

	<p>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. <b>NOTE:</b> 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, <a href="http://www.harvardpilgrim.org/LGsampEoC">www.harvardpilgrim.org/LGsampEoC</a>. 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="http://www.healthcare.gov/sbc-glossary">www.healthcare.gov/sbc-glossary</a> or call 1-888-333-4742 to request a copy.</p>
---	---

Important Questions	Answers	Why This Matters
<u>What is the overall deductible?</u>	Medical & Prescription Drug Deductible: In-Network: \$2,000 member/ \$4,000 family Out-of-Network: \$4,000 member/ \$8,000 family Benefits are administered on a Plan Year basis.	Generally you must pay all the costs 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.
<u>Are there services covered before you meet your deductible?</u>	Yes: <u>In-Network preventive care</u> , routine eye exams, are covered before you meet your <u>deductibles</u> .	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>
<u>Are there other <u>deductibles</u> for specific services?</u>	No.	You don't have to meet <u>deductibles</u> for specific services
<u>What is the <u>out-of-pocket limit</u> for this <u>plan</u>?</u>	In-Network: \$4,000 member/ \$8,000 family Out-of-Network: \$8,000 member / \$16,000 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 limit</u> until the overall family <u>out-of-pocket limit</u> has been met.

Important Questions	Answers	Why This Matters
What is not included in the <u>out-of-pocket limit</u> ?	<u>Premiums</u> , <u>balance-billing</u> charges, penalties for failure to obtain preauthorization for services and health care this <u>plan</u> doesn't cover	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See <a href="https://www.harvardpilgrim.org/public/find-a-provider">https://www.harvardpilgrim.org/public/find-a-provider</a> or call 1-888-333-4742 for a list of <u>network providers</u> .	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 an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the provider's 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 <u>specialist</u> you choose without permission from this <u>plan</u> .



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

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you visit a health care <u>provider</u> 's office or clinic	Primary care visit to treat an injury or illness	Level 1: \$30 <u>copay</u> /visit	20% <u>coinsurance</u>	None
	<u>Specialist</u> visit	Level 1: \$30 <u>copay</u> /visit Level 2: \$50 <u>copay</u> /visit	20% <u>coinsurance</u>	None
	<u>Preventive care</u> / <u>screening</u> / <u>immunization</u>	No charge; <u>deductible</u> does not apply	20% <u>coinsurance</u> ; <u>deductible</u> does not apply	You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your <u>plan</u> will pay for.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you have a test	Diagnostic test (x-ray, blood work)	X-rays: No charge Laboratory: No charge	X-rays: 20% <a href="#">coinsurance</a> Laboratory: 20% <a href="#">coinsurance</a>	None
	Imaging (CT/PET scans, MRIs)	No charge	20% <a href="#">coinsurance</a>	<a href="#">Cost sharing</a> may vary for certain imaging services. Out-of-Network <a href="#">preauthorization</a> required. \$500 penalty if not obtained.
<p><b>If you need drugs to treat your illness or condition</b>  More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.harvardpilgrim.org/2026Premium3T">www.harvardpilgrim.org/2026Premium3T</a></p> <p>More information about <a href="#">prescription drug coverage</a> is available by calling OptumRx at 855-546-3439</p>	Generic Drugs Non-Maintenance	\$15 <a href="#">copay</a> retail / after deductible  \$30 <a href="#">copay</a> (30-day supply any non-CVS pharmacy) / after deductible \$30 <a href="#">copay</a> (90-day Optum Mail Order or CVS pharmacy) / after deductible		Retail cost share is for up to a 30-day supply for Non-Maintenance Drugs;
	Generic Drugs Maintenance	\$30 <a href="#">copay</a> retail / after deductible  \$60 <a href="#">copay</a> (30-day supply any non-CVS pharmacy) / after deductible \$60 <a href="#">copay</a> (90-day Optum Mail Order or CVS pharmacy) / after deductible		Maintenance Drug cost share is for either 30 or 90-day supply, depending upon the source/provider;
	Preferred Brand Drugs Non-Maintenance	\$30 <a href="#">copay</a> retail / after deductible  \$60 <a href="#">copay</a> (30-day supply any non-CVS pharmacy) / after deductible \$60 <a href="#">copay</a> (90-day Optum Mail Order or CVS pharmacy) / after deductible		
	Preferred Brand Drugs Maintenance	\$50 <a href="#">copay</a> retail / after deductible  \$100 <a href="#">copay</a> (30-day supply any non-CVS pharmacy) / after deductible \$100 <a href="#">copay</a> (90-day Optum Mail Order or CVS pharmacy) / after deductible		
	Non-Preferred Brand Drugs Non-Maintenance	\$50 <a href="#">copay</a> retail / after deductible  \$100 <a href="#">copay</a> (30-day supply any non-CVS pharmacy) / after deductible \$100 <a href="#">copay</a> (90-day Optum Mail Order or CVS pharmacy) / after deductible		Some drugs require prior authorization to be covered. Some drugs have quantity limitations
	Non-preferred Brand Drugs Maintenance	\$50 <a href="#">copay</a> retail / after deductible  \$100 <a href="#">copay</a> (30-day supply any non-CVS pharmacy) / after deductible \$100 <a href="#">copay</a> (90-day Optum Mail Order or CVS pharmacy) / after deductible		

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	<a href="#"><u>Specialty drugs</u></a>	Limited to a 30-day supply with appropriate tier <a href="#"><u>copay</u></a> (see above) when purchased at a designated specialty pharmacy		<a href="#"><u>Specialty drugs</u></a> limited to a 30-day supply and must be obtained at a designated pharmacy. Some <a href="#"><u>specialty drugs</u></a> may also be covered under your medical benefit
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	No charge	20% <a href="#"><u>coinsurance</u></a>	Out-of-Network <a href="#"><u>preauthorization</u></a> required. \$500 penalty if not obtained.
	Physician/surgeon fees	No charge	20% <a href="#"><u>coinsurance</u></a>	
<b>If you need immediate medical attention</b>	<a href="#"><u>Emergency room care</u></a>	\$100 <a href="#"><u>copay</u></a> /visit		None
	<a href="#"><u>Emergency medical transportation</u></a>	No charge		None
	<a href="#"><u>Urgent care</u></a>	Urgent care center: \$30 <a href="#"><u>copay</u></a> /visit	Urgent care center: 20% <a href="#"><u>coinsurance</u></a>	<a href="#"><u>Cost sharing</u></a> may vary based on location.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you have a hospital stay	Facility fee (e.g., hospital room)	No charge	20% <a href="#">coinsurance</a>	Out-of-Network <a href="#">preauthorization</a> required. \$500 penalty if not obtained.
	Physician/surgeon fee	No charge	20% <a href="#">coinsurance</a>	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$30 <a href="#">copay</a> /visit	20% <a href="#">coinsurance</a>	None
	Inpatient services	No charge	20% <a href="#">coinsurance</a>	None
If you are pregnant	Office visits	\$30 <a href="#">copay</a> /visit	20% <a href="#">coinsurance</a>	<a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a> (such as routine prenatal visits).
	Childbirth/delivery professional services	No charge	20% <a href="#">coinsurance</a>	
	Childbirth/delivery facility services	No charge	20% <a href="#">coinsurance</a>	
If you need help recovering or have other special health needs	<a href="#">Home health care</a>	No charge	20% <a href="#">coinsurance</a>	None
	<a href="#">Rehabilitation services</a>	Physical Therapy: \$30 <a href="#">copay</a> /visit	Physical Therapy: 20% <a href="#">coinsurance</a>	Physical therapy – 60 visits /Plan Year Occupational therapy – 60 visits /Plan Year Out-of-Network <a href="#">preauthorization</a> required. \$500 penalty if not obtained.
	<a href="#">Habilitation services</a>	Occupational Therapy: \$30 <a href="#">copay</a> /visit	Occupational Therapy: 20% <a href="#">coinsurance</a>	
		Speech Therapy: \$30 <a href="#">copay</a> /visit	Speech Therapy: 20% <a href="#">coinsurance</a>	
	<a href="#">Skilled nursing care</a>	No charge	20% <a href="#">coinsurance</a>	100 days/Plan Year
	<a href="#">Durable medical equipment</a>	30% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	Wigs – \$350/Plan Year Out-of-Network <a href="#">preauthorization</a> required. \$500 penalty if not obtained.
	<a href="#">Hospice services</a>	No charge	20% <a href="#">coinsurance</a>	For inpatient see “If you have a hospital stay”

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If your child needs dental or eye care	Children's eye exam	No charge; <u>deductible</u> does not apply	20% <u>coinsurance</u>	1 exam/Plan Year
	Children's glasses	Not covered	Not covered	None
	Children's dental check-up – Up to age of 13	\$30 <u>copay</u> /visit	20% <u>coinsurance</u>	2 exams/Plan Year

#### Excluded Services & Other Covered Services:

##### Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Children's glasses
- Cosmetic Surgery
- Dental Care (Adult)
- Long-Term Care
- Private-duty nursing
- Routine foot care (except for diabetes or systemic circulatory diseases)
- Services that are not Medically Necessary
- Weight Loss Programs

##### Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

- Acupuncture
- Bariatric surgery
- Chiropractic Care
- Hearing Aids - \$2,000/aid every 36 months, for each impaired ear up to age 22
- Infertility Treatment
- Non-emergency care when traveling outside the U.S.
- Routine eye care (Adult) – 1 exam/Plan Year

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the Department of Labor, Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform), or the Department of Health and Human Services, Centers for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov), or for more information on your rights to continue coverage, you can contact the Member Service number listed on your ID card or call 1-888-333-4742. Other coverage options may be available to you, too, including buying individual insurance coverage through the [Health Insurance Marketplace](http://HealthInsuranceMarketplace.gov). For more information about the [Marketplace](http://Marketplace.gov), visit [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information on how to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact:

HPHC Member Appeals-Member Services Department  
HPHC Insurance Company, Inc.  
1 Wellness Way  
Canton, MA 02021-1166  
Telephone: 1-888-333-4742  
Fax: 1-617-509-3085

Department of Labor's Employee Benefits Security Administration  
**1-866-444-3272**  
[www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform)

Health Care for All  
30 Winter Street, Suite 1004  
Boston, MA 02108  
**1-800-272-4232**  
<http://www.hcfama.org/helpline>

### Does this plan 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.

### 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.

### Language Access Services:

Para obtener asistencia en Español, llame al **1-888-333-4742**.

如果需要中文的帮助, 请拨打这个号码 **1-888-333-4742**.

De assistência em Português, por favor ligue **1-888-333-4742**.

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

## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your **providers** charge, and many other factors. Focus on the [cost-sharing](#) amounts ([deductible](#), [copayment](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). Use this information to compare the portion of costs you might pay under different health [plans](#). Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery)		Managing Joe's type 2 Diabetes (a year of routine in-network care of a well-controlled condition)		Mia's Simple Fracture (in-network emergency room visit and follow up care)	
■ <a href="#">The plan's overall deductible</a>	\$2,000	■ <a href="#">The plan's overall deductible</a>	\$2,000	■ <a href="#">The plan's overall deductible</a>	\$2,000
■ <a href="#">Specialist copayment</a>	\$50	■ <a href="#">Specialist copayment</a>	\$50	■ <a href="#">Specialist copayment</a>	\$50
■ <a href="#">Hospital (facility)</a>	\$0	■ <a href="#">Hospital (facility)</a>	\$0	■ <a href="#">Hospital (facility)</a>	\$0
■ <a href="#">Other</a>	\$0	■ <a href="#">Other</a>	\$0	■ <a href="#">Other</a>	\$0
<b>This EXAMPLE event includes services like:</b>		<b>This EXAMPLE event includes services like:</b>		<b>This EXAMPLE event includes services like:</b>	
<a href="#">Specialist</a> office visits ( <i>prenatal care</i> )		<a href="#">Primary care physician</a> office visits ( <i>including disease education</i> )		<a href="#">Emergency room care</a> ( <i>including medical supplies</i> )	
Childbirth/Delivery Professional Services		<a href="#">Diagnostic test</a> ( <i>x-ray</i> )		<a href="#">Diagnostic test</a> ( <i>x-ray</i> )	
Childbirth/Delivery Facility Services		<a href="#">Durable medical equipment</a> ( <i>crutches</i> )		<a href="#">Durable medical equipment</a> ( <i>crutches</i> )	
<a href="#">Diagnostic tests</a> ( <i>ultrasounds and blood work</i> )		<a href="#">Rehabilitation services</a> ( <i>physical therapy</i> )		<a href="#">Rehabilitation services</a> ( <i>physical therapy</i> )	
<a href="#">Specialist</a> visit ( <i>anesthesia</i> )					
<b>Total Example Cost</b>	\$12,700	<b>Total Example Cost</b>	\$5,600	<b>Total Example Cost</b>	\$2,800
<b>In this example, Peg would pay:</b>		<b>In this example, Joe would pay:</b>		<b>In this example, Mia would pay:</b>	
<i>Cost Sharing</i>		<i>Cost Sharing</i>		<i>Cost Sharing</i>	
<a href="#">Deductibles</a>	\$2,000	<a href="#">Deductibles</a>	\$2,000	<a href="#">Deductibles</a>	\$2,000
<a href="#">Copayments</a>	\$0	<a href="#">Copayments</a>	\$200	<a href="#">Copayments</a>	\$200
<a href="#">Coinsurance</a>	\$0	<a href="#">Coinsurance</a>	\$0	<a href="#">Coinsurance</a>	\$0
<i>What isn't covered</i>		<i>What isn't covered</i>		<i>What isn't covered</i>	
Limits or exclusions		Limits or exclusions		Limits or exclusions	
<b>The total Peg would pay is</b>		<b>The total Joe would pay is</b>		<b>The total Mia would pay is</b>	
\$2,000		\$2,200		\$2,200	

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.

## Language Assistance Services

**Español (Spanish)** ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llame al 1-888-333-4742 (TTY: 711).

**Português (Portuguese)** ATENÇÃO: Se você fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para 1-888-333-4742 (TTY: 711).

**Kreyòl Ayisyen (French Creole)** ATANSYON: Si nou palé Kreyòl Ayisyen, gen asistans pou sèvis ki disponib nan lang nou pou gratis. Rele 1-888-333-4742 (TTY: 711).

**繁體中文 (Traditional Chinese)** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-333-4742 ( TTY : 711 ) 。

**Tiếng Việt (Vietnamese)** CHÚ Ý: Nếu quý vị nói Tiếng Việt, dịch vụ thông dịch của chúng tôi sẵn sàng phục vụ quý vị miễn phí. Gọi số 1-888-333-4742 (TTY: 711).

**Русский (Russian)** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-333-4742 (телефон: 711).

**(Arabic)**

إنتبه: إذا كنت تتكلّم اللغة **العربية** ، خدمات المساعدة اللغوية مُتوفّرة لك مجاناً. اتصل على 1 888-333-4742 (TTY: 711)

**ខ្មែរ (Cambodian)** សូមចូលទៅលើខ្លួន: ពួកគេនឹងឈរពាណិជ្ជកម្មរបស់ខ្លួន; ពួកគេនឹងឈរពាណិជ្ជកម្មប្រចាំថ្ងៃ ដូចជាអនុវត្តន៍ 1-888-333-4742 (TTY: 711)\*

**Français (French)** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-333-4742 (ATS: 711).

**Italiano (Italian)** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-333-4742 (TTY: 711).



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

(Continued)

---

**한국어 (Korean) '알림':** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-333-4742 (TTY: 711) 번으로 전화해 주십시오.

---

**Ελληνικά (Greek) ΠΡΟΣΟΧΗ:** Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Καλέστε 1-888-333-4742 (TTY: 711).

---

**Polski (Polish) UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-333-4742 (TTY: 711).

---

**हिंदी (Hindi) ध्यान दीजिए:** अगर आप हिंदी बोलते हैं तो आपके लिये भाषाकी सहायता मुफ्तमें उपलब्ध है। जानकारी के लिये फोन करे. 1-888-333-4742 (TTY: 711).

---

**ગુજરાતી (Gujarati) ધ્યાન આપો :** જો તમે ગુજરાતી બોલતા હો તો આપને માટે ભાષાકીય સહાય તથન મફત ઉપલબ્ધ છે. વિશેષ માહિતી માટે ફોન કરો. 1-888-333-4742 (TTY: 711).

---

**ລາວ/ລາວ (Lao) ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາວິາວາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາວິາ, ໂດຍບໍ່ເສັ່ນ, ດໍາເນີນມີຜົນໄຟ້ທ່ານ. ໂທຣ 1-888-333-4742 (TTY: 711).

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-333-4742 (TTY: 711).



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

(Continued)

## General Notice About Nondiscrimination and Accessibility Requirements

Harvard Pilgrim Health Care and its affiliates as noted below ("HPHC") comply with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). HPHC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

HPHC:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, other formats)
- Provides free language services to people whose primary language is not English, such as qualified interpreters.

If you need these services, contact our Civil Rights Compliance Officer.

If you believe that HPHC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with: Civil Rights Compliance Officer, 1 Wellness Way, Canton, MA 02021-1166, (866) 750-2074, TTY service: 711, Fax: (617) 509-3085, Email: [civil\\_rights@point32health.org](mailto:civil_rights@point32health.org). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights 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  
(800) 368-1019, (800) 537-7697 (TTY)

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



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

cc6589\_memb\_serv (08\_23)