

# Your summary of benefits



Anthem® Blue Cross Life and Health Insurance Company

Your Plan: Open Health Trust: Modified Solution PPO

Your Network: Prudent Buyer PPO

| Covered Medical Benefits   | Cost if you use an In-Network Provider         | Cost if you use a Non-Network Provider  |
|--|--|---|
| <b>Overall Deductible</b>  | \$5,500 person / \$11,000 family               | \$9,000 person / \$18,000 family        |
| <b>Out-of-Pocket Limit</b>   | \$9,500 person / \$19,000 family               | \$17,000 person / \$34,000 family       |
| <p>The family deductible and out-of-pocket maximum are embedded, meaning the cost shares of one family member will be applied to both per person deductible and per person out-of-pocket maximum; in addition, amounts for all covered family members apply to both the family deductible and family out-of-pocket maximum. No one member will pay more than the per person deductible or per person out-of-pocket maximum.</p> <p>Your copays, coinsurance and deductible count toward your out of pocket amount(s).</p> <p>In-network and out-of-network deductibles and out-of-pocket maximum amounts are separate and do not accumulate toward each other.</p> |  |   |
| <b>Preventive Care / Screening / Immunization</b>  | No charge                                      | 50% coinsurance after deductible is met |
| <b>Preventive Care for Chronic Conditions</b> <i>per IRS guidelines</i>  | No charge                                      | 50% coinsurance after deductible is met |
| <p><b><u>Virtual Care (Telemedicine / Telehealth Visits)</u></b></p> <p><b>Virtual Visits - Online visits with Doctors who also provide services in person</b></p>   |  |   |
| Primary Care (PCP)   | \$55 copay per visit deductible does not apply | 50% coinsurance after deductible is met |
| Mental Health and Substance Use Disorder care  | \$55 copay per visit deductible does not apply | 50% coinsurance after deductible is met |
| Specialist   | \$55 copay per visit deductible does not apply | 50% coinsurance after deductible is met |

| Covered Medical Benefits   | Cost if you use an In-Network Provider  | Cost if you use a Non-Network Provider  |
|--|---|---|
| <p><b>Virtual Visits from Online Provider LiveHealth Online</b> via <a href="http://www.livehealthonline.com">www.livehealthonline.com</a>; our mobile app, website or Anthem-enabled device</p> <p>Primary Care (PCP) and Mental Health and Substance Use Disorder</p> <p>Specialist Care</p>   | <p>\$20 copay per visit deductible does not apply</p> <p>\$55 copay per visit deductible does not apply</p>   |   |
| <p><b><u>Visits in an Office</u></b></p> <p><b>Primary Care (PCP)</b></p> <p><b>Specialist Care</b></p>  | <p>\$55 copay per visit deductible does not apply</p> <p>\$55 copay per visit deductible does not apply</p>   | <p>50% coinsurance after deductible is met</p> <p>50% coinsurance after deductible is met</p>   |
| <p><b><u>Other Practitioner Visits</u></b></p> <p><b>Routine Maternity Care</b> (Prenatal and Postnatal)</p> <p><b>Retail Health Clinic</b></p> <p><b>Manipulation Therapy</b><br/><i>Coverage is limited to 30 visits per benefit period.</i></p> <p><b>Acupuncture</b><br/><i>Coverage is limited to 20 visits per benefit period.</i></p> | <p>\$55 copay per visit deductible does not apply</p> <p>\$55 copay per visit deductible does not apply</p> <p>\$55 copay per visit deductible does not apply</p> <p>\$55 copay per visit deductible does not apply</p> | <p>50% coinsurance after deductible is met</p> <p>50% coinsurance after deductible is met</p> <p>50% coinsurance after deductible is met</p> <p>50% coinsurance after deductible is met</p> |
| <p><b><u>Other Services in an Office</u></b></p> <p><b>Allergy Testing</b></p> <p><b>Chemo/Radiation Therapy</b></p> <p><b>Dialysis/Hemodialysis</b></p> <p><b>Prescription Drugs</b> <i>Dispensed in the office</i><br/><i>Maximum of \$150 member cost share per drug.</i></p>   | <p>35% coinsurance after deductible is met</p> <p>35% coinsurance after deductible is met</p> <p>35% coinsurance after deductible is met</p> <p>35% coinsurance after deductible is met</p>                             | <p>50% coinsurance after deductible is met</p> <p>50% coinsurance after deductible is met</p> <p>50% coinsurance after deductible is met</p> <p>50% coinsurance after deductible is met</p> |

| Covered Medical Benefits  | Cost if you use an In-Network Provider  | Cost if you use a Non-Network Provider  |
|---|---|---|
| <b>Surgery</b>  | 35% coinsurance after deductible is met   | 50% coinsurance after deductible is met   |
| <b><u>Diagnostic Services</u></b><br><b>Lab</b><br>Office<br>Freestanding Lab<br>Outpatient Hospital  | 35% coinsurance after deductible is met<br>35% coinsurance after deductible is met<br>35% coinsurance after deductible is met   | 50% coinsurance after deductible is met<br>50% coinsurance after deductible is met<br>50% coinsurance after deductible is met |
| <b>X-Ray</b><br>Office<br>Freestanding Radiology Center<br>Outpatient Hospital  | 35% coinsurance after deductible is met<br>35% coinsurance after deductible is met<br>35% coinsurance after deductible is met   | 50% coinsurance after deductible is met<br>50% coinsurance after deductible is met<br>50% coinsurance after deductible is met |
| <b>Advanced Diagnostic Imaging</b> <i>for example: MRI, PET and CAT scans</i><br>Office<br>Freestanding Radiology Center<br>Outpatient Hospital   | 35% coinsurance after deductible is met<br>35% coinsurance after deductible is met<br>35% coinsurance after deductible is met   | 50% coinsurance after deductible is met<br>50% coinsurance after deductible is met<br>50% coinsurance after deductible is met |
| <b><u>Emergency and Urgent Care</u></b><br><b>Urgent Care</b><br><br><b>Emergency Room Facility Services</b><br><i>Copay waived if admitted.</i><br><br><b>Emergency Room Doctor and Other Services</b> | \$55 copay per visit deductible does not apply<br><br>\$150 copay per admission and then 35% coinsurance after deductible is met<br><br>35% coinsurance after deductible is met | 50% coinsurance after deductible is met<br><br>Covered as In-Network<br><br>Covered as In-Network                             |

| Covered Medical Benefits   | Cost if you use an In-Network Provider   | Cost if you use a Non-Network Provider   |
|--|--|--|
| <b>Ambulance</b>   | 35% coinsurance after deductible is met  | Covered as In-Network  |
| <u><b>Outpatient Mental Health and Substance Use Disorder</b></u><br><b>Doctor Office Visit</b><br><br><b>Facility Visit</b><br>Facility Fees<br><br>Doctor Services | \$55 copay per visit deductible does not apply<br><br>35% coinsurance after deductible is met<br><br>35% coinsurance after deductible is met | Covered as In-Network<br><br>50% coinsurance after deductible is met<br><br>50% coinsurance after deductible is met<br><br>50% coinsurance after deductible is met |
| <u><b>Outpatient Surgery</b></u><br><b>Facility Fees</b><br>Hospital<br><br>Freestanding Surgical Center<br><br><b>Doctor and Other Services</b><br>Hospital         | 35% coinsurance after deductible is met<br><br>35% coinsurance after deductible is met<br><br>35% coinsurance after deductible is met        | 50% coinsurance after deductible is met<br><br>50% coinsurance after deductible is met<br><br>50% coinsurance after deductible is met                              |
| <u><b>Hospital (Including Maternity, Mental Health and Substance Use Disorder)</b></u><br><br><b>Facility Fees</b><br><br><b>Doctor and other services</b>           | 35% coinsurance after deductible is met<br><br>35% coinsurance after deductible is met   | 50% coinsurance after deductible is met<br><br>50% coinsurance after deductible is met   |
| <u><b>Recovery &amp; Rehabilitation</b></u><br><b>Home Health Care</b><br><i>Coverage is limited to 100 visits per benefit period.</i>                               | 35% coinsurance after deductible is met  | 50% coinsurance after deductible is met  |

| Covered Medical Benefits   | Cost if you use an In-Network Provider  | Cost if you use a Non-Network Provider  |
|--|---|---|
| <p><b>Rehabilitation services</b><br/> <i>Coverage for rehabilitative and habilitative physical therapy and occupational therapy combined is limited to 40 visits per benefit period. Coverage for rehabilitative and habilitative speech therapy is limited to 20 visits per benefit period.</i></p> <p>Office</p> <p>Outpatient Hospital</p> | <p>35% coinsurance after deductible is met</p> <p>35% coinsurance after deductible is met</p> | <p>50% coinsurance after deductible is met</p> <p>50% coinsurance after deductible is met</p> |
| <p><b>Cardiac rehabilitation</b></p> <p>Office</p> <p>Outpatient Hospital</p>  | <p>35% coinsurance after deductible is met</p> <p>35% coinsurance after deductible is met</p> | <p>50% coinsurance after deductible is met</p> <p>50% coinsurance after deductible is met</p> |
| <p><b>Skilled Nursing Care (facility)</b><br/> <i>Coverage is limited to 100 days per benefit period.</i></p>  | <p>35% coinsurance after deductible is met</p>  | <p>50% coinsurance after deductible is met</p>  |
| <p><b>Inpatient Hospice</b></p>  | <p>No charge</p>  | <p>50% coinsurance after deductible is met</p>  |
| <p><b>Durable Medical Equipment</b></p>  | <p>50% coinsurance after deductible is met</p>  | <p>50% coinsurance after deductible is met</p>  |
| <p><b>Prosthetic Devices</b></p>   | <p>35% coinsurance after deductible is met</p>  | <p>50% coinsurance after deductible is met</p>  |

| Covered Prescription Drug Benefits         | Cost if you use an In-Network Pharmacy                      | Cost if you use a Non-Network Pharmacy                       |
|--|---|--|
| <p><b>Pharmacy Deductible</b></p>          | <p>Not applicable</p>                                       | <p>Not applicable</p>  |
| <p><b>Pharmacy Out-of-Pocket Limit</b></p> | <p>Combined with In-Network medical out-of-pocket limit</p> | <p>Combined with Non-Network medical out-of-pocket limit</p> |

**Prescription Drug Coverage** Cost shares for drugs included on the Essential drug list appear below. Drugs not included on the Essential drug list will not be covered. Your plan uses the Base Network. You may receive up to a 90 day supply of medication at Retail 90 pharmacies.

| Covered Prescription Drug Benefits  | Cost if you use an In-Network Pharmacy   | Cost if you use a Non-Network Pharmacy  |
|---|--|---|
| <p><b>Home Delivery Pharmacy</b> Maintenance medication are available through IngenioRx Home Delivery Pharmacy. You will need to call us on the number on your ID card to sign up when you first use the service.</p> |  |   |
| <p><b>Tier 1 - Typically Generic</b><br/> <i>Per 30 day supply (retail pharmacy and Retail 90 pharmacy). Per 90 day supply (home delivery).</i></p>   | <p>\$25 copay per prescription, deductible does not apply (retail) and \$62.50 copay per prescription, deductible does not apply (home delivery)</p> | <p>50% coinsurance up to \$250 per prescription, deductible does not apply (retail) and Not covered (home delivery)</p> |
| <p><b>Tier 2 – Typically Preferred Brand</b><br/> <i>Per 30 day supply (retail pharmacy and Retail 90 pharmacy). Per 90 day supply (home delivery).</i></p>   | <p>\$40 copay per prescription, deductible does not apply (retail) and \$120 copay per prescription, deductible does not apply (home delivery)</p>   | <p>50% coinsurance up to \$250 per prescription, deductible does not apply (retail) and Not covered (home delivery)</p> |
| <p><b>Tier 3 - Typically Non-Preferred Brand</b><br/> <i>Per 30 day supply (retail pharmacy and Retail 90 pharmacy). Per 90 day supply (home delivery).</i></p>   | <p>\$60 copay per prescription, deductible does not apply (retail) and \$180 copay per prescription, deductible does not apply (home delivery)</p>   | <p>50% coinsurance up to \$250 per prescription, deductible does not apply (retail) and Not covered (home delivery)</p> |
| <p><b>Tier 4 - Typically Specialty (brand and generic)</b><br/> <i>Per 30 day supply (specialty pharmacy).</i></p>  | <p>30% coinsurance up to \$250 per prescription, deductible does not apply (retail and home delivery)</p>  | <p>50% coinsurance up to \$250 per prescription, deductible does not apply (retail) and Not covered (home delivery)</p> |

**Notes:**

- If you have an office visit with your Primary Care Physician or Specialist at an Outpatient Facility (e.g., Hospital or Ambulatory Surgical Facility), benefits for Covered Services will be paid under “Outpatient Facility Services”.
- Costs may vary by the site of service. Other cost shares may apply depending on services provided. Check your Certificate of Coverage for details.
- Coverage includes standard fertility preservation services as a basic healthcare service including but are not limited to, injections, cryopreservation and storage for both male and female members when a medically necessary treatment may cause iatrogenic infertility. Member cost share for fertility preservation services is based on provider type and service rendered.

*This summary of benefits is a brief outline of coverage, designed to help you with the selection process. This summary does not reflect each and every benefit, exclusion and limitation which may apply to the coverage. For more details, important limitations and exclusions, please review the formal Evidence of Coverage (EOC). If there is a difference between this summary and the Evidence of Coverage (EOC), the Evidence of Coverage (EOC), will prevail.*

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Your Network: Prudent Buyer PPO

This summary of benefits is intended to be a brief outline of coverage. The entire provisions of benefits and exclusions are contained in the Group Contract, Certificate, and Schedule of Benefits. In the event of a conflict between the Group Contract and this description, the terms of the Group Contract will prevail.

By signing this Summary of Benefits, I agree to the benefits for the product selected as of the effective date indicated.

|  |      |
|--|------|
| Authorized group signature (if applicable) | Date |
| Underwriting signature (if applicable)     | Date |

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Questions: (855) 333-5730 or visit us at [www.anthem.com/ca](http://www.anthem.com/ca)

CA/LG/Open Health Trust: Modified Solution PPO/2S47/01-01-2022



# Get help in your language



## Notice of Language Assistance

Curious to know what all this says? We would be too. Here's the English version:

No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or 1-888-254-2721. For more help call the CA Dept. of Insurance at 1-800-927-4357. (TTY/TDD: 711)

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card.

### Spanish

Servicios lingüísticos sin costo. Puede tener un intérprete. Puede solicitar que le lean los documentos y algunos puede recibirlos en su idioma. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o al 1-888-254-2721. Para obtener ayuda adicional, llame al Departamento de Seguros de California al 1-800-927-4357. (TTY/TDD: 711)

### Arabic

يتم تقديم خدمات اللغة دون مقابل. يمكنك الاستعانة بمترجم. ويمكنك المطالبة بأن تُقرأ لك بعض المستندات وأن يُرسل بعضها بلغتك. للحصول على المساعدة، اتصل بنا على الرقم الموجود على بطاقة التعريف الخاصة بك أو على الرقم 1-888-254-2721. للحصول على مزيد من المساعدة، يُرجى الاتصال بإدارة كاليفورنيا للتأمين على الرقم 1-800-927-4357. (TTY/TDD: 711)

### Armenian

Թարգմանչական անվճար ծառայություններ: Մենք կարող ենք Ձեզ թարգմանչի ծառայություններ առաջարկել Կարող ենք տրամադրել ինչ-որ մեկին, ով փաստաթղթերը կկարդա Ձեզ համար և կուղարկի դրանք Ձեր լեզվով: Օգնություն ստանալու համար զանգահարեք մեզ Ձեզ ID քարտի վրա նշված հեռախոսահամարով կամ 1-888-254-2721 համարով: Լրացուցիչ օգնության համար զանգահարեք Կալիֆոռնիայի ապահովագրության նախարարություն հետևյալ հեռախոսահամարով 1-800-927-4357: (TTY/TDD: 711)

### Chinese

免費語言服務。您能獲得免費的譯員。您能聽到以您的語言讀出的文件內容，也能獲得以您的語言而寫的部分文件。如需協助，請撥打您的 ID 卡上的號碼或者1-888-254-2721聯絡我們。如需更多協助，請撥打1-800-927-4357 聯絡CA Dept. of Insurance。 (TTY/TDD: 711)

### Farsi

خدمات رایگان زبانی. می‌توانید یک مترجم شفاهی بگیرید. می‌توانید بخوانید اسناد را برای شما بخوانند و برخی اسناد نیز به زبان خودتان برایتان ارسال شود. برای دریافت کمک، از طریق شماره فهرست شده در کارت شناسایی‌تان و یا از طریق 1-888-254-2721 با ما تماس بگیرید. برای دریافت کمک‌های بیشتر با اداره بیمه کالیفرنیا به شماره 1-800-927-4357 تماس بگیرید. (TTY/TDD: 711)

### Hindi

Anthem Blue Cross Life and Health Insurance Company is an independent licensee of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

बिना लागत की भाषा सेवाएँ। आप दुभाषिया प्राप्त कर सकते हैं। आप दस्तावेज़ पढ़वा सकते हैं और कुछ दस्तावेज़ आपको आपकी भाषा में भेजे जा सकते हैं। मदद के लिए, हमें अपने ID कार्ड पर सूचीबद्ध नंबर पर या 1-888-254-2721 पर कॉल करें। अधिक मदद के लिए 1-800-927-4357 पर CA बीमा विभाग कोकॉल करें। (TTY/TDD: 711)

**Hmong**

Tsis Xam Tus Nqi Cov Kev Pab Cuam Ntsig Txog Hom Lus. Koj muaj peev xwm tau txais ib tus neeg txhais lus. Koj muaj peev xwm tau txais cov ntaub ntawv nyeem ua koj hom lus rau koj mloog thiab yuav xa ib co ntaub ntawv sau ua koj hom lus tuaj rau koj. Txog rau kev pab, hu rau peb tus nab npawb xov tooj teev tseg cia nyob rau ntawm koj daim ID los sis 1-888-254-2721. Txog rau kev pab ntxiv, hu xov tooj rau Pab Kas Phais Lub Chaw Ua Hauj Lwm CA tus xov tooj 1-800-927-4357. (TTY/TDD: 711)

**Japanese**

無料言語サービス。通訳サービスを受けられます。希望する言語で文書を読み上げたり、文書を送るサービスも可能です。支援を受けるには、IDカードに記載された番号、または 1-888-254-2721 にお電話ください。支援の詳細は、カリフォルニア州保険局（1-800-927-4357）にお電話ください。(TTY/TDD: 711)

**Khmer**

សេវាភាសាឥតគិតថ្លៃ។ អ្នកអាចទទួលបានសេវាបកប្រែឃ្លា។ អ្នកអាចឱ្យគេអានឯកសារផ្សេងៗជូនអ្នក និងផ្ញើឯកសារជូនអ្នកជាភាសារបស់អ្នក។ ដើម្បីទទួលបានជំនួយ សូមហៅ ទូរស័ព្ទមកយើងតាមលេខដែលបានរាយនៅលើប័ណ្ណ ID របស់អ្នក ឬក៏លេខ 1-888-254-2721។ ដើម្បីទទួលបានជំនួយបន្ថែម សូមហៅទូរស័ព្ទទៅ CA Dept. of Insurance តាមលេខ 1-800-927-4357។(TTY/TDD: 711)

**Korean**

무료 언어 서비스. 번역사를 이용하실 수 있습니다. 귀하의 언어로 녹음되어 작성된 문서를 받아보실 수 있습니다. 도움을 받으시려면 ID 카드에 기재된 번호 또는 1-888-254-2721로 전화하십시오. 다른 도움이 필요하시면 1-800-927-4357로 보험 CA 부서에 문의 주십시오. (TTY/TDD: 711)

**Punjabi**

ਭਿਬਨਾਂ ਿਕਸੇ ਲਾਗਤ ਦੇ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀਆ ਪਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਕੋਈ ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਪੜ੍ਹ ਕੇ ਸੁਣਾ ਸਕਦਾ ਹੈ ਅਤੇ ਕੁਝ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਨੂੰ ਭੇਜੇ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਸਾਨੂੰ ਤੁਹਾਡੇ ਆਈਡੀ ਕਾਰਡ ਉੱਤੇ ਸੂਚੀਬੱਧ ਨੰਬਰ ਜਾਂ 1-888-254-2721 ਤੇ ਕਾਲ ਕਰੋ। ਿਜ਼ਆਦਾ ਮਦਦ ਲਈ, ਸੀਏ ਿਡਪਾਰਟਮੈਂਟ ਔਫ ਇਨਸ਼ੂਰੈਂਸ ਨੂੰ 1-800-927-4357 ਤੇ ਕਾਲ ਕਰੋ। (TTY/TDD: 711)

**Russian**

Бесплатные языковые услуги. Вы можете получить услуги устного переводчика. Вам могут прочесть документы или направить некоторые из них на вашем языке. Для получения помощи звоните нам по телефону, указанному на вашей идентификационной карте, или по номеру 1-888-254-2721. Для получения дополнительной помощи звоните в Департамент страхования штата Калифорния по номеру 1-800-927-4357. (TTY/TDD: 711)

**Tagalog**

Mga Libreng Serbisyo para sa Wika. Maaari kayong kumuha ng interpreter. Maaari ninyong ipabasa ang mga dokumento at ipadala ang ilan sa mga ito sa inyo sa wikang ginagamit ninyo. Para sa tulong, tawagan kami sa numerong nakalista sa inyong ID card o sa 1-888-254-2721. Para sa higit pang tulong, tawagan ang CA Dept. of Insurance sa 1-800-927-4357. (TTY/TDD: 711)

**Thai**

ไม่มีค่าบริการเกี่ยวกับภาษา ท่านสามารถขอใช้บริการได้ ท่านสามารถขอให้เจ้าหน้าที่อ่านเอกสารได้ท่านฟังและเอกสารบางอย่างจะส่งถึงท่านโดยใช้ภาษาของท่าน หากต้องการความช่วยเหลือ โปรดโทรหาเราตามหมายเลขที่ระบุอยู่บนบัตรประจำตัวของท่านหรือที่หมายเลข 1-888-254-2721 หากต้องการความช่วยเหลือเพิ่มเติม โปรดโทรติดตามแผนก CA Dept. of Insurance ที่หมายเลข 1-800-927-4357 (TTY/TDD: 711)

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Vietnamese

Các Dịch Vụ Ngôn Ngữ Miễn Phí. Quý vị có thể có thông dịch viên. Quý vị có thể yêu cầu đọc tài liệu cho quý vị nghe và yêu cầu gửi một số tài liệu bằng ngôn ngữ của quý vị cho quý vị. Để được trợ giúp, hãy gọi cho số được ghi trên thẻ ID của quý vị hoặc số 1-888-254-2721. Để được giúp đỡ thêm, hãy gọi cho Sở Bảo Hiểm California (California Department of Insurance) theo số 1-800-927-4357. (TTY/TDD: 711)

### **It's important we treat you fairly**

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1- 800-537-7697) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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