



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, [http://myAHplan.com/COC\\_HI\\_2021](http://myAHplan.com/COC_HI_2021). 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.cciio.cms.gov](http://www.cciio.cms.gov) or call 1-844-522-5279 to request a copy.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	\$0 at Indian Health Care <b>Provider</b> (IHCP) or with <b>referral</b> at non-IHCP; \$7,100 person/ \$14,200 family	Generally, you must pay all of the costs from providers up to the <u>deductible</u> amount before this <b>plan</b> begins to pay. If you have other family members on the <b>plan</b> each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u>
Are there services covered before you meet your <u>deductible</u> ?	Preventive services, maternity office visits (1-15 per year)	This <b>plan</b> covers some items and services even if you haven't yet met the annual <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <b>plan</b> covers certain preventative services without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered preventative services at <a href="https://www.healthcare.gov/coverage/preventative-care-benefits/">https://www.healthcare.gov/coverage/preventative-care-benefits/</a> .
Are there other <u>deductibles</u> for specific services?	Yes, Prescription drugs_\$0 at Indian Health Care <b>Provider</b> (IHCP) or with IHCP <b>referral</b> at non-IHCP; \$200 person/\$400 family	Yes, You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <b>plan</b> begins to pay for these services.
What is the <u>out-of-pocket limit</u> for this plan?	\$8,550 person/ \$17,100 family;	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <b>plan</b> they have to meet their own out-of-pocket limits until the overall family <u>out-of-pocket limit</u> has been met
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, balance billed charges, non-covered services	Even though you pay these expenses, they don't count toward the out-of-pocket limit
Will you pay less if you use a <u>network provider</u> ?	Yes. See <a href="http://myAHplan.com/AHAP_MP_directory_2021">http://myAHplan.com/AHAP_MP_directory_2021</a> or call 1.844.522.5279 for a list of <u>network</u> providers.	This <b>plan</b> uses a provider <u>network</u> . You will pay less if you use a <b>provider</b> in the <b>plan</b> 's <u>network</u> . You will pay the most if you use an out-of- <u>network</u> provider, and you might receive a bill from a <b>provider</b> for the difference between the <b>provider</b> 's charge and what your <b>plan</b> pays (a <u>balance billing</u> ). Be aware your <u>network</u> provider might use an out-of- <u>network</u> provider for some services (such as lab work). Check with your <b>provider</b> before you get services.
Do I need a <b>referral</b> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a referral



All **copayments** 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
		Indian Health Care Provider (IHCP)	Non-IHCP Provider In-Network Provider	Non-IHCP Out-of- Network Provider	
If you visit a health care <b><u>provider's</u></b> office or clinic	Primary care visit to treat an injury or illness	\$0	\$45 copay/visit	Not Covered	Cost sharing waived with IHCP <b><u>referral</u></b>
	<b><u>Specialist</u></b> visit	\$0	\$110 copay/visit	Not Covered	Cost sharing waived with IHCP <b><u>referral</u></b> 26 visit maximum - Chiropractor.
	<b><u>Preventive care / screening</u></b> /immunization	\$0	\$0 copay	Not covered	You may have to pay for services that aren't preventive. Ask your <b><u>provider</u></b> if the services needed are preventive. Then check what your <b><u>plan</u></b> will pay for.
If you have a test	<b><u>Diagnostic test</u></b> (x-ray, blood work)	\$0	20% coinsurance	Not Covered	Cost sharing waived with IHCP <b><u>referral</u></b> See section IV and V of <b><u>plan</u></b> document.
	Imaging (CT/PET scans, MRIs)	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b><u>referral</u></b> Requires authorization, without which uncovered expenses might become member's responsibility

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		IHCP	Non-IHCP In-Network	Non-IHCP Out-of-Network	
<p>If you need drugs to treat your illness or condition</p> <p>More information about <b><u>prescription drug coverage</u></b> is available at <a href="http://myAHplan.com/MP_formulary_2021">http://myAHplan.com/MP_formulary_2021</a></p>	Preferred Generic drugs	\$0	\$2 copay Preferred Network, \$5 copay in network	N/A	Cost sharing waived with IHCP referral
	Non-Preferred Generic drugs	\$0	\$15 copay Preferred Network, \$20 copay in network	N/A	Cost sharing waived with IHCP referral
	Preferred brand drugs	\$0	Rx deductible, \$30 copay Preferred Network; Rx deductible, \$40 copay in network	N/A	Cost sharing waived with IHCP referral
	Non-preferred brand drugs	\$0	Rx deductible, \$50 copay Preferred Network; Rx deductible, \$60 copay in network	N/A	Cost sharing waived with IHCP referral
	Specialty drugs	\$0	20% coinsurance Preferred Network; 25% coinsurance in network	N/A	Cost sharing waived with IHCP <b><u>referral</u></b> 30 day supply only, preferred pharmacy only, otherwise not covered.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b><u>referral</u></b> Requires authorization
	Physician/surgeon fees	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b><u>referral</u></b>
If you need immediate medical attention	Emergency room care	\$0	20% coinsurance	20% coinsurance	Cost sharing waived with IHCP <b><u>referral</u></b> See section IV and V of <b><u>plan</u></b> document.
	Emergency medical transportation	\$0	20% coinsurance	20% coinsurance	Cost sharing waived with IHCP <b><u>referral</u></b> See section IV and V of <b><u>plan</u></b> document.
	Urgent care	\$0	\$80 copay/visit	\$80 copay/visit	Cost sharing waived with IHCP <b><u>referral</u></b> See section III.E of <b><u>plan</u></b> document for details.
If you have a hospital stay	Facility fee (e.g., hospital room)	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b><u>referral</u></b> Requires authorization
	Physician/surgeon fee	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b><u>referral</u></b>

Common Medical Event	Services You May Need	What You Will Pay			Limitations, Exceptions, & Other Important Information
		IHCP	Non-IHCP In-Network	Non-IHCP Out-of-Network	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$0	\$110 copay office visit; 20% coinsurance other outpatient services	Not covered	Cost sharing waived with IHCP <b>referral</b> Requires authorization
	Inpatient services	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b>referral</b> Requires authorization
If you are pregnant	Office visits	\$0	\$0 per visit 1-15; ultrasounds 20% coinsurance	Not covered	Cost sharing waived with IHCP <b>referral</b> In <b>network</b> visit 16+ subject to <b>Specialist</b> cost share. Perinatology not included.
	Childbirth/delivery professional services	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b>referral</b>
	Childbirth/delivery facility services	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b>referral</b> Requires authorization
If you need help recovering or have other special health needs	<b><u>Home health care</u></b>	\$0	20% coinsurance	Not covered	Limit 60 visits per year. <b>Cost sharing</b> waived with IHCP <b>referral</b>
	<b><u>Rehabilitation services</u></b>	\$0	20% coinsurance	Not covered	35 visits per year, per condition. <b>Cost sharing</b> waived with IHCP <b>referral</b>
	<b><u>Habilitation services</u></b>	\$0	20% coinsurance	Not covered	35 visits per year, per condition. <b>Cost sharing</b> waived with IHCP <b>referral</b>
	<b><u>Skilled nursing care</u></b>	\$0	20% coinsurance	Not covered	60 days maximum per year. <b>Cost sharing</b> waived with IHCP <b>referral</b>
	<b><u>Durable medical equipment</u></b>	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b>referral</b> Requires authorization
	<b><u>Hospice service</u></b>	\$0	20% coinsurance	Not covered	Cost sharing waived with IHCP <b>referral</b> See section IV and V of <b>plan</b> document.
If your child needs dental or eye care	Children's eye exam	\$0	\$0 copay	Not covered.	One routine eye exam per year.
	Children's glasses	\$0	\$0 copay	Not covered.	One pair of eyeglasses (frame and basic lenses) per year. See sections IV and V of <b>plan</b> document.
	Children's dental check-up	\$0	\$0 copay	Not covered.	Cost sharing waived with IHCP <b>referral</b> See section IV and V of <b>plan</b> document.

## Excluded Services & Other Covered Services:

### Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- |                     |  |                        |
|---------------------|--|------------------------|
| • Acupuncture       | • Hearing aids                                       | • Private-duty nursing |
| • Bariatric surgery | • Infertility treatment                              | • Routine eye care     |
| • Cosmetic surgery  | • Long-term care                                     | • Routine foot care    |
| • Dental care       | • Non-emergency care when traveling outside the U.S. | • Weight loss programs |

### Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Chiropractic services (limited)

**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: the U.S. Department of Labor, Employee Benefits Security Administration at 1.866.444.3272 or [www.dol.gov/ebsa](http://www.dol.gov/ebsa), or the U.S. Department of Health and Human Services at 1.877.267.2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov). Other options to continue coverage are 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 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:

Health First Health Plans Customer Service (weekdays 8am to 5pm)  
Phone Toll-Free: 1.844.522.5279  
TDD services for the hearing or speech impaired: 800.955.8771  
Fax Number: 1.855.328.0053

Florida's Office of Insurance Regulation (OIR)  
Call 1.877.693.5236. (fully-insured plans only)

Health First Health Plans Attn: Appeals Coordinator  
6450 US Highway 1 Rockledge, FL 32955  
[www.myAHplan.com](http://www.myAHplan.com)  
[hfhpinfo@hf.org](mailto:hfhpinfo@hf.org)

**Does this plan provide Minimum Essential Coverage? This plan or policy Does provide minimum essential coverage.**

**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:

Spanish (Español): Para obtener asistencia en Español, llame al 844.522.5279.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 844.522.5279.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 844.522.5279.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 844.522.5279.

————— *To see examples of how this plan might cover costs for a sample medical situation, see the next page.* —————

## 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 **plan's** overall **deductible** \$7,100
- **Specialist** copayment \$110
- Hospital (facility) coinsurance 20%
- Other **coinsurance** coinsurance 20%

**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>	\$12,700
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In this example, Peg would pay:

Cost Sharing	
<b>Deductibles</b>	\$7,100
<b>Copayments</b>	\$10
<b>Coinsurance</b>	\$800
What isn't covered	
Limits or exclusions	\$0
<b>The total Peg would pay is</b>	<b>\$7,910</b>

### Managing Joe's type 2 Diabetes

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

- The **plan's** overall **deductible** \$7,100
- **Specialist** copayment \$110
- Hospital (facility) coinsurance 20%
- Other **coinsurance** coinsurance 20%

**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>	\$5,600
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In this example, Joe would pay:

Cost Sharing	
<b>Deductibles</b>	\$200
<b>Copayments</b>	\$1,100
<b>Coinsurance</b>	\$0
What isn't covered	
Limits or exclusions	\$0
<b>The total Joe would pay is</b>	<b>\$1,300</b>

### Mia's Simple Fracture

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

- The **plan's** overall **deductible** \$7,100
- **Specialist** copayment \$110
- Hospital (facility) coinsurance 20%
- Other **coinsurance** coinsurance 20%

**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>	\$2,800
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In this example, Mia would pay:

Cost Sharing	
<b>Deductibles</b>	\$2,500
<b>Copayments</b>	\$300
<b>Coinsurance</b>	\$0
What isn't covered	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$2,800</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: 1.844.522.5279

Note: These numbers assume the patient received care from an IHCP **provider** or with IHCP **referral** at a non-IHCP. If you receive care from a non-IHCP **provider** without a **referral** from an IHCP your costs may be higher.

The **plan** would be responsible for the other costs of these EXAMPLE covered services.



## Questions and answers about the Coverage Examples:

### What are some of the assumptions behind the Coverage Examples?

- Costs don't include premiums.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from participating providers. If the patient had received care from non-participating providers, costs would have been higher.

### What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how deductibles, copayments, and coinsurance can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

### Does the Coverage Example predict my own care needs?

**No.** Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

### Does the Coverage Example predict my future expenses?

**No.** Coverage Examples are not cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your providers charge, and the reimbursement your health plan allows.

### Can I use Coverage Examples to compare plans?

**Yes.** When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

### Are there other costs I should consider when comparing plans?

**Yes.** An important cost is the premium you pay. Generally, the lower your premium, the more you'll pay in out-of-pocket costs, such as copayments, deductibles, and coinsurance. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.



**English:**

If you, or someone you're helping, has questions about AdventHealth Advantage Plans, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 844-522-5279.

**Spanish:**

En caso que usted, o alguien a quien usted ayude, tenga cualquier duda o pregunta acerca de AdventHealth Advantage Plans, usted tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 844-522-5279.

**Haitian Creole:**

Si oumenm oswa yon moun w ap ede gen kesyon konsènan AdventHealth Advantage Plans, se dwa w pou resevwa asistans ak enfòmasyon nan lang ou pale a, san ou pa gen pou peye pou sa. Pou pale avèk yon entèprèt, rele nan 844-522-5279.

**Vietnamese:**

Nếu Quý vị, hay người mà Quý vị đang giúp đỡ, có câu hỏi về AdventHealth Advantage Plans thì Quý vị có quyền được trợ giúp và được biết thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với thông dịch viên, xin gọi số 844-522-5279.

**Portuguese:**

Você ou alguém que você estiver ajudando tem o direito de tirar dúvidas e obter informações sobre os AdventHealth Advantage Plans no seu idioma e sem custos. Para falar com um tradutor, ligue para 844-522-5279.

**Chinese:**

如果您，或是您正在協助的對象，有與 AdventHealth Advantage Plans 相關的問題，您有權以您的母語免費取得幫助和資訊。請致電 844-522-5279 與翻譯員洽談。

**French:**

Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de AdventHealth Advantage Plans, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 844-522-5279.

**Tagalog:**

Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa AdventHealth Advantage Plans, may karapatan ka na humingi ng tulong at impormasyon sa iyong wika nang libre. Upang makausap ang isang tagasalin, tumawag sa 844-522-5279.

**Russian:**

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу AdventHealth Advantage Plans, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 844-522-5279.

**Arabic:**

إن كان لديك أو لدى شخص تساعدك أسئلة بخصوص AdventHealth Advantage Plans، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بالرقم 844-522-5279

**Italian:**

Se lei o qualcuno che sta aiutando avete domande su AdventHealth Advantage Plans, ha il diritto di ottenere aiuto e informazioni nella sua lingua gratuitamente. Per parlare con un interprete, può chiamare il numero 844-522-5279.

**German:**

Falls Sie oder jemand, dem Sie helfen, Fragen zum AdventHealth Advantage Plans haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 844-522-5279 an.

**Korean:**

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 AdventHealth Advantage Plans에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 844-522-5279로 전화하십시오.

**Polish:**

Jeśli Ty lub osoba, której pomagasz, macie pytania na temat AdventHealth Advantage Plans, macie Państwo prawo do bezpłatnego uzyskania informacji i pomocy w języku ojczystym. Aby porozmawiać z tłumaczem, prosimy zadzwonić pod numer 844-522-5279.

**Gujarati:**

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યા હો તેમાંથી કોઈને ફોનિંગ હોસ્પિટલ કેર એડવાંટેજ વિશે પૂછો હોય તો તમને તમારી ભાષામાં વિના મૂલ્યે મદદ અને માહિતી મેળવવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે 844-522-5279 પર કોલ કરો.

**Thai:**

หากคุณหรือคนที่กำลังช่วยเหลือมีคำถามเกี่ยวกับ AdventHealth Advantage Plans คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย หากต้องการพูดคุยกับล่าม โปรดโทร 844-522-5279.

## Nondiscrimination Notice

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

AdventHealth Advantage Plans:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, accessible electronic 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 these services, please contact our Civil Rights Coordinator.

If you believe that AdventHealth Advantage Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, 6450 US Highway 1, Rockledge, FL 32955, 321-434-4521, 1-800-955-8771 (TTY), Fax: 321-434-4362, [civilrightscordinator@hf.org](mailto:civilrightscordinator@hf.org) You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

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