Coverage Period: 01/01/2025 to 12/31/2025

ConnectiCare: Choice SOLO POS Coins. \$4,000 ded.

Coverage for: Individual + Family | Plan Type: POS

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) 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 1-800-251-7722. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at https://www.healthcare.gov/sbc-glossary or call 1-800-251-7722 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	In-Network: \$4,000 individual / \$8,000 family. Out-of-Network: \$15,000 individual / \$30,000 family	Generally, you must pay all 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> .
Are there services covered before you meet your deductible?	Yes. Preventive care, and Primary Care Physician visits are covered before you meet your deductible.	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive 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>https://www.healthcare.gov/coverage/#preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	There are no other specific deductibles.	You must pay all the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
What is the <u>out-of-pocket limit</u> for this <u>plan</u> ?	For participating <u>providers</u> \$8,400 individual / \$16,800 family. For non-participating <u>providers</u> \$30,000 individual / \$60,000 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 <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-</u> <u>pocket limit?</u>	Premiums, balance-billing charges, and health care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> <u>limit</u> .
Will you pay less if you use a network provider?	Yes. See www.ConnectiCare.com or call 1-800-251-7722 for a list of participating 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> . You will pay the most if you use a non-participating <u>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 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.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No	You can see the specialist you choose without a referral.

Choice SOLO PO137182SBC

Common		What You Will Pay		Limitations, Exceptions, & Other	
Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Important Information	
	Primary care visit to treat an injury or illness	\$50 <u>copayment</u> /visit; <u>deductible</u> does not apply	50% <u>coinsurance</u> after plan <u>deductible</u>	None.	
If you visit a health care provider's office or clinic	Specialist visit	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	None.	
	Preventive care / screening / immunization	No charge	50% <u>coinsurance</u> after plan <u>deductible</u>	Frequency limits apply	
If you have a test	Diagnostic test (x-ray, blood work)	Xray: 50% coinsurance after plan deductible Lab: 50% coinsurance after plan deductible	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required for certain services (ie: genetic testing)	
	Imaging (CT/PET scans, MRIs)	50% coinsurance after plan deductible	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.	

Common		What You Will Pay		Limitations, Exceptions, & Other	
Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Important Information	
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.ConnectiCare.com	Preferred Generic (Tier 1)	\$10 copayment/prescription; deductible does not apply (retail); \$20 copayment/ prescription; deductible does not apply (mail order)	50% coinsurance after plan deductible (retail); 50% coinsurance after plan deductible (mail order)		
	Non-Preferred Generic drugs (Tier 2)	50% coinsurance up to a maximum of \$250 per prescription after plan deductible (retail); 50% coinsurance up to a maximum of \$500 per prescription after plan deductible (mail order)	50% coinsurance after plan deductible (retail); 50% coinsurance after plan deductible (mail order)		
	Preferred brand drugs (Tier 3)	\$50 copayment/prescription; deductible does not apply (retail); \$100 copayment/ prescription; deductible does not apply (mail order)	50% coinsurance after plan deductible (retail); 50% coinsurance after plan deductible (mail order)	Certain drugs will require preauthorization Covers up to a 30 days supply per prescription (retail); 90 days supply per prescription (mail order) Specialty Drugs are available from specialty retail pharmacies only and cover up to a 30-day supply limit.	
	Non-preferred brand drugs (Tier 4)	50% coinsurance up to a maximum of \$500 per prescription after plan deductible (retail); 50% coinsurance up to a maximum of \$1,000 per prescription after plan deductible (mail order)	50% coinsurance after plan deductible (retail); 50% coinsurance after plan deductible (mail order)		
	Preferred Specialty drugs (Tier 5)	50% coinsurance up to a maximum of \$500 per prescription after plan deductible (specialty retail only)	50% coinsurance after plan deductible (specialty retail only)		
	Non-Preferred Specialty drugs (Tier 6)	50% coinsurance up to a maximum of \$750 per prescription after plan deductible (specialty retail only)	50% coinsurance after plan deductible (specialty retail only)		

Common		What You	u Will Pay	Limitations, Exceptions, & Other	
Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Important Information	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.	
Physician	Physician/surgeon fees	50% <u>coinsurance</u> after plan <u>deductible</u>	50% coinsurance after plan deductible	None.	
If you need immediate medical attention	Emergency room care	50% <u>coinsurance</u> after plan <u>deductible</u>	Same as in-network benefit	None.	
	Emergency medical transportation	50% <u>coinsurance</u> after plan <u>deductible</u>	Same as In-network benefit	None.	
	<u>Urgent care</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Same as in-network benefit	None.	
If you have a hospital stay	Facility fee (e.g., hospital room)	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	<u>Preauthorization</u> is required. If you don't get <u>preauthorization</u> , you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.	
	Physician/surgeon fees	50% <u>coinsurance</u> after plan <u>deductible</u>	50% coinsurance after plan deductible	None.	

Common	Services You May Need	What You	u Will Pay	Limitations, Exceptions, & Other
Medical Event		Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Important Information
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$50 copayment/visit; deductible does not apply Outpatient mental health, alcohol and substance abuse treatment (intensive outpatient treatment and partial hospitalization): 50% coinsurance after plan deductible	50% coinsurance after plan deductible	None.
	Inpatient services	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.
If you are pregnant	Office visits	No charge for prenatal and postnatal care	50% <u>coinsurance</u> after plan <u>deductible</u>	Cost sharing does not apply to certain preventive services. Depending on the type of services, coinsurance may apply. Maternity
	Childbirth/delivery professional services	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	care may include tests and services described elsewhere in the SBC (i.e. ultrasound).
	Childbirth/delivery facility services	50% <u>coinsurance</u> after plan <u>deductible</u>	50% coinsurance after plan deductible	,

Common		What Yo	What You Will Pay	
Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
If you need help	Home health care	25% <u>coinsurance;</u> <u>deductible</u> does not apply	25% <u>coinsurance;</u> <u>deductible</u> does not apply	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%. up to 100 visits per calendar year
recovering or have other special health needs	Rehabilitation services	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%. up to 40 visits per year
	Habilitation services	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	up to 40 visits per year

Common		What You Will Pay		Limitations, Exceptions, & Other
Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	Important Information
	Skilled nursing care	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%. up to 90 days per year
If you need help recovering or have other special health needs	Durable medical equipment	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%.
	Hospice services	Applicable inpatient hospital facility or home health care cost share	Applicable inpatient hospital facility or home health care cost share	Preauthorization is required. If you don't get preauthorization, you may be responsible for the total cost of the service or benefits may be reduced by the lesser of \$500 or 50%. Pre-authorization is required
	Children's eye exam	50% <u>coinsurance</u> after plan <u>deductible</u>	50% <u>coinsurance</u> after plan <u>deductible</u>	one exam per calendar year
If your child needs dental or eye care	Children's glasses	Lenses: 50% after plan deductible Collection frames: 50% after plan deductible Non-collection frames: 50% after plan deductible up to the collection frame allowance; any amount over is payable by the member minus a 20% discount	50% <u>coinsurance</u> after plan <u>deductible</u>	one pair of frames and lenses per calendar year
	Children's dental check-up	No charge	50% <u>coinsurance</u> after plan <u>deductible</u>	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.) Bariatric Surgery Cosmetic Surgery Non-emergency care when traveling outside the U.S. Private-duty nursing Routine foot care Routine hearing tests Weight loss programs (discounted rate)

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)				
 Acupuncture coverage is limited to pain management 	Hearing aid (may be covered with limitations)Infertility treatment	 Routine eye care 		
Chiropractic care	•			

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:

U.S. Department of Health and Human Services, Center for Consumer Information and Insurance Oversight at 1-877-267-2323 X61565 or www.cciio.cms.gov or the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or www.dol.gov/ebsa. 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 or call 1-800-318-2596. For more information on your rights to continue coverage, you may also contact the plan at 1-800-251-7722.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan 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 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: ConnectiCare Member Appeals: PO Box 4061, Farmington, CT 06034-4061 or 1-800-251-7722

Connecticut Residents: CT State Department of Insurance at 1-800-203-3447 or www.ct.gov/cid/site/default.asp

Massachusetts Residents: MA Division of Insurance at 1-877-563-4467 or www.mass.gov/ocabr/government/oca-agencies/doi-lp/

Employee Benefits Security Administration: 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform

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 Coverage Meet the Minimum Value Standard? 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.

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About these Coverage Examples



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. 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 <u>plan's</u> overall <u>deductible</u>	\$4,000
■ Specialist coinsurance	50%
■ Hospital (facility) coinsurance	50%
■ Other coinsurance	50%

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)

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Total Example Cost	\$12,700		
In this example, Peg would pay:			
Cost Sharing			
<u>Deductibles</u>	\$4,000		
<u>Copayments</u>	\$10		
Coinsurance	\$3,000		
What isn't covered			
Limits or exclusions	\$60		
The total Peg would pay is	\$7,070		

Managing Joe's type 2 Diabetes

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

■ The <u>plan's</u> overall <u>deductible</u>	\$4,000
■ <u>Specialist</u> <u>coinsurance</u>	50%
■ Hospital (facility) coinsurance	50%
Other coinsurance	50%

This EXAMPLE event includes services like:

<u>Primary care physician</u> 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:		
Cost Sharing		
<u>Deductibles</u>	\$1,200	
<u>Copayments</u>	\$800	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$20	
The total Joe would pay is	\$2,020	

Mia's Simple Fracture

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

■ The <u>plan's</u> overall <u>deductible</u>	\$4,000
■ Specialist coinsurance	50%
■ Hospital (facility) coinsurance	50%
Other coinsurance	50%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

<u>Diagnostic test</u> (x-ray)

Durable medical equipment (crutches)

Rehabilitation services (physical therapy)

Total Example Cost	\$2,800	
In this example, Mia would pay:		
Cost Sharing		
<u>Deductibles</u>	\$2,800	
Copayments	\$10	
Coinsurance	\$0	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$2,810	

Note: These numbers assume the patient does not participate in the <u>plan's</u> wellness program. If you participate in the <u>plan's</u> wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: 1-800-390-3522.

*Note: This <u>plan</u> may have other <u>deductibles</u> for specific services included in this coverage example. See "Are there other <u>deductibles</u> for specific services?" row above.

The <u>plan</u> would be responsible for the other costs of these EXAMPLE covered services



Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English ATTENTION: If you speak another language, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **800-251-7722** (TTY: **711**) or speak to your provider.

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al **800-251-7722** (TTY: **711**) o hable con su proveedor.

Português do Brasil (Portuguese) ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para **800-251-7722** (TTY: **711**) ou fale com seu provedor.

POLSKI (Polish) UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer **800-251-7722** (TTY: **711**) lub porozmawiaj ze swoim dostawcą.

中文 (Simplified Chinese) 注意:如果您说[中文],我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务,以无障碍格式提供信息。致电 800-251-7722 (文本电话: 711)或咨询您的服务提供商。

Italiano (Italian) ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l' 800-251-7722 (tty: 711) o parla con il tuo fornitore.

Français (French) ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le **800-251-7722** (TTY: **711**) ou parlez à votre fournisseur.

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòma aksesib yo disponib gratis tou. Rele nan **800-251-7722** (TTY: **711**) oswa pale avèk founisè w la.

РУССКИЙ (Russian) ВНИМАНИЕ: Если вы говорите на русском, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются

бесплатно. Позвоните по телефону **800-251-7722** (ТТҮ: **711**) или обратитесь к своему поставщику услуг.

Việt (Vietnamese) LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 800-251-7722 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

(Arabic) العربية

تُنبيه: إذا كنت تتُحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول الميها مجانًا. اتصل على الرقم 7722-251 (711) أو تحدث إلى مقدم الخدمة.

한국어 (Korean)주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 800-251-7722 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

SHQIP (Albanian) VINI RE: Nëse flisni shqip, shërbime falas të ndihmës së gjuhës janë në dispozicion për ju. Ndihma të përshtatshme dhe shërbime shtesë për të siguruar informacion në formate të përdorshme janë gjithashtu në dispozicion falas. Telefononi 800-251-7722 (TTY: 711) ose bisedoni me ofruesin tuaj të shërbimit.

हिंदी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 800-251-7722 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

Tagalog (Tagalog) PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 800-251-7722 (TTY: 711) o makipag-usap sa iyong provider.

Ελληνικά (Greek) ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, υπάρχουν διαθέσιμες δωρεάν υπηρεσίες υποστήριξης στη συγκεκριμένη γλώσσα. Διατίθενται δωρεάν κατάλληλα βοηθήματα και υπηρεσίες για παροχή πληροφοριών σε προσβάσιμες μορφές. Καλέστε το 800-251-7722 (TTY: 711) ή απευθυνθείτε στον πάροχό σας.

NOTICE OF NONDISCRIMINATION POLICY

Discrimination is Against the Law

ConnectiCare complies with Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes. ConnectiCare does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

ConnectiCare:

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

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services contact the Civil Rights Coordinator by calling Member Services at **800-251-7722** (TTY: **711**).

If you believe that ConnectiCare has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator by writing to ConnectiCare Grievance and Appeals Department, P.O. Box 4061, Farmington, CT 06034-4061; faxing them at 800-319-0089; or calling Member Services at 800-251-7722. (Dial 711 for TTY services.) You can file a grievance in person, by mail, by fax, or through your secure member portal. If you need help filing a grievance, ConnectiCare's Grievance and Appeals Department 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 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; 800-368-1019 (TTY: 800-537-7697).

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

This notice is available on ConnectiCare's website at: connecticare.com/legal/nondiscrimination.