

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services

Coverage Period: 01/01/2024 to 12/31/2024

EmblemHealth: Silver Premier 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 1-800-447-8255. 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 <a href="https://www.healthcare.gov/sbc-glossary">https://www.healthcare.gov/sbc-glossary</a> or call 1-800-447-8255 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	In-Network: \$5,600 individual / \$11,200 family. Out-of-Network: \$8,000 individual / \$16,000 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 policy, the overall family <u>deductible</u> must be met before the <u>plan</u> begins to pay.
Are there services covered before you meet your deductible?	Yes. Preventive care, primary care visits, generic drugs and telemedicine 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 <a href="https://www.healthcare.gov/coverage/#preventive-care-benefits/">https://www.healthcare.gov/coverage/#preventive-care-benefits/</a> .
Are there other <u>deductibles</u> for specific services?	Yes. \$250 Individual / \$500 Family for drug coverage.	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> ?	In-Network: \$9,400 individual / \$18,800 family. Out-of-Network: \$18,000 individual / \$36,000 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> , the overall family <u>out-of-pocket limit</u> must be met.
What is not included in the out-of-pocket limit?	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 <a href="https://www.EmblemHealth.com">www.EmblemHealth.com</a> or call 1-800-447-8255 for a list of participating <a href="providers">providers</a> .	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.

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
	Primary care visit to treat an injury or illness	\$35 <u>copayment</u> not subject to <u>deductible</u>	50% <u>coinsurance</u> after <u>deductible</u>	First In-Network visit (any combination of PCP, ABA, MH/SUD), covered in full.
If you visit a health care provider's office or clinic	Specialist visit	\$75 <u>copayment</u> not subject to <u>deductible</u>	50% <u>coinsurance</u> after <u>deductible</u>	None
	Preventive care / screening / immunization	No Charge	50% <u>coinsurance</u> after <u>deductible</u>	None
If you have a test	Diagnostic test (x-ray, blood work)	Xray: (Performed at PCP/ Freestanding/Specialist/ Outpatient) \$35 copayment/ \$20 copayment/\$75 copayment/\$200 copayment, all after deductible, Lab: (Performed at PCP/ Freestanding/Specialist/ Outpatient) \$35 copayment/ \$20 copayment/\$75 copayment/\$200 copayment, all not subject to deductible	50% <u>coinsurance</u> after <u>deductible</u>	Preauthorization may be required. If you do not get Preauthorization for Out-of-Network services, we will reduce your benefit by \$500 or 50%, whichever is less for you.
	Imaging (CT/PET scans, MRIs)	Performed in a Freestanding Facility or Specialist Office: \$75 copayment after deductible Performed in an Outpatient Facility: \$150 copayment after deductible	50% <u>coinsurance</u> after <u>deductible</u>	Preauthorization required. If you do not get Preauthorization for Out-of-Network services, we will reduce your benefit by \$500 or 50%, whichever is less for you.

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	
	Generic drugs (Tier 1)	\$20 copayment not subject to deductible (retail); \$50 copayment not subject to deductible (mail order)	Not Covered (retail); Not Covered (mail order)	Preauthorization is not required for	
If you need drugs to treat your illness or condition More information about	Preferred brand drugs (Tier 2)	\$40 <u>copayment</u> after <u>deductible</u> (retail); \$100 <u>copayment</u> after <u>deductible</u> (mail order)	Not Covered (retail); Not Covered (mail order)	a covered prescription drug used to treat a substance use disorder, including a prescription drug to manage opioid withdrawal and/or stabilization and for opioid	
prescription drug coverage is available at www.EmblemHealth.com	Non-preferred brand drugs (Tier 3)	\$100 <u>copayment</u> after <u>deductible</u> (retail); \$250 <u>copayment</u> after <u>deductible</u> (mail order)	Not Covered (retail); Not Covered (mail order)	overdose reversal. Your cost may be higher if you select a brand name drug when a generic medicine is available. This plan	
	Specialty drugs (Tier 4)	Tier 1: \$20 copay/30 day supply After deductible: Tier 2: \$40 copay/30 day supply Tier 3: \$100 copay/30 day supply (specialty retail only)	Not Covered (specialty retail only)	has a Preferred Pharmacy Network.	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	\$450 <u>copayment</u> after <u>deductible</u>	50% <u>coinsurance</u> after <u>deductible</u>	None	
	Physician/surgeon fees	\$450 <u>copayment</u> after <u>deductible</u>	50% <u>coinsurance</u> after <u>deductible</u>	Preauthorization required. If you do not get Preauthorization for Out-of-Network services, we will reduce your benefit by \$500 or 50%, whichever is less for you.	
If you need immediate medical attention	Emergency room care	40% <u>coinsurance</u> after <u>deductible</u>	40% <u>coinsurance</u> after <u>deductible</u>	Waived if admitted to Hospital.	
	Emergency medical transportation	\$450 <u>copayment</u> after <u>deductible</u>	\$450 <u>copayment</u> after <u>deductible</u>	None	
	<u>Urgent care</u>	\$100 <u>copayment</u> after <u>deductible</u>	50% <u>coinsurance</u> after <u>deductible</u>	None	

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 have a hospital	Facility fee (e.g., hospital room)	40% <u>coinsurance</u> after <u>deductible</u> , per admission	50% <u>coinsurance</u> after <u>deductible</u> , per admission	Preauthorization required, except for emergency admissions. If you do not get Preauthorization for Outof-Network services, we will reduce your benefit by \$500 or 50%, whichever is less for you.
stay	Physician/surgeon fees \$450 copayment after deductible 50% coinsurated deductible	50% <u>coinsurance</u> after <u>deductible</u>	Preauthorization required. If you do not get Preauthorization for Out-of-Network services, we will reduce your benefit by \$500 or 50%, whichever is less for you.	
If you need mental health, behavioral health, or	Outpatient services	Office Visits: \$35 copayment not subject to deductible All Other Outpatient Services: \$35 copayment not subject to deductible	50% <u>coinsurance</u> after <u>deductible</u>	First In-Network visit (any combination of PCP, ABA, MH/SUD), covered in full. Unlimited visits. For Substance Abuse care, up to twenty (20) visits per plan year may be used for family counseling.
substance abuse services	Inpatient services	40% <u>coinsurance</u> after <u>deductible</u> , per admission	50% <u>coinsurance</u> after <u>deductible</u> , per admission	Preauthorization required, except for emergency admissions. If you do not get Preauthorization for Outof-Network services, we will reduce your benefit by \$500 or 50%, whichever is less for you.

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 are pregnant	Office visits	No Charge	50% coinsurance after deductible	Prenatal Care that is not provided in accordance with the comprehensive guidelines supported by USPSTF and HRSA will use the cost sharing for the appropriate service.
	Childbirth/delivery professional services	\$450 <u>copayment</u> after <u>deductible</u>	50% <u>coinsurance</u> after <u>deductible</u>	Preauthorization required. If you do not get Preauthorization for Out-of-Network services, we will reduce your benefit by \$500 or 50%, whichever is less for you.
	Childbirth/delivery facility services	40% <u>coinsurance</u> after <u>deductible</u> , per admission	50% <u>coinsurance</u> after <u>deductible</u> , per admission	Limited to forty-eight (48) hours for natural delivery and ninety-six (96) hours for caesarean delivery. One (1) home care visit covered in full if discharged early. Preauthorization required. If you do not get Preauthorization for Out-of-Network services, we will reduce your benefit by \$500 or 50%, whichever is less for you.

If you need help recovering or have other special health needs	Home health care	\$75 <u>copayment</u> after <u>deductible</u>	50% <u>coinsurance</u> after <u>deductible</u>	Forty (40) visits per plan year.  Preauthorization required. If you do not get Preauthorization for Out-of-Network services, we will reduce your benefit by \$500 or 50%, whichever is less for you.
	Rehabilitation services	Inpatient: 40% coinsurance after deductible, per admission Outpatient: \$35/\$75 copayment after deductible	Not Covered	Inpatient: Sixty (60) days per condition/per plan year, combined therapies. Outpatient: Sixty (60) visits per condition/per plan year, combined therapies.  Preauthorization required for Inpatient services.
	Habilitation services	Inpatient: 40% coinsurance after deductible, per admission Outpatient: \$35/\$75 copayment after deductible	Not Covered	Inpatient: Sixty (60) days per condition/per plan year, combined therapies. Outpatient: Sixty (60) visits per condition/per plan year, combined therapies.  Preauthorization required for Inpatient services.
	Skilled nursing care	40% <u>coinsurance</u> after <u>deductible</u> , per admission	Not Covered	Preauthorization required.
	Durable medical equipment	30% <u>coinsurance</u> after <u>deductible</u>	Not Covered	None
	Hospice services	Inpatient: 40% coinsurance after deductible Outpatient: \$75 copayment after deductible	Not Covered	210 days per plan year. Five (5) visits for family bereavement counseling. Preauthorization required for Inpatient services.

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
	Children's eye exam	No Charge	Not Covered	One (1) exam per twelve (12) month period.
If your child needs dental or eye care	Children's glasses	30% <u>coinsurance</u> not subject to <u>deductible</u>	Not Covered	One (1) prescribed lenses and frames per twelve (12)-month period.
	Children's dental check-up	\$35 <u>copayment</u> not subject to <u>deductible</u>	Not Covered	One (1) dental exam & cleaning per six (6)-month period. Full mouth x-rays or panoramic x-rays.

#### **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	• Long-term care	Routine foot care	
Cosmetic Surgery	<ul> <li>Non-emergency care when traveling outside the</li> </ul>	Routine hearing tests	
Dental Care (Adult)	U.S.	Weight loss programs	
, ,	Private-duty nursing		

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)			
Bariatric Surgery (Prior Approval required)	<ul> <li>Hearing aids (Prior Approval required)</li> </ul>	<ul> <li>Routine eye care</li> </ul>	
Chiropractic care	<ul> <li>Infertility treatment (Prior Approval required)</li> </ul>		

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: New York State Department of Financial Services at 1-800-342-3736 or <a href="www.cdfs.ny.gov">www.cdfs.ny.gov</a> U.S. Department of Health and Human Services at 1-877-267-2323 x1565 or <a href="www.cdfs.ny.gov">www.cdfs.ny.gov</a> U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or <a href="www.dol.gov/ebsa/contactEBSA/consumerassistance.html">www.dol.gov/ebsa/contactEBSA/consumerassistance.html</a> or <a href="www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>. 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 <a href="www.HealthCare.gov">www.HealthCare.gov</a> or call 1-800-318-2596 or NY State of Health Marketplace at 1-855-355-5777 or <a href="www.nystateofhealth.ny.gov">www.nystateofhealth.ny.gov</a>.

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:

**EmblemHealth** 

By Phone:

Please call the number on your ID card.

In writing:

**EmblemHealth** 

Grievance and Appeals Department

P.O. Box 2801

New York, NY 10116-2807

Website: www.emblemhealth.com

For HMO Coverage

New York State Department of Health

**By Phone:** 1-800-206-8125

In writing:

New York State Department of Health Office of Health Insurance Programs

Bureau of Consumer Services - Complaint Unit

Corning Tower - OCP Room 1607

Albany, NY 12237

Email: managedcarecomplaint@health.ny.gov

Website: www.health.ny.gov

For All Coverage Types

New York State Department of Financial Services

**By Phone:** 1-800-342-3736

In writing:

New York State Department of Financial Services

Consumer Assistance Unit One Commerce Plaza Albany, NY 12257

Website: www.dfs.ny.gov

**Consumer Assistance Program** 

**New York State Consumer Assistance Program** 

**By Phone:** 1-888-614-5400

In writing:

Community Health Advocates 633 Third Avenue, 10th Floor

New York, NY 10017 Email: <a href="mailto:cha@cssny.org">cha@cssny.org</a>

Website: www.communityhealthadvocates.org

For Group Coverage:

U.S. Department of Labor

**Employee Benefits Security Administration** at 1-866-444-EBSA (3272)

Website: 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? 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 1-888-447-8255.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-888-447-8255.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-888-447-8255.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-888-447-8255.

- To see examples of how this plan might cover costs for a sample medical situation, see the next section. -

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at www.emblemhealth.com.

# **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>	\$5600
■ Specialist copayment	<b>\$75</b>
■ Hospital (facility) coinsurance	40%
Other <u>copayment</u>	<b>\$</b> 0

#### 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		
<u>Deductibles</u>	\$5,600	
Copayments	\$900	
Coinsurance	\$4,541	
What isn't covered		
Limits or exclusions	\$60	
The total Peg would pay is	\$11,101	

# 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>	\$5600
■ Specialist copayment	<b>\$75</b>
■ Hospital (facility) coinsurance	40%
Other <u>copayment</u>	<b>\$</b> 0

#### 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>	\$5,600
<u>Copayments</u>	\$2,260
Coinsurance	\$518
What isn't covered	
Limits or exclusions	\$55
The total Joe would pay is	\$8,433

# Mia's Simple Fracture

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

■ The <u>plan's</u> overall <u>deductible</u>	\$5600
■ Specialist copayment	<b>\$75</b>
■ Hospital (facility) coinsurance	40%
■ Other <u>copayment</u>	<b>\$</b> 0

#### 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>	\$5,600	
<u>Copayments</u>	\$1,945	
Coinsurance	\$26	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$7,571	

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.



# **EmblemHealth**®

ATTENTION: Language assistance services, free of charge, are available to you. Call **1-877-411-3625**. TTY/TDD: **711**.

#### **Español (Spanish)**

ATENCIÓN: Usted tiene a su disposición, gratis, servicios de ayuda para idiomas. Llame al 1-877-411-3625 (TTY/TDD: 711). 中文 (Traditional Chinese)

注意: 我們免費提供相關的語言協助服務。請致電 1-877-411-3625 (TTY/TDD: 711)。

#### Русский (Russian)

ВНИМАНИЕ! Вам доступны бесплатные услуги переводчика. Звоните по тел. **1-877-411-3625** (служба текстового телефона TTY/TDD: **711**).

## Kreyòl Ayisyen (Haitian Creole)

ATANSYON: Gen sèvis èd nan lang gratis ki disponib pou ou. Rele nimewo 1-877-411-3625 (TTY/TDD: 711).

## 한국어 (Korean)

주의: 귀하에게 언어 지원 서비스가 무료로 제공됩니다. 1-877-411-3625(TTY/TDD: 711)번으로 전화하십시오.

#### Italiano (Italian)

ATTENZIONE: sono disponibili servizi gratuiti di assistenza linguistica. Chiami il numero 1-877-411-3625 (TTY/TDD: 711).

אידיש (Yiddish)

אכטונג: שפראך הילף סערוויסעס, אהן קיין פרייז, זיינען דא צו באקומען פאר אייך. רופט **1-877-411-3625** (TTY/TDD: **711**).

#### বাংলা (Bengali)

মলোযোগ দিন: ভাষা সহায়তা পরিষেবাগুলি আপনার জন্য বিনামূল্য উপলব্ধ আছে। 1-877-411-3625 (TTY/TDD: 711) নম্বরে ফোন করুন।

# Polski (Polish)

UWAGA: dostępna jest bezpłatna pomoc językowa. Prosimy zadzwonić pod numer 1-877-411-3625 (TTY/TDD: 711).

(Arabic) العربية

يُرجى الانتباه: تتوفر لك خدمات المساعدة اللغوية مجاناً، اتصل على الرقم 3625-411-877-1 أو (TTY/TDD: 711).

# Français (French)

ATTENTION : une assistance d'interprétation gratuite est à votre disposition. Veuillez composer le 1-877-411-3625 (TTY/TDD : 711).

(Urdu) اردو

توجه دیں: آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ 411-3625 - 1-877 (TTY/TDD: 711) پر کال کریں۔

#### Tagalog (Tagalog)

NANANAWAGAN NG PANSIN: Mayroon kang magagamit na mga serbisyo para sa tulong sa wika nang walang bayad. Tawagan ang **1-877-411-3625** (TTY/TDD: **711**).

## Ελληνικά (Greek)

ΠΡΟΣΟΧΗ: Διατίθενται για σας υπηρεσίες γλωσσικής βοήθειας, δωρεάν. Καλέστε το **1-877-411-3625** (για άτομα με προβλήματα ακοής (TTY/TDD): **711**).

## Shqip (Albanian)

VINI RE: Shërbime ndihmore për gjuhën, falas, janë në dispozicionin tuaj. Telefononi në 1-877-411-3625 (TTY/TDD: 711).

#### NOTICE OF NONDISCRIMINATION POLICY

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

# EmblemHealth:

- Provides free aids and services to people with disabilities to help
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose first language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please call member services at **1-877-411-3625** (TTY/TDD: **711**).

If you believe that EmblemHealth 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 EmblemHealth Grievance and Appeals Department, PO Box 2844, New York, NY 10116, or call member services at 1-877-411-3625. (Dial 711 for TTY/TDD services.) You can file a grievance in person, by mail or by phone. If you need help filing a grievance, EmblemHealth'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 of Civil Rights electronically through the Office of 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; 1-800-368-1019, (dial 1-800-537-7697 for TTY services).

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

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10-9127 6/18