



The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. NOTE: Information about the cost of this [plan](#) (called the [premium](#)) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-866-379-4489 or visit [www.GeisingerHealthPlan.com](http://www.GeisingerHealthPlan.com). For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other underlined terms see the Glossary. You can view the Glossary at [www.healthcare.gov/sbc-glossary.com](http://www.healthcare.gov/sbc-glossary.com) or call 1-866-379-4489 to request a copy.

| Important Questions                                                             | Answers                                                                                                                                                        | Why This Matters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall <a href="#">deductible</a> ?                                | \$8,400 / individual or<br>\$16,800 / family                                                                                                                   | Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .                                                                                                                                                                                                            |
| Are there services covered before you meet your <a href="#">deductible</a> ?    | Yes. <a href="#">Preventive care</a> services are covered before you meet your <a href="#">deductible</a> .                                                    | This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without cost-sharing and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .                                                                                       |
| Are there other <a href="#">deductibles</a> for specific services?              | Yes. \$8,400 / individual or \$16,800 / family <a href="#">prescription drug coverage</a> combined with medical.                                               | You must pay all of the costs for these services up to the specific <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay for these services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ? | \$9,100 / individual<br>or \$18,200 / family                                                                                                                   | The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a> , they have to meet their own <a href="#">out-of-pocket limits</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.                                                                                                                                                                                                                                                                                                                                                             |
| What is not included in the <a href="#">out-of-pocket limit</a> ?               | <a href="#">Premiums</a> , <a href="#">balance billing</a> charges, and health care this <a href="#">plan</a> doesn't cover.                                   | Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Will you pay less if you use a <a href="#">network provider</a> ?               | Yes. See <a href="http://www.GeisingerHealthPlan.com">www.GeisingerHealthPlan.com</a> or call 1-866-379-4489 for a list of <a href="#">network providers</a> . | This <a href="#">plan</a> uses a provider <a href="#">network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services. |
| Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?    | No.                                                                                                                                                            | You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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

| Common Medical Event                                                                                                                                                                                                          | Services You May Need                                                      | What You Will Pay:                                                               |                                                       | Limitations, Exceptions, & Other Important Information                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                               |                                                                            | Participating Provider<br>(You will pay the least)                               | Non-Participating Provider<br>(You will pay the most) |                                                                                                                                                                                                                                   |
| <b>If you visit a health care <a href="#">provider's</a> office or clinic</b>                                                                                                                                                 | Primary care visit to treat an injury or illness                           | \$40 <a href="#">copay</a> / visit<br><a href="#">Deductible</a> does not apply. | Not covered                                           | None.                                                                                                                                                                                                                             |
|                                                                                                                                                                                                                               | <a href="#">Specialist</a> visit                                           | \$80 <a href="#">copay</a> / visit<br><a href="#">Deductible</a> does not apply. | Not covered                                           | None.                                                                                                                                                                                                                             |
|                                                                                                                                                                                                                               | <a href="#">Preventive care</a> / <a href="#">screening</a> / immunization | No charge<br><a href="#">Deductible</a> does not apply.                          | Not covered                                           | Limited to 1 routine exam per year.<br>You may have to pay for services that aren't preventive. Ask your <a href="#">provider</a> if the services needed are preventive. Then check what your <a href="#">plan</a> will pay for.  |
| <b>If you have a test</b>                                                                                                                                                                                                     | <a href="#">Diagnostic test</a> (x-ray, blood work)                        | No charge                                                                        | Not covered                                           | Diagnostic: None.<br>Imaging: <a href="#">Precertification/prior-authorization</a> required.                                                                                                                                      |
|                                                                                                                                                                                                                               | Imaging (CT/PET scans, MRIs)                                               | No charge                                                                        | Not covered                                           |                                                                                                                                                                                                                                   |
| <b>If you need drugs to treat your illness or condition</b><br>More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.GeisingerHealthPlan.com">www.GeisingerHealthPlan.com</a> | Preferred Generic Drugs (Tier 2)                                           | Retail / Mail Order: No charge<br><br>90 Day Retail: No charge                   | Not covered                                           | Tier 1 is limited to \$0 <a href="#">copay</a> / prescription. <a href="#">Deductible</a> does not apply.<br><br>Tier 2-4: Covers up to a 34 day supply (retail); Covers between an 82-102 day supply (90 day retail/mail order). |
|                                                                                                                                                                                                                               | Non-Preferred Generic Drugs (Tier 3)                                       | Retail / Mail Order: No charge<br><br>90 Day Retail: No charge                   | Not covered                                           |                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                               | Preferred Brand Drugs (Tier 4)                                             | Retail / Mail Order: No charge<br><br>90 Day Retail: No charge                   | Not covered                                           |                                                                                                                                                                                                                                   |

| Common Medical Event                                                                                                                                                                                                          | Services You May Need                            | What You Will Pay:                                                               |                                                                                  | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                               |                                                  | Participating Provider<br>(You will pay the least)                               | Non-Participating Provider<br>(You will pay the most)                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>If you need drugs to treat your illness or condition</b><br>More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.GeisingerHealthPlan.com">www.GeisingerHealthPlan.com</a> | Non-Preferred Brand Drugs (Tier 5)               | Retail / Mail Order: No charge<br><br>90 Day Retail: No charge                   | Not covered                                                                      | Tier 5: Covers up to a 34 day supply (retail); Covers between an 82-102 day supply (90 day retail/mail order).<br><br><a href="#">Specialty drugs</a> (Tier 6) have no mail order option.                                                                                                                                                                                                                                                                                         |
|                                                                                                                                                                                                                               | <a href="#">Specialty Drugs</a> (Tier 6)         | No charge                                                                        | Not covered                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>If you have outpatient surgery</b>                                                                                                                                                                                         | Facility fee (e.g., ambulatory surgery center)   | No charge                                                                        | Not covered                                                                      | <a href="#">Precertification/prior authorization</a> may be required.                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                                                                                                                                                                                               | Physician/surgeon fees                           | No charge                                                                        | Not covered                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>If you need immediate medical attention</b>                                                                                                                                                                                | <a href="#">Emergency room care</a>              | No charge                                                                        | No charge                                                                        | <a href="#">Emergency services</a> : None.<br><br><a href="#">Emergency medical transportation</a> : None.<br><br><a href="#">Urgent care</a> : Mental health & substance abuse <a href="#">urgent care</a> visit \$0. <a href="#">Deductible</a> does not apply.                                                                                                                                                                                                                 |
|                                                                                                                                                                                                                               | <a href="#">Emergency medical transportation</a> | No charge                                                                        | No charge                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                               | <a href="#">Urgent care</a>                      | \$40 <a href="#">copay</a> / visit<br><a href="#">Deductible</a> does not apply. | \$40 <a href="#">copay</a> / visit<br><a href="#">Deductible</a> does not apply. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>If you have a hospital stay</b>                                                                                                                                                                                            | Facility Fee (e.g., hospital room)               | No charge                                                                        | Not covered                                                                      | <a href="#">Precertification/prior authorization</a> required.                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                                                                                                                                                               | Physician/surgeon fees                           | No charge                                                                        | Not covered                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>If you need mental health, behavioral health, or substance abuse services</b>                                                                                                                                              | Outpatient services                              | \$40 <a href="#">copay</a> / visit<br><a href="#">Deductible</a> does not apply. | Not covered                                                                      | Outpatient Services: None.<br>Inpatient Services: <a href="#">Precertification/prior authorization</a> required.                                                                                                                                                                                                                                                                                                                                                                  |
|                                                                                                                                                                                                                               | Inpatient services                               | No charge                                                                        | Not covered                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>If you are pregnant</b>                                                                                                                                                                                                    | Office visits                                    | No charge<br><a href="#">Deductible</a> does not apply.                          | Not covered                                                                      | Pregnancy office visits: None.<br><a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a> . Maternity care may include tests and services as described elsewhere in the SBC (i.e., ultrasound). Depending on the type of services, a <a href="#">copayment</a> , <a href="#">coinsurance</a> or <a href="#">deductible</a> may apply.<br>Inpatient professional and facility services; <a href="#">Precertification/prior authorization</a> required. |
|                                                                                                                                                                                                                               | Childbirth/delivery professional services        | No charge                                                                        | Not covered                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                               | Childbirth/delivery facility services            | No charge                                                                        | Not covered                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Common Medical Event                                           | Services You May Need                     | What You Will Pay:                                                               |                                                       | Limitations, Exceptions, & Other Important Information                                                                      |
|----------------------------------------------------------------|-------------------------------------------|----------------------------------------------------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
|                                                                |                                           | Participating Provider<br>(You will pay the least)                               | Non-Participating Provider<br>(You will pay the most) |                                                                                                                             |
| If you need help recovering or have other special health needs | <a href="#">Home health care</a>          | No charge                                                                        | Not covered                                           | Limited to 60 visits / member / benefit period. Visit limits do not apply to mental health/substance use disorder benefits. |
|                                                                | <a href="#">Rehabilitation services</a>   | \$80 <a href="#">copay</a> / visit<br><a href="#">Deductible</a> does not apply. | Not covered                                           | None.                                                                                                                       |
|                                                                | <a href="#">Habilitation services</a>     | \$80 <a href="#">copay</a> / visit<br><a href="#">Deductible</a> does not apply. | Not covered                                           |                                                                                                                             |
|                                                                | <a href="#">Skilled nursing care</a>      | No charge                                                                        | Not covered                                           | 120 days / benefit period / person.                                                                                         |
|                                                                | <a href="#">Durable medical equipment</a> | No charge                                                                        | Not covered                                           | <a href="#">Cost sharing</a> does not apply to mental health/substance use disorder diagnosis.                              |
|                                                                | <a href="#">Hospice services</a>          | No charge                                                                        | Not covered                                           | None.                                                                                                                       |
| If your child needs dental or eye care                         | Children's eye exam                       | No charge                                                                        | Not covered                                           | Limited to 1 exam / benefit period / up to age 19.                                                                          |
|                                                                | Children's glasses                        | No charge                                                                        | No charge                                             | Up to age 19 only. 1 frame every 12 months.                                                                                 |
|                                                                | Children's dental check-up                | No charge<br><a href="#">Deductible</a> does not apply.                          | Not covered                                           | 1 exam per 6 months up to age 19.                                                                                           |

#### Excluded Services & Other Covered Services:

| Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or <a href="#">plan</a> document for more information and a list of any other <a href="#">excluded services</a> .)                                                    |                                                                                                                                                                                                               |                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Abortion (except in case of rape, incest, or where <a href="#">medically necessary</a> to avert the death of the mother)</li> <li>Acupuncture</li> <li>Bariatric Surgery</li> <li>Cosmetic Surgery</li> </ul> | <ul style="list-style-type: none"> <li>Dental Care (Adult)</li> <li>Hearing Aids</li> <li>Long Term Care</li> <li>Non-emergency care when traveling outside the U.S.</li> <li>Private Duty Nursing</li> </ul> | <ul style="list-style-type: none"> <li>Routine eye care (Adult)</li> <li>Routine Foot Care</li> <li>Weight Loss Programs</li> </ul> |

| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <a href="#">plan</a> document.) |                         |  |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--|
| • Chiropractic Care                                                                                                                          | • Infertility Treatment |  |

**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: Pennsylvania Insurance Department at 1-877-881-6388 or [www.insurance.pa.gov/Consumers](http://www.insurance.pa.gov/Consumers), or Pennie®, Pennsylvania's [health insurance marketplace](#), at [www.Pennie.com](http://www.Pennie.com) or 844-844-8040. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance [Marketplace](#). For more information about the [Marketplace](#), visit [www.Pennie.com](http://www.Pennie.com) or call 844-844-8040.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information on how to submit a [claim](#), [appeal](#), or a [grievance](#) for any reason to your [plan](#). For more information about your rights, this notice, or assistance, contact: the Pennsylvania Insurance Department at 1-877-881-6388 or [www.insurance.pa.gov/Consumers](http://www.insurance.pa.gov/Consumers).

**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? Not Applicable.**

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](#).

**Language Access Services:** To access our Language helpline, please call 1-800-447-4000.

*To see examples of how this [plan](#) might cover costs for a sample medical situation, see the next section.*

## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the cost-sharing amounts ([deductibles](#), [copayments](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). 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.

### Peg is Having a Baby

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

|                                                                 |         |
|-----------------------------------------------------------------|---------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$8,400 |
| ■ <a href="#">Specialist copayment</a>                          | \$80    |
| ■ Hospital (facility) <a href="#">coinsurance</a>               | 0%      |
| ■ Other <a href="#">coinsurance</a>                             | 0%      |

This EXAMPLE event includes services like:

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

|                           |                 |
|---------------------------|-----------------|
| <b>Total Example Cost</b> | <b>\$12,700</b> |
|---------------------------|-----------------|

In this example, Peg would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$8,400        |
| <a href="#">Copayments</a>        | \$0            |
| <a href="#">Coinsurance</a>       | \$0            |
| What isn't covered                |                |
| Limits or exclusions              | \$0            |
| <b>The total Peg would pay is</b> | <b>\$8,400</b> |

### Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

|                                                                 |         |
|-----------------------------------------------------------------|---------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$8,400 |
| ■ <a href="#">Specialist copayment</a>                          | \$80    |
| ■ Hospital (facility) <a href="#">coinsurance</a>               | 0%      |
| ■ Other <a href="#">coinsurance</a>                             | 0%      |

This EXAMPLE event includes services like:

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

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$5,600</b> |
|---------------------------|----------------|

In this example, Joe would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$4,600        |
| <a href="#">Copayments</a>        | \$200          |
| <a href="#">Coinsurance</a>       | \$0            |
| What isn't covered                |                |
| Limits or exclusions              | \$0            |
| <b>The total Joe would pay is</b> | <b>\$4,800</b> |

### Mia's Simple Fracture

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

|                                                                 |         |
|-----------------------------------------------------------------|---------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a> | \$8,400 |
| ■ <a href="#">Specialist copayment</a>                          | \$80    |
| ■ Hospital (facility) <a href="#">coinsurance</a>               | 0%      |
| ■ Other <a href="#">coinsurance</a>                             | 0%      |

This EXAMPLE event includes services like:

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

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$2,800</b> |
|---------------------------|----------------|

In this example, Mia would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <a href="#">Deductibles</a>       | \$2,200        |
| <a href="#">Copayments</a>        | \$400          |
| <a href="#">Coinsurance</a>       | \$0            |
| What isn't covered                |                |
| Limits or exclusions              | \$0            |
| <b>The total Mia would pay is</b> | <b>\$2,600</b> |

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.



# Discrimination is against the law

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company (Geisinger Health Plan) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex (including sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity and sex stereotypes). Geisinger Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity or sexual orientation.

## Geisinger Health Plan:

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

If you need reasonable modifications, appropriate auxiliary aids and services or language assistance services, call Geisinger Health Plan at 800-447-4000 or TTY: 711.

If you believe that Geisinger Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation, you can file a grievance with:

Civil Rights Grievance Coordinator  
Geisinger Health Plan Appeals Department  
100 N. Academy Ave., Danville, PA 17822-3220  
Phone: 866-577-7733, TTY: 711  
Fax: 570-271-7225  
ghpcivilrights@thehealthplan.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the civil rights grievance 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 Ave. SW, Room 509F  
HHH Building, Washington, DC 20201  
Phone: 800-368-1019, 800-537-7697 (TDD)

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

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 800-447-4000 or TTY: 711.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-447-4000 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-447-4000 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (телетайп: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-447-4000 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-447-4000 (TTY: 711) 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-447-4000 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-447-4000 (رقم هاتف الصم والبكم: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-447-4000 (ATS: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-447-4000 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 800-447-4000 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-447-4000 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-447-4000 (TTY: 711).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-447-4000 (TTY: 711)។

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-447-4000 (TTY: 711).