Choice Plus plan details, all in one place.

Use this benefit summary to learn more about this plan's benefits, ways you can get help managing costs and how you may get more out of this health plan.

	Check out what's included in the plan	Choice Plus
T	Network coverage only You can usually save money when you receive care for covered health care services from network providers.	
که	Network and out-of-network benefits You may receive care and services from network and out-of-network providers and facilities — but staying in the network can help lower your costs.	✓
	Primary care physician (PCP) required With this plan, you need to select a PCP — the doctor who plays a key role in helping manage your care. Each enrolled person on your plan will need to choose a PCP.	
<u></u>	Referrals required You'll need referrals from your PCP before seeing a specialist or getting certain health care services.	
	Preventive care covered at 100% There is no additional cost to you for seeing a network provider for preventive care.	✓
P _k	Pharmacy benefits With this plan, you have coverage that helps pay for prescription drugs and medications.	
	Tier 1 providers Using Tier 1 providers may bring you the greatest value from your health care benefits. These PCPs and medical specialists meet national standard benchmarks for quality care and cost savings.	
٨	Freestanding centers You may pay less when you use certain freestanding centers — health care facilities that do not bill for services as part of a hospital, such as MRI or surgery centers.	
(\$)	Health savings account (HSA) With an HSA, you've got a personal bank account that lets you put money aside, tax-free. Use it to save and pay for qualified medical expenses.	

This Benefit Summary is to highlight your Benefits. Don't use this document to understand your exact coverage. If this Benefit Summary conflicts with the Certificate of Coverage (COC), Schedule of Benefits, Riders, and/or Amendments, those documents govern. Review your COC for an exact description of the services and supplies that are and are not covered, those which are excluded or limited, and other terms and conditions of coverage.

Here's a more in-depth look at how Choice Plus works.

Medical Benefits

	In Network	Out-of-Network
Annual Medical Deductible		
Individual	\$3,000	\$5,000
Family	\$9,000	\$15,000

All individual deductible amounts will count toward the family deductible, but an individual will not have to pay more than the individual deductible amount.

You're responsible for paying 100% of your medical expenses until you reach your deductible. For certain covered services, you may be required to pay a fixed dollar amount - your copay.

Annual Out-of-Pocket Limit		
Individual	\$6,350	\$10,000
Family	\$12,700	\$30,000

All individual out-of-pocket maximum amounts will count toward the family out-of-pocket maximum, but an individual will not have to pay more than the individual out-of-pocket maximum amount.

Once you've met your deductible, you start sharing costs with your plan - coinsurance. You continue paying a portion of the expense until you reach your out-of-pocket limit. From there, your plan pays 100% of allowed amounts for the rest of the plan year.

What You Pay for Services

Copays (\$) and Coinsurance (%) for Covered Health Care Services	Designated Network	Network	Out-of-Network
Preventive Care Services			
Preventive Care Services		No copay	30%*
Certain preventive care services are provided as specified by the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services are based on your age, gender and other health factors. UnitedHealthcare also covers other routine services that may require a copay, co-insurance or deductible.			
Includes services such as Routine Wellness Checkups, Immunizations, and Lab and X-ray services for Mammogram, Pap Smear, Prostate and Colorectal Cancer screenings.			
Office Services - Sickness & Injury			
Primary Care Physician			
All other covered persons	\$45 copay	\$45 copay	30%*
Covered persons less than age 19	No copay	No copay	30%*

example, surgery and lab work.

Additional copays, deductible, or co-insurance may apply when you receive other services at your physician's office. For

Telehealth is covered at the same cost share as in the office.



^{*}After the Annual Medical Deductible has been met.

^{*}After the Annual Medical Deductible has been met. ¹Prior Authorization Required. Refer to COC/SBN.

Copays (\$) and Coinsurance (%) for Covered Health Care Services	Designated Network	Network	Out-of-Network
Specialist	\$45 copay	\$90 copay	30%*
Additional copays, deductible, or co-insurance may apply when you receive other services at your physician's office. For example, surgery and lab work.			
Telehealth is covered at the same cost share as in the office.			
Urgent Care Center Services		\$100 copay	30%*
Additional copays, deductible, or co-insurance may apply when you receive other services at the urgent care facility. For example, surgery and lab work.			
Virtual Care Services		No copay	30%*
Network Benefits are available only when services are delivered through a Designated Virtual Network Provider. You can find a Designated Virtual Visit Network Provider by contacting us at myuhc.com® or the telephone number on your ID card. Access to Virtual Visits and prescription services may not be available in all states or for all groups.			
Emergency Care			
Ambulance Services - Emergency Ambulance			
Air Ambulance		No copay*	No copay*
Ground Ambulance		No copay*	No copay*
Ambulance Services - Non-Emergency Ambulance ¹			
Air Ambulance		No copay*	No copay*
Ground Ambulance		No copay*	30%*
Dental Services - Accident Only		No copay*	No copay*
Emergency Health Care Services - Outpatient ¹		\$400 copay	\$400 copay
Inpatient Care			
Congenital Heart Disease (CHD) Surgeries ¹		You pay a \$250 Inpatient Stay per occurrence deductible prior to and in addition to paying any Annual Deductible.*	You pay a \$250 Inpatient Stay per occurrence deductible prior to and in addition to paying any Annual Deductible and any coinsurance amount. 30%*
Habilitative Services - Inpatient ¹	The amount you pay is based of	on where the covered health care	service is provided.
Limit will be the same as, and combined with, those stated under Skilled Nursing Facility/Inpatient Rehabilitation Services for adults 19 years of age and older. For Dependents under 19 years of age, no limits apply.			
Hospital - Inpatient Stay ¹		You pay a \$250 Inpatient Stay per occurrence deductible prior to and in addition to paying any Annual Deductible.*	You pay a \$250 Inpatient Stay per occurrence deductible prior to and in addition to paying any Annual Deductible and any coinsurance amount. 30%*

^{*}After the Annual Medical Deductible has been met.
¹Prior Authorization Required. Refer to COC/SBN.



Copays (\$) and Coinsurance (%) for Covered Health Care Services

Skilled Nursing Facility/Inpatient Rehabilitation Facility Services¹

Limited to 60 days per year.

Designated Network	Network	Out-of-Network
	No copay*	30%*

Dutpatient Care Habilitative Services - Outpatient \$45 copay Limits will be the same as, and combined with those stated under Rehabilitation Services - Outpatient Therapy and Manipulative Treatment for adults 19 years of age and older. For Dependents under 19 years of age, no limits apply. Visit limits for Treatment for Autism Spectrum Disorders for Enrolled Dependents under 21 years of age do not apply. Home Health Care¹ No copay* Limited to 60 visits per year. One visit equals up to four hours of skilled care services. This visit limit does not include any service which is billed only for the administration of intravenous infusion. Lab, X-Ray and Diagnostic - Outpatient - Lab Testing¹ No copay* Lab, X-Ray and Diagnostic - Outpatient - X-Ray and other Diagnostic Testing¹ Major Diagnostic and Imaging - Outpatient¹ \$400 copay You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* No copay* No copay* No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment Limited to 20 visits of cognitive rehabilitation therapy per year.	30%* 30%* 30%* 30%*	
Limits will be the same as, and combined with those stated under Rehabilitation Services - Outpatient Therapy and Manipulative Treatment for adults 19 years of age and older. For Dependents under 19 years of age, no limits apply. Visit limits for Treatment for Autism Spectrum Disorders for Enrolled Dependents under 21 years of age do not apply. Home Health Care¹ No copay* Limited to 60 visits per year. One visit equals up to four hours of skilled care services. This visit limit does not include any service which is billed only for the administration of intravenous infusion. Lab, X-Ray and Diagnostic - Outpatient - Lab Testing¹ No copay* Major Diagnostic Testing¹ Major Diagnostic and Imaging - Outpatient¹ S400 copay You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* No copay* No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment *45 copay	30%*	
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Home Health Care¹ No copay* Limited to 60 visits per year. One visit equals up to four hours of skilled care services. This visit limit does not include any service which is billed only for the administration of intravenous infusion. Lab, X-Ray and Diagnostic - Outpatient - Lab Testing¹ No copay* Lab, X-Ray and Diagnostic - Outpatient - X-Ray and other Diagnostic Testing¹ Major Diagnostic and Imaging - Outpatient¹ You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* No copay* No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment No copay*	30%*	
Limited to 60 visits per year. One visit equals up to four hours of skilled care services. This visit limit does not include any service which is billed only for the administration of intravenous infusion. Lab, X-Ray and Diagnostic - Outpatient - Lab Testing¹ No copay* Lab, X-Ray and Diagnostic - Outpatient - X-Ray and other Diagnostic Testing¹ Major Diagnostic and Imaging - Outpatient¹ \$400 copay You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* No copay* No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment \$45 copay	30%*	
One visit equals up to four hours of skilled care services. This visit limit does not include any service which is billed only for the administration of intravenous infusion. Lab, X-Ray and Diagnostic - Outpatient - Lab Testing¹ Lab, X-Ray and Diagnostic - Outpatient - X-Ray and other Diagnostic Testing¹ Major Diagnostic and Imaging - Outpatient¹ You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment \$45 copay	30%*	
visit limit does not include any service which is billed only for the administration of intravenous infusion. No copay* Lab, X-Ray and Diagnostic - Outpatient - Lab Testing¹ No copay* Lab, X-Ray and Diagnostic - Outpatient - X-Ray and other Diagnostic Testing¹ No copay* Major Diagnostic and Imaging - Outpatient¹ \$400 copay You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* No copay* Specialist care visits No copay* No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment \$45 copay	30%*	
Lab, X-Ray and Diagnostic - Outpatient - X-Ray and other Diagnostic Testing¹ Major Diagnostic and Imaging - Outpatient¹ \$400 copay You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* Specialist care visits No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment \$45 copay	30%*	
Diagnostic Testing¹ Major Diagnostic and Imaging - Outpatient¹ \$400 copay You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* Specialist care visits No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment \$45 copay		
You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* No copay* No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment You may have to pay an extra copay, deductible or coinsurance for physician fees or pharmaceutical products. No copay* No copay* \$45 copay	30%*	
Coinsurance for physician fees or pharmaceutical products. Physician Fees for Surgical and Medical Services Primary care visits No copay* No copay* No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment **Treatment** No copay* **Treatment** No copay* **Treatment** No copay* No copay* **Treatment** **Treatment** **Treatment** No copay* **Treatment** No copay* **Treatment** No copay* **Treatment** No copay* **Treatment** **Treatment** **Treatment** No copay* **Treatment** **Treatment** **Treatment** **Treatment** No copay* **Treatment** **Tre	2370	
Primary care visits No copay* Specialist care visits No copay* No copay* No copay* No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment \$45 copay		
Specialist care visits No copay* Rehabilitation Services - Outpatient Therapy and Manipulative Treatment No copay* \$45 copay		
Rehabilitation Services - Outpatient Therapy and Manipulative Treatment \$45 copay	30%*	
Treatment	30%*	
Limited to 20 visits of cognitive rehabilitation therapy per year.	30%*	
,		
Limited to 20 visits of manipulative treatments per year.		
Limited to 20 visits of pulmonary rehabilitation therapy per year.		
Limited to 30 visits of post-cochlear implant aural therapy per year.		
Limited to 36 visits of cardiac rehabilitation therapy per year.		
Limited to 60 visits of physical therapy for multiple sclerosis per year.		
Note: The first three network visits for any combination of physical therapy and Manipulative Treatment for new low back pain are not subject to any copay, co-insurance or deductible and subject to the annual visit limits.		

^{*}After the Annual Medical Deductible has been met.
¹Prior Authorization Required. Refer to COC/SBN.

Canava (\$) and Cainavrance (0/) for			
Copays (\$) and Coinsurance (%) for Covered Health Care Services	Designated Network	Network	Out-of-Network
Scopic Procedures - Outpatient Diagnostic and Therapeutic		No copay*	30%*
Diagnostic/therapeutic scopic procedures include, but are not limited to colonoscopy, sigmoidoscopy and endoscopy.			
Surgery - Outpatient ¹		You pay a \$250 per occurrence deductible per date of service prior to and in addition to paying any Annual Deductible.*	You pay a \$250 per occurrence deductible per date of service prior to and in addition to paying any Annual Deductible and any coinsurance amount. 30%*
Therapeutic Treatments - Outpatient ¹		No copay*	30%*
Therapeutic treatments include, but are not limited to dialysis, intravenous chemotherapy, intravenous infusion, medical education services and radiation oncology.			
Supplies and Services			
Diabetes Self-Management Items ¹	The amount you pay is based on where the covered health care service is provided under Durable Medical Equipment (DME), Orthotics and Supplies or in the Prescription Drug Benefits Section.		
Diabetes Self-Management and Training/Diabetic Eye Exams/Foot Care ¹	The amount you pay is based o	on where the covered health care	service is provided.
Durable Medical Equipment (DME), Orthotics and Supplies ¹		No copay*	30%*
Limited to a single purchase of a type of DME every 3 years.			
Repair and/or replacement of DME would apply to this limit in the same manner as a purchase. This limit does not apply to wound vacuums.			
Enteral Nutrition		No copay*	30%*
Hearing Aids		No copay*	30%*
Limited to one hearing instrument per impaired ear every 24 months. Benefits include repairs and/or replacement of a hearing instrument when Medically Necessary.			
Ostomy Supplies		No copay*	30%*
Limited to \$2,500 per year.			
Pharmaceutical Products - Outpatient		No copay*	30%*
This includes medications given at a doctor's office, or in a covered person's home.			
Prosthetic Devices ¹		No copay*	30%*
Urinary Catheters		No copay*	30%*
Pregnancy			
Pregnancy - Maternity Services ¹	The amount you pay is based of an Annual Deductible will not a the same as the mother's length	on where the covered health care pply for a newborn child whose lend of stay.	service is provided except that ength of stay in the Hospital is



^{*}After the Annual Medical Deductible has been met.
¹Prior Authorization Required. Refer to COC/SBN.

Copays (\$) and Coinsurance (%) for Covered Health Care Services	Designated Network	Network	Out-of-Network
Mental Health Care & Substance Related and Addictive Disorder Services			
npatient1		No copay*	30%*
Outpatient ¹		\$45 copay	30%*
Partial Hospitalization ¹		No copay*	30%*
Other Services			
Cellular and Gene Therapy ¹	The amount you pay is based o	on where the covered health care	service is provided.
For Network Benefits, Cellular or Gene Therapy services must be received from a Designated Provider.			
Dlinical Trials ¹	The amount you pay is based o	on where the covered health care	service is provided.
Dental Services - Anesthesia and Facility	The amount you pay is based on where the covered health care service is provided.		
examination and Treatment for Sexual Assault		No copay	No copay
ertility Preservation for latrogenic Infertility ¹		No copay*	30%*
Sender Dysphoria ¹	The amount you pay is based o Prescription Drug Benefits Sect	on where the covered health care ion.	service is provided or in the
Hospice Care ¹		No copay*	30%*
luman Breast Milk		No copay*	30%*
nfertility Services ¹		No copay*	30%*
Benefits for Assisted Reproductive Technology (ART) are imited to four oocyte retrievals per plan year; however, if a etrieval is followed by a live birth, two additional oocyte etrievals will be covered. Following the final oocyte retrieval, Benefits will be provided for one subsequent procedure to ransfer the oocytes or sperm to the Covered Person.			
Port Wine Stain ¹	The amount you pay is based o	on where the covered health care	service is provided.
Preimplantation Genetic Testing (PGT) and Related Services ¹		No copay*	30%*
imited to \$20,000 per Covered Person per lifetime.			
imited to \$5,000 for Prescription Drug Products for Infertility per Covered Person.			
This limit does not include Preimplantation Genetic Testing PGT) for the specific genetic disorder. This limit includes Benefits for ovarian stimulation medications provided under Dutpatient Prescription Drugs.			
Reconstructive Procedures ¹	The amount you pay is based o	on where the covered health care	service is provided.
elehealth Services	The amount you pay is based o	on where the covered health care	service is provided.
emporomandibular Joint (TMJ) and Craniomandibular Disorder (CMD) Services ¹	The amount you pay is based o	on where the covered health care	service is provided.



^{*}After the Annual Medical Deductible has been met.
¹Prior Authorization Required. Refer to COC/SBN.

Copays (\$) and Coinsurance (%) for Covered Health Care Services

Transplantation Services¹

Network Benefits must be received from a Designated Provider.

Designated Network Network Out-of-Network

The amount you pay is based on where the covered health care service is provided.

^{*}After the Annual Medical Deductible has been met.
¹Prior Authorization Required. Refer to COC/SBN.

Here's an example of how the plan's costs come into play.



At the start of your plan year...

You're responsible for paying 100% of your covered health services until you reach your **deductible**, which is the amount you pay before your health plan pays a portion.

YOU PAY 100%



Your health plan starts to share a percentage of costs (the allowed amounts, excluding copays) for covered health care services with you—this is your **coinsurance**.*

YOU PAY 20%*

YOUR PLAN PAYS 80%



Your plan covers your costs (the allowed amount) at 100%. Your **out-of-pocket limit** is the most you'll pay for covered health services in a plan year—copays and coinsurance count toward this.

YOUR PLAN PAYS 100%

More ways to help manage your health plan and stay in the loop.



Search the network to find doctors.

You can go to providers in and out of our network — but when you stay in network, you'll likely pay less for care. To get started:

- Go to welcometouhc.com > Benefits > Find a Doctor or Facility.
- Choose Search for a health plan.
- $\bullet\,$ Choose $\mbox{\bf Choice Plus}$ to view providers in the health plan's network.



Manage your meds.

Look up your prescriptions using the Prescription Drug List (PDL). It places medications in tiers that represent what you'll pay, which may make it easier for you and your doctor to find options to help you save money.

- Go to welcometouhc.com > Benefits > Pharmacy Benefits.
- Select to view the medications that are covered under your plan.



Access your plan online.

With <u>myuhc.com®</u>, you've got a personalized health hub to help you find a doctor, manage your claims, estimate costs and more.



Get on-the-go access.

When you're out and about, the UnitedHealthcare® app puts your health plan at your fingertips. Download to find nearby care, video chat with a doctor 24/7, access your health plan ID card and more.



Along the way, you may also be required to pay a fixed amount (for example, \$15)—or **copay**—for covered health care services, such as seeing a provider or purchasing a prescription. You pay 100% of the copay, usually when you receive the service.

^{*} Your coinsurance may vary by service. This example is for illustrative purposes only.

Other important information about your benefits.

Medical Exclusions

Services your plan generally does NOT cover. It is recommended that you review your COC, Amendments and Riders for an exact description of the services and supplies that are covered, those which are excluded or limited, and other terms and conditions of coverage.

- Acupuncture
- Bariatric Surgery
- Cosmetic Surgery
- Dental Care (Adult/Child)
- Glasses
- Long-Term Care
- Non-emergency care when traveling outside the U.S.
- · Private-Duty Nursing
- Routine Eye Care (Adult/Child)
- Routine Foot Care
- Weight Loss Programs

Outpatient Prescription Drug Benefits

For Prescription Drug Products dispensed at a retail Network Pharmacy, you are responsible for paying the lowest of the following: 1) The applicable Copayment and/or Coinsurance; 2) The Network Pharmacy's Usual and Customary Charge for the Prescription Drug Product; and 3) The Prescription Drug Charge for that Prescription Drug Product. For Prescription Drug Products from a mail order Network Pharmacy, you are responsible for paying the lower of the following: 1) The applicable Copayment and/or Coinsurance; and 2) The Prescription Drug Charge for that Prescription Drug Product. For an out-of-Network Pharmacy, your reimbursement is based on the Out-of-Network Reimbursement Rate, and you are responsible for the difference between the Out-of-Network Reimbursement Rate and the out-of-Network Pharmacy's Usual and Customary Charge.

See the Copayment and/or Coinsurance stated in the Benefit Information table for amounts. We will not reimburse you for any non-covered drug product.

For a single Copayment and/or Coinsurance, you may receive a Prescription Drug Product up to the stated supply limit. Some products are subject to additional supply limits based on criteria that we have developed. Supply limits are subject, from time to time, to our review and change.

Specialty Prescription Drug Products supply limits are as written by the provider, up to a consecutive 31-day supply of the Specialty Prescription Drug Product, unless adjusted based on the drug manufacturer's packaging size, or based on supply limits, or as allowed under the Smart Fill Program. Supply limits apply to Specialty Prescription Drug Products obtained at a Preferred Specialty Network Pharmacy, a Non-Preferred Specialty Network Pharmacy, an out-of-Network Pharmacy, a mail order Network Pharmacy or a Designated Pharmacy.

Certain Prescription Drug Products for which Benefits are described under the Prescription Drug Rider are subject to step therapy requirements. In order to receive Benefits for such Prescription Drug Products you must use a different Prescription Drug Product(s) first. You may find out whether a Prescription Drug Product is subject to step therapy requirements by contacting us at myuhc.com or the telephone number on your ID card.

Before certain Prescription Drug Products are dispensed to you, your Physician, your pharmacist or you are required to obtain prior authorization from us or our designee to determine whether the Prescription Drug Product is in accordance with our approved guidelines and it meets the definition of a Covered Health Care Service and is not an Experimental or Investigational or Unproven Service. We may also require you to obtain prior authorization from us or our designee so we can determine whether the Prescription Drug Product, in accordance with our approved guidelines, was prescribed by a Specialist.

If you require certain Prescription Drug Products, we may direct you to a Designated Pharmacy with whom we have an arrangement to provide those Prescription Drug Products. If you are directed to a Designated Pharmacy and you choose not to obtain your Prescription Drug Product from the Designated Pharmacy, you will be subject to the Out-of-Network Benefit for that Prescription Drug Product.

Certain Preventative Care Medications may be covered at zero costshare. You can get more information by contacting us at myuhc.com or the telephone number on your ID card.

Benefits are provided for certain Prescription Drug Products dispensed by a mail order Network Pharmacy or Preferred 90 Day Retail Network Pharmacy. The Outpatient Prescription Drug Schedule of Benefits will tell you how mail order Network Pharmacy and Preferred 90 Day Retail Network Pharmacy supply limits apply. Please contact us at myuhc.com or the telephone number on your ID card to find out if Benefits are provided for your Prescription Drug Product and for information on how to obtain your Prescription Drug Product through a mail order Network Pharmacy or Preferred 90 Day Retail Network Pharmacy.

Other important information about your benefits.

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The following exclusions apply. In addition see your Pharmacy Rider and SBN for additional exclusions and limitations that may apply.

UnitedHealthcare does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you weren't treated fairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator:

Online: UHC_Civil_Rights@uhc.com

Mail: Civil Rights Coordinator

UnitedHealthcare Civil Rights Grievance P.O. Box 30608, Salt Lake City, UT 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free phone number listed on your ID card, TTY 711, Monday through Friday, 8 a.m. to 8 p.m. You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

Complaint forms are available at:

http://www.hhs.gov/ocr/office/file/index.html.

Phone: Toll-free 1-800-368-1019, 1-800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building

Washington, D.C. 20201

We provide free services to help you communicate with us such as letters in others languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call the toll-free phone number listed on your identification card.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意:如果您說中文 (Chinese),我們免費為您提供語言協助 服務。請撥打會員卡所列的免付費會員電話號碼。

XIN LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

알림: 한국어(Korean)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

PAALALA: Kung nagsasalita ka ng Tagalog (Tagalog), may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является русский (Russian). Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

ةي و غلل اقدع اسمل التامدخ ن إف ، (Arabic) قيب رعل الشدحت تنك اذا نويبنت على المدحت تنك اذا نويبنت على عبد عمل المدح تناجم المادخ عن المادخ عند المادخ المادخ المادخ عند المادخ ك ب قص الحل أف ي راعت ل قق اطب

ATANSYON: Si w pale Kreyòl ayisyen (Haitian Creole), ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w.

ATTENTION: Si vous parlez français (French), des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification.

UWAGA: Jeżeli mówisz po polsku (Polish), udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie identyfikacyjnej.

ATENÇÃO: Se você fala português (Portuguese), contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação.

ATTENZIONE: in caso la lingua parlata sia l'italiano (Italian), sono disponibili servizi di assistenza linguistica gratuiti. Per favore chiamate il numero di telefono verde indicato sulla vostra tessera identificativa

ACHTUNG: Falls Sie Deutsch (German) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an.

注意事項:日本語 (Japanese) を話される場合、無料の言語支援 サービスをご利用いただけます。健康保険証に記載されている フリーダイヤルにお電話ください。

توجه: اگر زبان شما فارسی (Farsi) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفا با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده تماس بگیرید.

ध्यान दें: यद आप हिंदी (Hindi) बोलते है, आपको भाषा सहायता सेबाएं, नि:शुल्क उपलब्ध हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फरी फॉन नंबर पर कॉल करें।

CEEB TOOM: Yog koj hais Lus Hmoob (Hmong), muaj kev pab txhais lus pub dawb rau koj. Thov hu rau tus xov tooj hu deb dawb uas teev muaj nyob rau ntawm koj daim yuaj cim qhia tus kheej.

ΠΡΟΣΟΧΗ: Αν μιλάτε Ελληνικά (Greek), υπάρχει δωρεάν βοήθεια στη γλώσσα σας. Παρακαλείστε να καλέσετε το δωρεάν αριθμό που θα βρείτε στην κάρτα ταυτότητας μέλους.

PAKDAAR: Nu saritaem ti Ilocano (Ilocano), ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Maidawat nga awagan iti toll-free a numero ti telepono nga nakalista ayan iti identification card mo.

DÍÍ BAA'ÁKONÍNÍZIN: Diné (Navajo) bizaad bee yániłti'go, saad bee áka'anída'awo'ígíí, t'áá jíík'eh, bee ná'ahóót'i'. T'áá shoodí ninaaltsoos nitł'izí bee nééhozinígíí bine'déé' t'áá jíík'ehgo béésh bee hane'í biká'ígíí bee hodíilnih.

OGOW: Haddii aad ku hadasho Soomaali (Somali), adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac lambarka telefonka khadka bilaashka ee ku yaalla kaarkaaga agoonsiga.

ગુજરાતી (Gujarati): ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો આપને ભાષાકીય મદદરૂપ સેવા વવના મૂલ્યે પ્રાપ્ય છે. મહેરબાની કરી તમારા આ્ઈડી કાડડની સૂચિ પર આપેલોં સેભ્યે મોટેના ટોલ-ફરી નંબર ઉપર કોલ

