non-Medicare-covered hearing exams once every year	$0 copayment for routine non-Medicare-covered hearing exams once every year
• **Hearing Aid**	$499 copayment for an advanced digital hearing aid, per aid; or $799 copayment for premium digital hearing aid, per aid. Advanced and premium include a rechargeable hearing aid option. Unlimited hearing aid fittings and evaluations per year; up to two hearing aids every year, one hearing aid per ear Routine hearing services and aids are covered when provided by a TruHearing® provider. Routine hearing services do not count toward the annual MOOP amount.	$499 copayment for an advanced digital hearing aid, per aid; or $799 copayment for premium digital hearing aid, per aid. Advanced and premium include a rechargeable hearing aid option. Unlimited hearing aid fittings and evaluations per year; up to two hearing aids every year, one hearing aid per ear Routine hearing services and aids are covered when provided by a TruHearing® provider. Routine hearing services do not count toward the annual MOOP amount.

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Vision Services		
• **Medicare-covered Vision Services**	$0-$40 copayment for Medicare-covered eye exams; $0 copayment for Medicare-covered diabetic or dilated retinal eye exam; $0 copayment for Medicare-covered glaucoma screening; $0 copayment for one pair of Medicare-covered standard eyeglasses or contact lenses after each cataract surgery	
• **Routine Vision Care** (includes routine exam and eyewear)	$0 copayment for one routine eye exam every year; contact lenses or one pair of eyeglass frames and lenses are covered every year If eyewear is purchased from the Davis Vision Collection, the eyeglass frames and lenses are covered in full; $250 allowance every year for eyewear (glasses and lenses) purchased through Visionworks®; $150 allowance every year for all other eyewear (glasses and lenses) purchased at a network Davis Vision provider; $150 allowance every year for contact lenses in lieu of routine eyewear (frames and lenses). Eyewear does not include lens options such as tints, progressives,	

Covered Medical and Hospital Benefits (continued)

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Mental Health Services		
• **Inpatient Mental Health Care (1)**	$225 copayment per day for days 1 through 6 per admission $0 copayment per day for days 7 and beyond per admission $0 copayment on day of discharge $1,350 maximum copayment per admission 190-day lifetime maximum in a mental health facility	$225 copayment per day for days 1 through 6 per admission $0 copayment per day for days 7 and beyond per admission $0 copayment on day of discharge $1,350 maximum copayment per admission 190-day lifetime maximum in a mental health facility
• **Outpatient Mental Health Care (1)** (Group and Individual)	$20 copayment per group therapy session; $30 copayment per individual therapy session	$20 copayment per group therapy session; $30 copayment per individual therapy session
• **Outpatient Substance Abuse Services** (Group and Individual)	$20 copayment per group therapy session; $30 copayment per individual therapy session	$20 copayment per group therapy session; $30 copayment per individual therapy session
• **Partial Hospitalization (1)**	$30 copayment per day	$30 copayment per day
Skilled Nursing Facility (1)	$0 copayment per day for days 1 through 20 per admission $196 copayment per day for days 21 through 100 per admission 100 days per benefit period	$0 copayment per day for days 1 through 20 per admission $196 copayment per day for days 21 through 100 per admission 100 days per benefit period
Physical Therapy (1)	$20 copayment per visit	$20 copayment per visit
Ambulance (1) (Ground and air transportation)	$150 copayment per one-way trip Not waived if admitted Non-emergency ambulance services require prior authorization	$150 copayment per one-way trip Not waived if admitted Non-emergency ambulance services require prior authorization
Transportation	Not covered (offered under uniform flexibility, see page 14)	Not covered (offered under uniform flexibility, see page 14)
Medicare Part B Drugs (1) (Step therapy required for certain Part B drugs)	20% coinsurance for Part B drugs, such as chemotherapy drugs For a description of the types of drugs available under Part B, see your *Evidence of Coverage*.	20% coinsurance for Part B drugs, such as chemotherapy drugs For a description of the types of drugs available under Part B, see your *Evidence of Coverage*.

Services with a (1) may require prior authorization.

Prescription Drug Benefits (Part D)

Part D Prescription Drug Benefits are available for members of Keystone 65 Preferred Rx HMO. This benefit is not available for members of Keystone 65 Preferred Medical-Only HMO.

	Keystone 65 Preferred Rx HMO		
Retail Cost-sharing (what you pay at a pharmacy location)	One-Month Supply	Two-Month Supply	Three-Month Supply
Tier 1 (Preferred Generic Drugs)			
Preferred Pharmacy	$0 copayment	$0 copayment	$0 copayment
Standard Pharmacy	$9 copayment	$18 copayment	$27 copayment
Tier 2 (Generic Drugs)			
Preferred Pharmacy	$7 copayment	$14 copayment	$14 copayment
Standard Pharmacy	$20 copayment	$40 copayment	$60 copayment
Tier 3 (Preferred Brand Drugs)			
Preferred Pharmacy	$47 copayment	$94 copayment	$141 copayment
Standard Pharmacy	$47 copayment	$94 copayment	$141 copayment
Tier 4 (Non-Preferred Drugs)			
Preferred Pharmacy	$100 copayment	$200 copayment	$300 copayment
Standard Pharmacy	$100 copayment	$200 copayment	$300 copayment
Tier 5 (Specialty Drugs)			
Preferred Pharmacy	33% coinsurance	33% coinsurance	33% coinsurance
Standard Pharmacy	33% coinsurance	33% coinsurance	33% coinsurance
Covered Insulin*			
Preferred Pharmacy	$35 copayment	$70 copayment	$105 copayment
Standard Pharmacy	$35 copayment	$70 copayment	$105 copayment

Important Message About What You Pay for Vaccines - Our plan covers most Part D vaccines at no cost to you. Call the Member Help Team for more information.

Important Message About What You Pay for Insulin - You won't pay more than $35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on.

*$35 copayment for each one-month supply of covered insulins during all coverage stages. Keystone 65 Preferred Rx HMO participates in the Part D Insulin Savings Program. You can identify the covered insulins that are part of this program by checking the plan's formulary and looking for the "PDSS" icon. The Part D Insulin Benefit is separate from the Part D Insulin Savings Program, which includes a subset of the covered insulins in the Part D Insulin Benefit.

Prescription Drug Benefits (Part D) (continued)

Part D Prescription Drug Benefits are available for members of Keystone 65 Preferred Rx HMO. This benefit is not available for members of Keystone 65 Preferred Medical-Only HMO.

	Keystone 65 Preferred Rx HMO		
Mail-Order Cost-sharing (what you pay when you order a prescription by mail)	One-Month Supply	Two-Month Supply	Three-Month Supply
Tier 1 (Preferred Generic Drugs)	$0 copayment	$0 copayment	$0 copayment
Tier 2 (Generic Drugs)	$7 copayment	$14 copayment	$14 copayment
Tier 3 (Preferred Brand Drugs)	$47 copayment	$94 copayment	$94 copayment
Tier 4 (Non-Preferred Drugs)	$100 copayment	$200 copayment	$200 copayment
Tier 5 (Specialty Drugs)	33% coinsurance	33% coinsurance	33% coinsurance
Covered Insulin*	$35 copayment	$70 copayment	$70 copayment
Prescription Drug Benefits	You pay the previously listed copayments until your total yearly drug costs reach $4,660. "Total yearly drug costs" are the total drug costs paid by both you and our Part D plan. You may fill your prescriptions at network retail pharmacies (preferred or standard) and mail-order pharmacies. Tier 1 and 2 prescriptions (which include most generic drugs) will have lower copayments when you have them filled at preferred pharmacies or through mail order. Cost-sharing may change depending on the pharmacy you choose and when you move into each stage of your Part D benefits. For information, please review the Keystone 65 Rx HMO *Evidence of Coverage*.		

*$35 copayment for each one-month supply of covered insulins during all coverage stages. Keystone 65 Preferred Rx HMO participates in the Part D Insulin Savings Program. You can identify the covered insulins that are part of this program by checking the plan's formulary and looking for the "PDSS" icon. The Part D Insulin Benefit is separate from the Part D Insulin Savings Program, which includes a subset of the covered insulins in the Part D Insulin Benefit.

Prescription Drug Benefits (Part D) (continued)

Part D Prescription Drug Benefits are available for members of Keystone 65 Preferred Rx HMO. This benefit is not available for members of Keystone 65 Preferred Medical-Only HMO.

	Keystone 65 Preferred Rx HMO
Initial Coverage Stage	During this stage, the plan pays its share of the cost of your drugs and you pay your share of the cost. You begin in this stage when you fill your first prescription of the year. You stay in this stage until your year-to-date "total drug costs" (your payments plus any Part D plan payments) total $4,660. If you reside in a long-term care facility, you pay the same as at a retail pharmacy.
Coverage Gap Stage	Most Medicare drug plans have a coverage gap (also called the "donut hole"). This means that there's a temporary change in what you will pay for your drugs. The coverage gap begins after the total yearly drug cost (including what our plan has paid and what you have paid) reaches $4,660. After you enter the coverage gap, you pay 25% of the plan's cost for covered brand-name drugs and 25% of the plan's cost for covered generic drugs until your costs total $7,400, which is the end of the coverage gap. Not everyone will enter the coverage gap.
Catastrophic Coverage Stage	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach $7,400, you pay the greater of: • 5% of the costs, or; • $4.15 copayment for generic (including brand drugs tested as generic) and a $10.35 copayment for all other drugs

Other Medical Benefits

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Over-the-Counter (OTC) Items	$30 allowance for OTC items. OTC allowance is provided quarterly and does not carry forward to the next quarter if not used. You must use the IBX Care Card to purchase OTC items at participating retailers. OTC items purchased from non-participating retailers will NOT be covered. OTC items can also be ordered with the IBX Care Card via website, phone, or catalog. OTC costs do not count toward the annual MOOP amount.	$30 allowance for OTC items. OTC allowance is provided quarterly and does not carry forward to the next quarter if not used. You must use the IBX Care Card to purchase OTC items at participating retailers. OTC items purchased from non-participating retailers will NOT be covered. OTC items can also be ordered with the IBX Care Card via website, phone, or catalog. OTC costs do not count toward the annual MOOP amount.
Telemedicine Visits		
• **Telemedicine Visits**	$0 copayment for doctor visits focused on non-urgent medical conditions; $0 copayment for behavioral health visits focused on therapy and counseling services; $0 copayment for dermatology visits focused on treating and diagnosing skin, hair, and nail conditions Telemedicine physicians are available 24/7, 365 days per year. MDLIVE® must be used for telemedicine visits. MDLIVE doctors are state-licensed physicians.	$0 copayment for doctor visits focused on non-urgent medical conditions; $0 copayment for behavioral health visits focused on therapy and counseling services; $0 copayment for dermatology visits focused on treating and diagnosing skin, hair, and nail conditions Telemedicine physicians are available 24/7, 365 days per year. MDLIVE® must be used for telemedicine visits. MDLIVE doctors are state-licensed physicians.
• **Additional Telehealth (1)** (Primary care physician (PCP), specialist, physical therapy, occupational therapy, speech therapy, and other health care professionals)	$0 copayment per PCP visit; $40 copayment per specialist visit; $20 copayment per physical therapy, occupational therapy, and speech therapy visit; $40 copayment per other health care professional visit	$0 copayment per PCP visit; $40 copayment per specialist visit; $20 copayment per physical therapy, occupational therapy, and speech therapy visit; $40 copayment per other health care professional visit

Services with a (1) may require prior authorization.

Other Medical Benefits (continued)

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Chiropractic Services		
• **Medical Condition** (Medicare-covered)	$20 copayment per visit for spinal manipulations	$20 copayment per visit for spinal manipulations
• **Routine Care*** (non-Medicare-covered)	$20 copayment per visit (up to 6 visits each year)	$20 copayment per visit (up to 6 visits each year)
Podiatry Services		
• **Medical Condition** (Medicare-covered)	$20 copayment per visit for condition treatment	$20 copayment per visit for condition treatment
• **Routine Foot Care*** (non-Medicare-covered)	$20 copayment per visit (up to 6 visits each year)	$20 copayment per visit (up to 6 visits each year)
Acupuncture		
• **Medical Condition** (Medicare-covered)	$20 copayment per visit, up to 12 visits per year; 8 additional if determined that progress is made	$20 copayment per visit, up to 12 visits per year; 8 additional if determined that progress is made
• **Routine Care*†** (non-Medicare-covered)	$20 copayment (up to 6 visits per year)	$20 copayment (up to 6 visits per year)

*Routine visits do not count toward the annual MOOP amount.

†Routine services **must** have one of the following conditions: headache (migraine and tension), post-operative nausea and vomiting, chemotherapy-induced nausea and vomiting, low back pain, chronic neck pain, or pain from osteoarthritis of the knee and hip.

Other Medical Benefits (continued)

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Vital Care Program	$10 copayment for cardiology specialist visits $10 copayment for endocrinology specialist visits $5 copayment for Medicare-covered podiatry visits $5 copayment for routine podiatry visits, up to 6 visits per year Cardiology, endocrinology, and Medicare-covered podiatry visits apply toward the annual MOOP amount. Routine podiatry visits do not apply toward the annual MOOP amount. Members must be diagnosed with both diabetes and congestive heart failure to participate.	$10 copayment for cardiology specialist visits $10 copayment for endocrinology specialist visits $5 copayment for Medicare-covered podiatry visits $5 copayment for routine podiatry visits, up to 6 visits per year Cardiology, endocrinology, and Medicare-covered podiatry visits apply toward the annual MOOP amount. Routine podiatry visits do not apply toward the annual MOOP amount. Members must be diagnosed with both diabetes and congestive heart failure to participate.
Transportation Services	$0 copayment 24 one-way trips per year through Roundtrip to plan-approved medical facilities Modes of transportation include taxi, rideshare services, van, medical sedan, and wheelchair van. Members must be diagnosed with both diabetes and congestive heart failure to be eligible. Maximum 80 miles per trip.	$0 copayment 24 one-way trips per year through Roundtrip to plan-approved medical facilities Modes of transportation include taxi, rideshare services, van, medical sedan, and wheelchair van. Members must be diagnosed with both diabetes and congestive heart failure to be eligible. Maximum 80 miles per trip.

Other Medical Benefits (continued)

	Keystone 65 Preferred Medical-Only HMO	Keystone 65 Preferred Rx HMO
Grocery Benefit*	$0 copayment Grocery boxes containing food and produce will be provided for a maximum of 4 weeks per year, per member. Members must be diagnosed with both diabetes and depression or diabetes and depressive disorders to be eligible for the grocery benefit.	$0 copayment Grocery boxes containing food and produce will be provided for a maximum of 4 weeks per year, per member. Members must be diagnosed with both diabetes and depression or diabetes and depressive disorders to be eligible for the grocery benefit.
Meals Program*†	$0 copayment 3 meals per day, 7 days per week, from MANNA Meals provided for up to 4 weeks, 2 times per year To qualify, members must fall into one of two groups: Group 1: must have a new diagnosis of colorectal, endometrial, breast (male/female), lung, or prostate cancer Group 2: must be diagnosed with both diabetes and congestive heart failure Meals program does not count toward the annual MOOP amount.	$0 copayment 3 meals per day, 7 days per week, from MANNA Meals provided for up to 4 weeks, 2 times per year To qualify, members must fall into one of two groups: Group 1: must have a new diagnosis of colorectal, endometrial, breast (male/female), lung, or prostate cancer Group 2: must be diagnosed with both diabetes and congestive heart failure Meals program does not count toward the annual MOOP amount.

* These benefits are a part of a special supplemental program for the chronically ill. Not all members qualify.

† Meals will be provided after discharge to the home following an inpatient acute hospital, skilled nursing facility, long-term acute care facility, acute rehabilitation facility, or rehabilitation facility stay. Participation in our medical management Transitions of Care Program is required.

Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a Member Help Team representative at **1-800-645-3965 (TTY/TDD: 711)**.

Understanding the Benefits

- [ ] The *Evidence of Coverage* (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs, and benefits before you enroll. Visit **ibxmedicare.com** or call **1-800-645-3965 (TTY/TDD: 711)** to view a copy of the EOC.

- [ ] Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.

- [ ] Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

- [ ] Review the formulary to make sure your drugs are covered.

Understanding Important Rules

- [ ] In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.

- [ ] Benefits, premiums, and/or copayments/coinsurance may change on January 1, 2024.

- [ ] Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).

For more information

For updated information regarding plan providers, visit our website at **ibxmedicare.com**, or call our Member Help Team at **1-800-645-3965 (TTY/TDD: 711)**, seven days a week, 8 a.m. to 8 p.m. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail.

If you are not yet a member and have questions, please call **1-877-393-6733 (TTY/TDD: 711)**, seven days a week, 8 a.m. to 8 p.m. Please note that on weekends and holidays from January 1 through September 30, your call may be sent to voicemail. By calling this number you will be directed to a licensed sales agent.

Keystone 65 offers HMO plans with a Medicare contract. Enrollment in Keystone 65 Medicare Advantage plans depends on contract renewal.

Benefits underwritten by Keystone Health Plan East, a subsidiary of Independence Blue Cross — independent licensees of the Blue Cross and Blue Shield Association.

TruHearing® is a registered trademark of TruHearing, Inc., an independent company.

Vision benefits are underwritten by Keystone Health Plan East and administered by Davis Vision, an independent company.

An affiliate of Independence Blue Cross has a financial interest in Visionworks, an independent company.

Dental benefits are underwritten by Keystone Health Plan East and administered by United Concordia Companies, Inc., an independent company.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

Telemedicine is provided through MDLIVE, by Evernorth, an independent company.

Roundtrip is an independent company that administers our transportation benefit.

MANNA is an independent company that administers our meals program benefit.

To receive this document in an alternate format such as Braille, large print, or audio, please call **1-877-393-6733 (TTY/TDD: 711)** (non-members) (by calling this number you will be directed to a licensed sales agent) or **1-800-645-3965** (**TTY/TDD: 711)** (members).

This information is not a complete description of benefits. Contact **1-877-393-6733 (TTY/TDD: 711)** for more information.

Notes

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-275-2583 (TTY: 711). Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-275-2583 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑 问。如果您需要此翻译服务，请致电 1-800-275-2583 (TTY: 711)。我们的中文工作人员很乐意帮助您。 这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯 服務。如需翻譯服務，請致電 1-800-275-2583 (TTY: 711)。我們講中文的人員將樂意為您提供幫助。這 是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-275-2583 (TTY: 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-275-2583 (TTY: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quí vị cần thông dịch viên xin gọi 1-800-275-2583 (TTY: 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quí vị. Đây là dịch vụ miễn phí .

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-275-2583 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-800-275-2583 (TTY: 711) سيقوم بمساعدتك. هذه خدمة مجانية شخص ما يتحدث العربية.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-275-2583 (TTY: 711) 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-275-2583 (TTY: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-275-2583 (TTY: 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-275-2583 (TTY: 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portugués: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-275-2583 (TTY: 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-275-2583 (TTY: 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-275-2583 (TTY: 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするため に、無料の通訳サービスがありますございます。通訳をご用命になるには、1-800-275-2583 (TTY: 711)にお電話ください。日本語を話す人 者 が支援いたします。これは無料のサー ビスです。

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Discrimination is Against the Law

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

This Plan provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages.

If you need these services, contact our Civil Rights Coordinator. If you believe that This Plan 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 Civil Rights Coordinator.

You can file a grievance in the following ways:

- In person or by mail: ATTN: Civil Rights Coordinator, 1901 Market Street, Philadelphia, PA 19103
- By phone: 1-888-377-3933 (TTY: 711)
- By fax: 215-761-0245
- By email: civilrightscoordinator@1901market.com

If you need help filing a grievance, our 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 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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at *http://www.hhs.gov/ocr/office/file/index.html.*

Independence

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