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. Please read the FEHB Plan brochure RI-73-881 that contains the complete terms of this plan. All benefits are subject to the definitions, limitations, and exclusions set forth in the FEHB Plan brochure. Benefits may vary if you have other coverage, such as Medicare. 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 get the FEHB Plan brochure at BSWHealthPlan.com/FEHB, and view the Glossary at healthcare.gov/sbc-glossary. You can call 844-633-5325 to request a copy of either document.

| Important Questions                                                       | Answers                                                                                                                                          | Why This Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall<br><u>deductible</u> ?                                | \$300 / Self Only<br>\$600 / Self Plus One<br>\$600 / Self and Family                                                                            | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , 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> . For family coverage, see instructions for additional applicable language.                                                                                               |
| Are there services<br>covered before you meet<br>your <u>deductible</u> ? | Yes. <u>Preventive care</u> and<br>Affordable Care Act (ACA)<br>preventive <u>drug</u> s are covered<br>before you meet your <u>deductible</u> . | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount.<br>But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u> <u>services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>HealthCare.gov/coverage/preventive-care-benefits</u> .                                                                                                                              |
| Are there other<br>deductibles<br>services?                               | No                                                                                                                                               | You don't have to meet <u>deductibles</u> for specific services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| What is the <u>out-of-pocket</u><br>limit for this <u>plan</u> ?          | \$5,500 / Self Only<br>\$11,000 / Self Plus One<br>\$11,000 / Self and Family                                                                    | The <u>out-of-pocket limit</u> , or catastrophic maximum, is the most you could pay in a year for covered services. For family coverage, see instructions for additional applicable language.                                                                                                                                                                                                                                                                                                                                                                           |
| What is not included in the <u>out-of-pocket limit</u> ?                  | Premiums and health care this plan doesn't cover.                                                                                                | Even though you pay these expenses, they don't count toward the out-of-pocket limit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Will you pay less if you<br>use a <u>network provider</u> ?               | Yes. See<br>https://www.bswhealthplan.com/P<br>ages/Provider.aspx or call 844-<br>633-5325 for a list of <u>network</u><br>providers.            | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> .<br>You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance</u> <u>billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |



| Important Questions                                        | Answers | Why This Matters:                                         |
|------------------------------------------------------------|---------|-----------------------------------------------------------|
| Do you need a <u>referral</u> to see a <u>specialist</u> ? | No      | You can see the specialist you choose without a referral. |

All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

|                                                           |                                                        |                                                                                                                                                                                                                                                           | u Will Pay                                                             |                                                                                                                                                                         |
|-----------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Medical Event                                      | Services You May<br>Need                               | <u>Participating</u> <u>Provider</u><br>(You will pay the least)                                                                                                                                                                                          | <u>Non-participating</u><br><u>Provider</u><br>(You will pay the most) | Limitations, Exceptions, & Other Important<br>Information                                                                                                               |
| If you visit a health care<br>provider's office or clinic | Primary care visit to<br>treat an injury or<br>illness | Adult: No charge for the<br>first non-preventive sick<br>visit in the <u>plan</u> year. \$25<br><u>copayment</u> per visit for<br>subsequent visits in that<br><u>plan</u> year, <u>deductible</u> does<br>not apply<br>Pediatric: No charge per<br>visit | Not covered                                                            | None                                                                                                                                                                    |
|                                                           | <u>Specialist</u> visit                                | \$50 <u>copayment</u> per visit,<br><u>deductible</u> does not apply                                                                                                                                                                                      | Not covered                                                            |                                                                                                                                                                         |
|                                                           | Preventive<br>care/screening/<br>immunization          | No charge,<br><u>deductible</u> does not apply                                                                                                                                                                                                            | Not covered                                                            | You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for. |
|                                                           | Diagnostic test (X-<br>ray, blood work)                | No charge,<br><u>deductible</u> does not apply                                                                                                                                                                                                            | Not covered                                                            | None                                                                                                                                                                    |
| lf you have a test                                        | Imaging (CT/PET<br>scans, MRIs)                        | 10% after <u>deductible</u>                                                                                                                                                                                                                               | Not covered                                                            | Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to <u>BSWHealthPlan.com/FEHB</u> or call 844-633-5325.               |



|                                                                                                                              | What You Will Pay                                                                               |                                                                                                                                                                                                                                                                                                          |                                                                        |                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Medical Event                                                                                                         | Services You May<br>Need                                                                        | <u>Participating</u> <u>Provider</u><br>(You will pay the least)                                                                                                                                                                                                                                         | <u>Non-participating</u><br><u>Provider</u><br>(You will pay the most) | Limitations, Exceptions, & Other Important<br>Information                                                                                                                                                                                                            |
|                                                                                                                              | Affordable Care Act<br>(ACA) preventive<br><u>drug</u> s                                        | No charge,<br><u>deductible</u> does not apply                                                                                                                                                                                                                                                           | Not covered                                                            |                                                                                                                                                                                                                                                                      |
|                                                                                                                              | Tier 1: Preferred<br>generic <u>drug</u> s                                                      | \$10 <u>copayment</u> per<br><u>prescription,</u><br><u>deductible</u> does not apply                                                                                                                                                                                                                    | Not covered                                                            | <u>Copayments</u> are per 30-day supply.<br>Maintenance <u>drug</u> s are allowed up to a 90-day<br>supply for 2.5 copayments if obtained through a                                                                                                                  |
| If you need <u>drug</u> s to<br>treat your illness or<br>condition                                                           | Tier 2: Preferred<br>brand name <u>drug</u> s                                                   | 30% <u>coinsurance</u> up to a<br>maximum \$75 <u>copayment</u><br>per <u>prescription</u> ,<br><u>deductible</u> does not apply                                                                                                                                                                         | Not covered                                                            | Baylor Scott & White Pharmacy or <u>participating</u><br>pharmacy. Mail Order: Available for a 1- to 90-<br>day supply. Non-maintenance <u>drug</u> s obtained<br>through mail order are limited to a 30-day                                                         |
| More information about<br>prescription drug<br><u>coverage</u> is available at<br><u>BSWHealthPlan.com/FEH</u><br><u>B</u> . | Tier 3: Non-preferred<br>generic <u>drug</u> s and<br>non-preferred brand<br>name <u>drug</u> s | 50% <u>coinsurance</u> up to a<br>\$200 <u>copayment</u> per<br><u>prescription</u> , <u>deductible</u><br>does not apply                                                                                                                                                                                | Not covered                                                            | supply maximum. Some <u>specialty drugs</u> may<br>require <u>preauthorization</u> . 30-day supply only.<br>Formulary insulin <u>prescription</u> s have a<br>maximum <u>copayment</u> of \$25 per <u>prescription</u><br>per 30-day supply. If a brand name drug is |
|                                                                                                                              | Tier 4: <u>Specialty</u><br>drugs                                                               | Tier 1: \$400 <u>copayment</u><br>per <u>prescription</u> ,<br><u>deductible</u> does not apply.<br>Tier 2: \$400 <u>copayment</u><br>per <u>prescription</u> ,<br><u>deductible</u> does not apply.<br>Tier 3: \$600 <u>copayment</u><br>per <u>prescription</u> ,<br><u>deductible</u> does not apply. | Not covered                                                            | requested when a generic equivalent is<br>available, the member is responsible for the<br>non-preferred <u>copayment</u> plus the difference in<br>cost of the brand name <u>drug</u> and generic<br>equivalent <u>drug</u> .                                        |
| lf you have outpatient<br>surgery                                                                                            | Facility fee (e.g.,<br>ambulatory surgery<br>center)                                            | 10% after <u>deductible</u>                                                                                                                                                                                                                                                                              | Not covered                                                            | Services requiring <u>preauthorization</u> that are not<br>preauthorized will be denied. Refer to<br>BSWHealthPlan.com/FEHB or call 844-633-                                                                                                                         |
|                                                                                                                              | Physician/surgeon<br>fees                                                                       | No charge                                                                                                                                                                                                                                                                                                | Not covered                                                            | 5325.                                                                                                                                                                                                                                                                |



|                                                                                    |                                           | What You Will Pay                                                                                                   |                                                                                     |                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Medical Event                                                               | Services You May<br>Need                  | <u>Participating</u> <u>Provider</u><br>(You will pay the least)                                                    | <u>Non-participating</u><br><u>Provider</u><br>(You will pay the most)              | Limitations, Exceptions, & Other Important<br>Information                                                                                                                                                                                                                                               |
|                                                                                    | Emergency room<br>care                    | 10% after <u>deductible</u>                                                                                         | 10% after <u>deductible</u>                                                         | Emergency room <u>copayment</u> waived if episode results in <u>hospitalization</u> for the same condition within 24 hours.                                                                                                                                                                             |
| If you need immediate medical attention                                            | Emergency medical transportation          | \$125 <u>copayment</u> per<br>service <u>coinsurance</u> after<br><u>deductible</u>                                 | \$125 <u>copayment</u> per<br>service <u>coinsurance</u> after<br><u>deductible</u> | None                                                                                                                                                                                                                                                                                                    |
|                                                                                    | Urgent care                               | \$50 copayment per visit                                                                                            | \$50 copayment per visit                                                            |                                                                                                                                                                                                                                                                                                         |
| lf you have a hospital                                                             | Facility fee (e.g.,<br>hospital room)     | 10% after <u>deductible</u>                                                                                         | Not covered                                                                         | Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to                                                                                                                                                                                                   |
| stay                                                                               | Physician/surgeon<br>fees                 | No charge                                                                                                           | Not covered                                                                         | BSWHealthPlan.com/FEHB or call 844-633-<br>5325.                                                                                                                                                                                                                                                        |
| lf you need mental<br>health, behavioral<br>health, or substance<br>abuse services | Outpatient services                       | Adult: \$25 <u>copayment</u> per<br>visit, <u>deductible</u> does not<br>apply<br>Pediatric: No charge per<br>visit | Not covered                                                                         | Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to <u>BSWHealthPlan.com/FEHB</u> or call 844-633-5325.                                                                                                                                               |
|                                                                                    | Inpatient services                        | 10% after <u>deductible</u>                                                                                         | Not covered                                                                         |                                                                                                                                                                                                                                                                                                         |
| lé vou are program                                                                 | Office visits                             | \$50 <u>copayment</u> per visit,<br><u>deductible</u> does not apply                                                | Not covered                                                                         | <u>Cost sharing</u> does not apply for <u>preventive</u><br><u>services</u> . Depending on the type of services, a<br><u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may<br>apply. Maternity care may include tests and<br>services described elsewhere in the SBC (i.e.,<br>ultrasound). |
| lf you are pregnant                                                                | Childbirth/delivery professional services | 10% after <u>deductible</u>                                                                                         | Not covered                                                                         | Inpatient care for the mother and newborn child<br>in a health care facility is covered for a                                                                                                                                                                                                           |
|                                                                                    | Childbirth/delivery facility services     | 10% after <u>deductible</u>                                                                                         | Not covered                                                                         | minimum of 48 hours following an<br>uncomplicated vaginal delivery and 96 hours<br>following an uncomplicated delivery by<br>caesarean section.                                                                                                                                                         |



|                                                                      | Services You May<br>Need          | What You Will Pay                                                    |                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------|-----------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Common Medical Event                                                 |                                   | <u>Participating</u> <u>Provider</u><br>(You will pay the least)     | <u>Non-participating</u><br><u>Provider</u><br>(You will pay the most) | Limitations, Exceptions, & Other Important<br>Information                                                                                                                                                                                                                                                                                                                                                 |
|                                                                      | <u>Home health care</u>           | \$50 <u>copayment</u> per visit,<br><u>deductible</u> does not apply | Not covered                                                            | Limited to 60 visits per <u>plan</u> year. Services<br>requiring <u>preauthorization</u> that are not<br><u>preauthorized</u> will be denied. Refer to<br><u>BSWHealthPlan.com/FEHB</u> or call 844-633-<br>5325.                                                                                                                                                                                         |
|                                                                      | <u>Rehabilitation</u><br>services | \$50 <u>copayment</u> per visit,<br><u>deductible</u> does not apply | Not covered                                                            | Limited to 35 visits for <u>rehabilitation services</u><br>and 35 visits for <u>habilitation services</u> per <u>plan</u>                                                                                                                                                                                                                                                                                 |
| If you need help<br>recovering or have other<br>special health needs | Habilitation services             | \$50 <u>copayment</u> per visit,<br><u>deductible</u> does not apply | Not covered                                                            | year. Limit is combined for physical therapy,<br>occupational therapy, and speech therapy.<br>Limits do not apply for therapies for children<br>with developmental delays, autism spectrum<br>disorder and mental health services. Services<br>requiring <u>preauthorization</u> that are not<br><u>preauthorized</u> will be denied. Refer to<br><u>BSWHealthPlan.com/FEHB</u> or call 844-633-<br>5325. |
|                                                                      | Skilled nursing care              | 10% after <u>deductible</u>                                          | Not covered                                                            | Limited to 25 days per <u>plan</u> year. Services<br>requiring <u>preauthorization</u> that are not<br><u>preauthorized</u> will be denied. Refer to<br><u>BSWHealthPlan.com/FEHB</u> or call 844-633-<br>5325.                                                                                                                                                                                           |
|                                                                      | Durable medical<br>equipment      | 30% coinsurance                                                      | Not covered                                                            | Services requiring <u>preauthorization</u> that are not <u>preauthorized</u> will be denied. Refer to                                                                                                                                                                                                                                                                                                     |
|                                                                      | Hospice services                  | No charge                                                            | Not covered                                                            | BSWHealthPlan.com/FEHB or call 844-633-<br>5325.                                                                                                                                                                                                                                                                                                                                                          |
|                                                                      | Children's eye exam               | \$50 <u>copayment</u> per visit,<br><u>deductible</u> does not apply | Not covered                                                            | Limited to one eye exam per <u>plan</u> year.                                                                                                                                                                                                                                                                                                                                                             |
| If your child needs<br>dental or eye care                            | Children's glasses                | Not covered                                                          | Not covered                                                            | None                                                                                                                                                                                                                                                                                                                                                                                                      |
| dental of eye cale                                                   | Children's dental<br>check-up     | Not covered                                                          | Not covered                                                            | None                                                                                                                                                                                                                                                                                                                                                                                                      |





**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.) |                                                                                                                                                                                              |                                    |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|--|--|
| <ul><li>Acupuncture</li><li>Dental care (Adult and Child)</li></ul>                                                                              | <ul> <li>Long-term care</li> <li>Non-emergency care when traveling outside the U.S.</li> </ul>                                                                                               | Personal comfort Items             |  |  |
| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)                     |                                                                                                                                                                                              |                                    |  |  |
| <ul> <li>Chiropractic care (Limited to 35 visits per plan year)</li> <li>Hearing aids (Limited to one device per ear every 3 years)</li> </ul>   | <ul> <li>Infertility treatment</li> <li>Private duty nursing when <u>medically necessary</u> and <u>preauthorized</u> (Limitations apply when used under <u>Home Health Care</u>)</li> </ul> | Routine eye care (Adult and Child) |  |  |

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 Baylor Scott & White Health<u>Plan</u> at 844-633-5325 or <u>BSWHealthPlan.com</u>; Department of Labor's Employee Benefits Security Administration at 866-444-EBSA (3272) or <u>DOL.gov/ebsa/healthreform</u>. Other coverage options may be available to you, too, including buying individual insurance coverage through the <u>Health</u> Insurance Marketplace. For more information about the <u>Marketplace</u>, visit <u>HealthCare.gov</u> or call 800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information on how to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Baylor Scott & White Health Plan at 844-633-5325 or <u>BSWHealthPlan.com</u>; Department of Labor's Employee Benefits Security Administration at 866-444-EBSA (3272) or <u>DOL.gov/ebsa/healthreform</u>; Texas Department of Insurance at 800-578-4677 or <u>TDI.texas.gov</u>.

#### 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? Yes

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 844-633-5325.

To see examples of how this <u>plan</u> 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                      |
|-------------------------------------------|
| e months of in-network pre-natal care and |
| hospital delivery)                        |

| The plan's overall deductible   | \$300 |
|---------------------------------|-------|
| Specialist copayment            | \$50  |
| Hospital (facility) coinsurance | 10%   |
| Other coinsurance               | N/A   |

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)

| Total Example Cost              | \$12,700 |  |
|---------------------------------|----------|--|
| In this example, Peg would pay: |          |  |
| Cost Sharing                    |          |  |
| Deductibles                     | \$300    |  |
| <u>Copayments</u>               | \$40     |  |
| Coinsurance                     | \$900    |  |
| What isn't covered              |          |  |
| Limits or exclusions            | \$60     |  |
| The total Peg would pay is      | \$1,300  |  |

Managing Joe's Type 2 Diabetes (a year of routine in-network care of a wellcontrolled condition)

| The plan's overall deductible   | \$300 |
|---------------------------------|-------|
| Specialist copayment            | \$50  |
| Hospital (facility) coinsurance | 10%   |
| Other <u>coinsurance</u>        | N/A   |

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)

| Total Example Cost              | \$5,600 |
|---------------------------------|---------|
| In this example, Joe would pay: |         |
| Cook Chowing                    |         |

| Cost Sharing               |         |  |
|----------------------------|---------|--|
| Deductibles                | \$0     |  |
| <u>Copayments</u>          | \$400   |  |
| Coinsurance                | \$900   |  |
| What isn't covered         |         |  |
| Limits or exclusions       | \$20    |  |
| The total Joe would pay is | \$1,320 |  |

**Mia's Simple Fracture** (in-network emergency room visit and follow up care)

| The plan's overall deductible   | \$300 |
|---------------------------------|-------|
| Specialist copayment            | \$50  |
| Hospital (facility) coinsurance | 10%   |
| Other coinsurance               | N/A   |

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (X-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

| Total Example Cost | \$2,800 |
|--------------------|---------|
|--------------------|---------|

#### In this example, Mia would pay:

| Cost Sharing               |         |  |
|----------------------------|---------|--|
| Deductibles                | \$300   |  |
| Copayments                 | \$600   |  |
| Coinsurance                | \$200   |  |
| What isn't covered         |         |  |
| Limits or exclusions       | \$0     |  |
| The total Mia would pay is | \$1,100 |  |

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

# **Nondiscrimination Notice**



ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-633-5325 (TTY: 711).

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

Baylor Scott & White Care Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Written information in other formats (large print and 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, contact the Baylor Scott & White Care Plan Compliance Officer at 1-214-820-8888 or send an email to HPCompliance@BSWHealth.org.

If you believe that Baylor Scott & White Care Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Baylor Scott & White Care Plan, Compliance Officer 1206 West Campus Drive, Suite 151 Temple, Texas 76502

Compliance HelpLine; 1-888-484-6977 or https://app.mycompliancereport.com/report?cid=swhp

You can file a grievance in person or by mail, online, or email. If you need help filing a grievance, the Compliance Officer 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 https://www.hhs.gov/civil-rights/filing-a-complaint/index.html.

BSWCP\_Nondiscrimination\_Notice\_12/2021



#### **English:**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-633-5325 (TTY: 711).

#### Spanish:

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-633-5325 (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 1-844-633-5325 (TTY: 711).

#### Chinese:

注意:如果使用繁體中文,可以免費獲得語言援助服務。請致電 1-844-633-5325 (TTY:711)。

## Korean:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-633-5325 (TTY: 711) 번으로 전화해 주십시오.

## Arabic:

هاتف الصم والبكم: 711 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-5325-633 (رقم

## Urdu:

کریں .(TTY: 711) کریں ۔(TTY: 711) خبردار: اگر آپ اردو ہولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال

## **Tagalog:**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-633-5325 (TTY: 711).

# French:

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-633-5325 (ATS : 711).

## Hindi:

ध्यान दे: यद आिप हदिी बोलते है तो आपके लएि मुफ्त में भाषा सहायता सेवाएं उपलब्ध है। 1-844-633-5325 (TTY: 711) पर कॉल करे।

# Persian:

فراهم می باشد. با (TTY: 711) 5325-633-844-1 تماس بگیرید. توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما

# German:

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-633-5325 (TTY: 711).

# Gujarati:

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નર્િશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-633-5325 (TTY: 711).

# Russian:

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-633-5325 (телетайп: 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。1-844-633-5325 (TTY:711) まで、お電話にてご連絡ください。

## Laotian:

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-844-633-5325 (TTY:711).