




Blue Saver Silver EPO – 73%

Coverage For: Individual + Family Plan Type: EPO

 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 1-855-350-7437 or visit us at [AlabamaBlue.com/bb/2024epo-73.pdf](http://AlabamaBlue.com/bb/2024epo-73.pdf). 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 [AlabamaBlue.org/sbcglossary](http://AlabamaBlue.org/sbcglossary) or call 1-855-350-7437 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <a href="#">deductible</a> ?	\$3,500 / individual or \$7,000 / family in-network.	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. In-network <a href="#">preventive services</a> , some <a href="#">physician services</a> , Tier 1 and Tier 2 drugs and some pediatric dental 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 <a href="#">cost-sharing</a> 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?	No.	You don't have to meet <a href="#">deductible</a> for specific services.
What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ?	For in-network \$5,800 individual / \$11,600 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 limits</a> has been met.
What is not included in the <a href="#">out-of-pocket limit</a> ?	All out-of-network <a href="#">cost sharing</a> amounts ( <a href="#">deductibles</a> , <a href="#">copays</a> and <a href="#">coinsurance</a> ), <a href="#">premiums</a> , <a href="#">balance-billing</a> charges, healthcare this <a href="#">plan</a> doesn't cover, and <a href="#">specialty drug</a> coupon programs payments. Exceptions include out-of-network medical <a href="#">emergency services</a> (including mental health and substance abuse) and out-of-network air ambulance services.	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://AlabamaBlue.com">AlabamaBlue.com</a> or call 1-800-810-BLUE for a list of <a href="#">network providers</a> .	This <a href="#">plan</a> uses a <a href="#">provider</a> network. You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's</a> network. 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> ?	Yes. Some services require a <a href="#">referral</a> .	This <a href="#">plan</a> will pay some or all of the costs to see a <a href="#">specialist</a> for covered services but only if you have the <a href="#">plan's</a> permission before you see the <a href="#">specialist</a> .



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
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you visit a health care <a href="#">provider's</a> office or clinic	Primary care visit to treat an injury or illness	\$50 <a href="#">copay</a> /visit <a href="#">Deductible</a> does not apply	Not Covered	Members are required to designate a Primary Care Physician (PCP) within the Blue High Performance Network (BlueHPN); in Alabama, <a href="#">referral</a> is required if services are not rendered by your Primary Care physician (unless seeing an Urgent Care provider, Behavioral Health provider, or provider specializing in OB/GYN); precertification is required for some <a href="#">provider</a> administered drugs; if no precertification is obtained, no benefits are available
	<a href="#">Specialist</a> visit	\$75 <a href="#">copay</a> /visit <a href="#">Deductible</a> does not apply	Not Covered	<a href="#">Referral</a> is required in Alabama (unless seeing an Urgent Care provider, Behavioral Health provider, or provider specializing in OB/GYN); precertification is required for some <a href="#">provider</a> administered drugs; if no precertification is obtained, no benefits are available
	<a href="#">Preventive care/screening/immunization</a>	No Charge <a href="#">Deductible</a> does not apply	Not Covered	Please visit <a href="#">AlabamaBlue.com/PreventiveServices</a> and <a href="#">AlabamaBlue.com/StandardACAPreventiveDrugList</a> . 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 your <a href="#">plan</a> benefits for coverage. In Alabama, you must receive these services by your BlueHPN physician or be referred by your BlueHPN physician (except services for immunizations rendered by a pharmacy in the Pharmacy Vaccine Network or services rendered by a provider specializing in OB/GYN). For a printed copy, please contact Customer Service at 1-855-350-7437.
If you have a test	<a href="#">Diagnostic test</a> (x-ray, blood work)	25% <a href="#">coinsurance</a>	Not Covered	Benefits listed are <a href="#">physician services</a> ; some <a href="#">diagnostic tests</a> and imaging may require precertification; if no precertification is obtained, no benefits are available
	Imaging (CT/PET scans, MRIs)	25% <a href="#">coinsurance</a>	Not Covered	

\* For more information about limitations and exceptions, see the [plan](#) or policy document at [AlabamaBlue.com/bb/2024epo-73.pdf](#)

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you need drugs to treat your illness or condition</b>  More information about <a href="#">prescription drug coverage</a> is available at <a href="#">AlabamaBlue.com/2024SourcePlusRx1DrugList</a>	Tier 1 Drugs	\$20 <a href="#">copay</a> (retail) \$50 <a href="#">copay</a> (mail order) <a href="#">Deductible</a> does not apply	Not Covered	Benefits listed are only available through the ValueONE Retail Network and the Home Delivery Network; precertification is required for some drugs; if no precertification is obtained, no benefits are available; covered insulin products may have lower patient responsibility; select generic specialty and biosimilar drugs on the Select Generic Specialty and Biosimilar Drug List will have lower member cost share
	Tier 2 Drugs	\$30 <a href="#">copay</a> (retail) \$75 <a href="#">copay</a> (mail order) <a href="#">Deductible</a> does not apply	Not Covered	
	Tier 3 Drugs	25% <a href="#">coinsurance</a> (retail) 25% <a href="#">coinsurance</a> (mail order)	Not Covered	
	Tier 4 Drugs	25% <a href="#">coinsurance</a> (retail) 25% <a href="#">coinsurance</a> (mail order)	Not Covered	
	Tier 5 Drugs (preferred specialty)	25% <a href="#">coinsurance</a> (retail)	Not Covered	
	Tier 6 Drugs (non-preferred specialty)	25% <a href="#">coinsurance</a> (retail)	Not Covered	
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	25% <a href="#">coinsurance</a>	Not Covered	Precertification may be required; if no precertification is obtained, no benefits are available
	Physician/surgeon fees	25% <a href="#">coinsurance</a>	Not Covered	<a href="#">Referral</a> is required in Alabama
<b>If you need immediate medical attention</b>	<a href="#">Emergency room care</a>	Accident: 25% <a href="#">coinsurance</a> Medical Emergency: 25% <a href="#">coinsurance</a>	Accident: 25% <a href="#">coinsurance</a> Medical Emergency: 25% <a href="#">coinsurance</a>	Physician charges will apply
	<a href="#">Emergency medical transportation</a>	25% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	None
	<a href="#">Urgent care</a>	\$50 <a href="#">copay</a> /visit <a href="#">Deductible</a> does not apply	Not Covered	None
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	25% <a href="#">coinsurance</a>	Not Covered	In Alabama, out-of-network benefits are only available for accidental injury and medical emergency; member pays 50% <a href="#">coinsurance</a> after the <a href="#">deductible</a> ; precertification is required; if no precertification is obtained, no benefits are available
	Physician/surgeon fees	25% <a href="#">coinsurance</a>	Not Covered	Precertification is required; if no precertification is obtained, no benefits are available

\* For more information about limitations and exceptions, see the [plan](#) or policy document at [AlabamaBlue.com/bb/2024epo-73.pdf](#)

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you need mental health, behavioral health, or substance abuse services</b>	Outpatient services	\$75 <a href="#">copay</a> /visit <a href="#">Deductible</a> does not apply	Not Covered	In Alabama, out-of-network facility benefits are only available for accidental injury and medical emergency; member pays 50% <a href="#">coinsurance</a> ; Precertification is required for intensive outpatient, partial <a href="#">hospitalization</a> and inpatient <a href="#">hospitalization</a> ; if no precertification is obtained, no benefits are available
	Inpatient services	Physician: 25% <a href="#">coinsurance</a> Inpatient Hospital: 25% <a href="#">coinsurance</a> <a href="#">Deductible</a> does not apply	Physician: Not Covered Inpatient Hospital: Not Covered	
<b>If you are pregnant</b>	Office visits	25% <a href="#">coinsurance</a>	Not Covered	<a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a> . Depending on the type of services, a <a href="#">copayment</a> , <a href="#">coinsurance</a> or <a href="#">deductible</a> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e., ultrasound); in Alabama, out-of-network facility benefits are only available for accidental injury and medical emergency; member pays 50% <a href="#">coinsurance</a> after the <a href="#">deductible</a> ; precertification may be required for some inpatient services; if no precertification is obtained, no benefits are available
	Childbirth/delivery professional services	25% <a href="#">coinsurance</a>	Not Covered	
	Childbirth/delivery facility services	25% <a href="#">coinsurance</a>	Not Covered	
<b>If you need help recovering or have other special health needs</b>	<a href="#">Home health care</a>	25% <a href="#">coinsurance</a>	Not Covered	Benefits for home infusion services are also available; precertification is required outside Alabama; if no precertification is obtained, no benefits are available
	<a href="#">Rehabilitation services</a>	25% <a href="#">coinsurance</a>	Not Covered	30 visits per member per calendar year; includes occupational, physical and speech therapy; children ages 0-18 with an autistic diagnosis are allowed unlimited visits for occupational and speech therapy
	<a href="#">Habilitation services</a>	25% <a href="#">coinsurance</a>	Not Covered	30 visits per member per calendar year; includes occupational, physical and speech therapy; children ages 0-18 with an autistic diagnosis are allowed unlimited visits for occupational and speech therapy
	<a href="#">Skilled nursing care</a>	Not Covered	Not Covered	Not covered; member pays 100%
	<a href="#">Durable medical equipment</a>	25% <a href="#">coinsurance</a>	Not Covered	Precertification may be required; if no precertification is obtained, no benefits are available
	<a href="#">Hospice services</a>	25% <a href="#">coinsurance</a>	Not Covered	Precertification is required outside Alabama; if no precertification is obtained, no benefits are available
<b>If your child needs dental or eye care</b>	Children's eye exam	25% <a href="#">coinsurance</a>	Not Covered	Benefits include one eye exam (including refraction) each calendar year for members up to the end of the month in which the member turns 19
	Children's glasses	25% <a href="#">coinsurance</a>	25% <a href="#">coinsurance</a>	Benefits include one pair of prescription glasses (lenses and frames) or contact lenses (limited to one 12-month supply) each calendar year for members up to the end of the month in which the member turns 19
	Children's dental check-up	No Charge <a href="#">Deductible</a> does not apply	Not Covered	Benefits include diagnostic and <a href="#">preventive services</a> for members up to the end of the month in which the member turns 19; additional benefits available; limitations apply; patient responsibility may vary

\* For more information about limitations and exceptions, see the [plan](#) or policy document at [AlabamaBlue.com/bb/2024epo-73.pdf](http://AlabamaBlue.com/bb/2024epo-73.pdf)

## 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 when necessary to prevent a serious health risk to the woman or as required by applicable laws)</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>• Private-duty nursing</li></ul>	<ul style="list-style-type: none"><li>• Routine eye care (Adult)</li><li>• Routine foot care</li><li>• Skilled nursing 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.)		
<ul style="list-style-type: none"><li>• Chiropractic care (limited to 15 visits per member per calendar year)</li></ul>	<ul style="list-style-type: none"><li>• Infertility treatment (Assisted Reproductive Technology not covered)</li></ul>	<ul style="list-style-type: none"><li>• Non-emergency care when traveling outside the U.S.</li></ul>

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <https://www.dol.gov/agencies/ebsa/about-ebsa/ask-a-question/ask-ebsa> or Blue Cross and Blue Shield of Alabama at 1-855-350-7437. 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.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.

**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: Alabama Department of Insurance at 1-334-269-3550 or [Insdept@insurance.alabama.gov](mailto:Insdept@insurance.alabama.gov).

### 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 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](#).

*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)		Managing Joe's type 2 Diabetes (a year of routine in-network care of a well-controlled condition)		Mia's Simple Fracture (in-network emergency room visit and follow up care)																																											
■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$3,500	■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$3,500	■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$3,500																																										
■ <a href="#">Specialist copayment</a>	\$75	■ <a href="#">Specialist copayment</a>	\$75	■ <a href="#">Specialist copayment</a>	\$75																																										
■ Hospital (facility) <a href="#">coinsurance</a>	25%	■ Hospital (facility) <a href="#">coinsurance</a>	25%	■ Hospital (facility) <a href="#">coinsurance</a>	25%																																										
■ Other <a href="#">copayment/coinsurance</a>	\$50/25%	■ Other <a href="#">copayment/coinsurance</a>	\$50/25%	■ Other <a href="#">copayment/coinsurance</a>	\$50/25%																																										
<p>This EXAMPLE event includes services like:  <a href="#">Specialist</a> office visits (<i>prenatal care</i>)                      Childbirth/Delivery Professional Services                      Childbirth/Delivery Facility Services  <a href="#">Diagnostic tests</a> (<i>ultrasounds and blood work</i>)  <a href="#">Specialist</a> visit (<i>anesthesia</i>)</p>		<p>This EXAMPLE event includes services like:  <a href="#">Primary care physician</a> office visits (<i>including disease education</i>)  <a href="#">Diagnostic tests</a> (<i>blood work</i>)                      Prescription drugs  <a href="#">Durable medical equipment</a> (<i>glucose meter</i>)</p>		<p>This EXAMPLE event includes services like:  <a href="#">Emergency room care</a> (<i>including medical supplies</i>)  <a href="#">Diagnostic tests</a> (<i>x-ray</i>)  <a href="#">Durable medical equipment</a> (<i>crutches</i>)  <a href="#">Rehabilitation services</a> (<i>physical therapy</i>)</p>																																											
<b>Total Example Cost</b>	<b>\$12,700</b>	<b>Total Example Cost</b>	<b>\$5,600</b>	<b>Total Example Cost</b>	<b>\$2,800</b>																																										
<p>In this example, Peg would pay:</p> <table border="1"> <thead> <tr> <th colspan="2">Cost Sharing</th> </tr> </thead> <tbody> <tr> <td><a href="#">Deductibles</a></td> <td>\$3,500</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td>\$10</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td>\$2,300</td> </tr> <tr> <th colspan="2">What isn't covered</th> </tr> <tr> <td>Limits or exclusions</td> <td>\$60</td> </tr> <tr> <td><b>The total Peg would pay is</b></td> <td><b>\$5,870</b></td> </tr> </tbody> </table>		Cost Sharing		<a href="#">Deductibles</a>	\$3,500	<a href="#">Copayments</a>	\$10	<a href="#">Coinsurance</a>	\$2,300	What isn't covered		Limits or exclusions	\$60	<b>The total Peg would pay is</b>	<b>\$5,870</b>	<p>In this example, Joe would pay:</p> <table border="1"> <thead> <tr> <th colspan="2">Cost Sharing</th> </tr> </thead> <tbody> <tr> <td><a href="#">Deductibles</a></td> <td>\$300</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td>\$900</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td>\$0</td> </tr> <tr> <th colspan="2">What isn't covered</th> </tr> <tr> <td>Limits or exclusions</td> <td>\$40</td> </tr> <tr> <td><b>The total Joe would pay is</b></td> <td><b>\$1,240</b></td> </tr> </tbody> </table>		Cost Sharing		<a href="#">Deductibles</a>	\$300	<a href="#">Copayments</a>	\$900	<a href="#">Coinsurance</a>	\$0	What isn't covered		Limits or exclusions	\$40	<b>The total Joe would pay is</b>	<b>\$1,240</b>	<p>In this example, Mia would pay:</p> <table border="1"> <thead> <tr> <th colspan="2">Cost Sharing</th> </tr> </thead> <tbody> <tr> <td><a href="#">Deductibles</a></td> <td>\$2,500</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td>\$200</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td>\$0</td> </tr> <tr> <th colspan="2">What isn't covered</th> </tr> <tr> <td>Limits or exclusions</td> <td>\$0</td> </tr> <tr> <td><b>The total Mia would pay is</b></td> <td><b>\$2,700</b></td> </tr> </tbody> </table>		Cost Sharing		<a href="#">Deductibles</a>	\$2,500	<a href="#">Copayments</a>	\$200	<a href="#">Coinsurance</a>	\$0	What isn't covered		Limits or exclusions	\$0	<b>The total Mia would pay is</b>	<b>\$2,700</b>
Cost Sharing																																															
<a href="#">Deductibles</a>	\$3,500																																														
<a href="#">Copayments</a>	\$10																																														
<a href="#">Coinsurance</a>	\$2,300																																														
What isn't covered																																															
Limits or exclusions	\$60																																														
<b>The total Peg would pay is</b>	<b>\$5,870</b>																																														
Cost Sharing																																															
<a href="#">Deductibles</a>	\$300																																														
<a href="#">Copayments</a>	\$900																																														
<a href="#">Coinsurance</a>	\$0																																														
What isn't covered																																															
Limits or exclusions	\$40																																														
<b>The total Joe would pay is</b>	<b>\$1,240</b>																																														
Cost Sharing																																															
<a href="#">Deductibles</a>	\$2,500																																														
<a href="#">Copayments</a>	\$200																																														
<a href="#">Coinsurance</a>	\$0																																														
What isn't covered																																															
Limits or exclusions	\$0																																														
<b>The total Mia would pay is</b>	<b>\$2,700</b>																																														

Note: These numbers assume the patient does not participate in the [plan's](#) wellness program. If you participate in the [plan's](#) wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: [AlabamaBlue.com](#).

## Language Access Services and Notice of Nondiscrimination:

Blue Cross and Blue Shield of Alabama, an independent licensee of the Blue Cross and Blue Shield Association, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Alabama:

- 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)
- Provides 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 1557 Compliance Coordinator. If you believe that we have 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 in person or by mail, fax, or email at: Blue Cross and Blue Shield of Alabama, Compliance Office, 450 Riverchase Parkway East, Birmingham, Alabama 35244, Attn: 1557 Compliance Coordinator, 1-855-216-3144, 711 (TTY), 1-205-220-2984 (fax), 1557Grievance@bcbsal.org (email). If you need help filing a grievance, our 1557 Compliance 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, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## Foreign Language Assistance

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-216-3144 (TTY: 711)

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-216-3144 (TTY: 711)번으로 전화해 주십시오.

**Chinese:** 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 1-855-216-3144 (TTY: 711)。

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-216-3144 (TTY: 711).

**Arabic:** انتباه: إذا كنت تتحدث العربية، توجد خدمات مساعدة فيما يتعلق باللغة، بدون تكلفة، متاحة لك. اتصل بـ 1-855-216-3144 (الهاتف النصي: 711).

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-216-3144 (TTY: 711).

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-216-3144 (ATS: 711).

**French Creole:** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-216-3144 (TTY: 711).

**Gujarati:** ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હોય, તો ભાષા સહાયતા સેવા, તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. 1-855-216-3144 પર કોલ કરો (TTY: 711).

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-216-3144 (TTY: 711).

**Hindi:** ध्यान दें: अगर आपकी भाषा हिंदी है, तो आपके लिए भाषा सहायता सेवाएँ नि:शुल्क उपलब्ध हैं। 1-855-216-3144 (TTY: 711) पर कॉल करें।

**Laotian:** ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າສັງຄ່າ, ຄ່າມາດນຳໃຫ້ທ່ານ. ໂທ 1-855-216-3144 (TTY: 711).

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-216-3144 (телетайп: 711).

**Portuguese:** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-216-3144 (TTY: 711).

**Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-216-3144 (TTY: 711).

**Turkish:** DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardım hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-855-216-3144 (TTY: 711) irtibat numaralarını arayın.

**Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-216-3144 (TTY: 711).

**Japanese:** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-216-3144（TTY: 711）まで、お電話にてご連絡ください。