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, visit

www.vivahealth.com/Group/plans/4SLT. 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 <u>www.healthcare.gov/sbc-glossary</u> or call 1-800-294-7780 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$9,450/individual or \$18,900/family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your deductible?	Yes. <u>Preventive care</u> , most drugs, pediatric vision care, and benefits with a <u>copayment</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the deductible amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u> <u>services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	Yes. \$50/child for pediatric dental care. There are no other specific <u>deductibles.</u>	You must pay all of 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</u> <u>limit</u> for this <u>plan</u> ?	\$9,450/individual or \$18,900/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-pocket limit</u> ?	Premiums, balance-billed charges, health care this <u>plan</u> doesn't cover, and out-of-network expenses for non- emergency and non-urgent services.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See <u>www.myvivaprovider.com</u> or call 1-800-294-7780 for a list of <u>network</u> <u>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</u> <u>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 <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 <u>specialist</u> you choose without a <u>referral</u> .

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

Common	Services You May	What You Will Pay Network Provider Out-of-Network Provider		Limitations, Exceptions, & Other Important Information	
Medical Event	Need	(You will pay the least)	(You will pay the most)		
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	\$45 <u>copay</u> /visit	Not covered	Deductible does not apply. Teladoc telehealth Primary/Urgent Care service: \$55/consultation.	
	<u>Specialist</u> visit	\$70 <u>copay</u> /visit	Not covered	Deductible does not apply. Chiropractic services limited to 25 visits per calendar year. Teladoc telehealth Behavioral Health service: \$70/consultation. Medical Nutritionist counseling limited to 6 visits per Calendar Year with a Nutritionist or Registered Dietitian.	
	Preventive care/screening/ immunization	No charge	Not covered	Limited to services recommended by federal preventive guidelines. 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. <u>Deductible</u> does not apply.	
	Diagnostic test (x-ray, blood work)	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Office visit or facility <u>copay</u> may apply. Genetic testing requires <u>prior authorization</u> . If <u>prior authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> .	
If you have a test	Imaging (CT/PET scans, MRIs)	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Certain imaging tests require <u>prior authorization</u> for <u>plan</u> to pay for them. See <u>plan</u> documents for more information. If <u>prior</u> <u>authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> .	
	Tier 1 Drugs (preferred generic drugs)	\$10 <u>copay</u> /prescription (retail); \$24 <u>copay</u> / prescription (mail order)	Not covered	Covers up to a 30-day supply (retail); 90-day supply (mail order). No charge for select generic oral contraceptive drugs. <u>Deductible</u> does not apply.	
condition More information about <u>prescription</u> <u>drug coverage</u> is available at <u>www.vivahealth.com</u>	Tier 2 Drugs (non- preferred generic drugs)	\$30 <u>copay</u> /prescription (retail); \$65 <u>copay</u> / prescription (mail order)	Not covered	Covers up to a 30-day supply (retail); 90-day supply (mail order). No charge for select generic oral contraceptive drugs. <u>Deductible</u> does not apply.	
	Tier 3 Drugs (preferred brand and non-preferred generic drugs)	\$65 <u>copay</u> /prescription (retail); \$163 <u>copay</u> / prescription (mail order)	Not covered	Covers up to a 30-day supply (retail); 90-day supply (mail order). If generic is available, you pay the difference between the generic and brand price, plus the <u>copay</u> . <u>Deductible</u> does not apply.	
	Tier 4 Drugs (non- preferred brand and non-preferred generic drugs)	\$80 <u>copay</u> / prescription (retail); \$200 <u>copay</u> / prescription (mail order)	Not covered	Covers up to a 30-day supply (retail); 90-day supply (mail order). If generic is available, you pay the difference between the generic and brand price, plus the <u>copay</u> . <u>Deductible</u> does not apply.	

* For more information about limitations and exceptions, see the plan or policy document at www.vivahealth.com/Group/plans/4SLT

Common	Services You May	What Yo	ou Will Pay		
Medical Event	Need	Network ProviderOut-of-Network Provider(You will pay the least)(You will pay the most)		Limitations, Exceptions, & Other Important Information	
	Tier 5 Drugs (preferred <u>specialty</u> <u>drugs</u> and non- preferred drugs)	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Requires <u>prior authorization</u> for <u>plan</u> to pay for drugs. Call 1-800- 803-2523. If <u>prior authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> . <u>Deductible</u> must be satisfied before <u>coinsurance</u> applies unless/until the overall <u>out- of-pocket limit</u> is met.	
	Tier 6 Drugs (<u>specialty drugs</u> and non-preferred drugs)	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Requires <u>prior authorization</u> for <u>plan</u> to pay for drugs. Call 1-800- 803-2523. If <u>prior authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> . <u>Deductible</u> must be satisfied before <u>coinsurance</u> applies unless/until the overall <u>out- of-pocket limit</u> is met.	
lf you have	Facility fee (e.g., ambulatory surgery center)	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Requires <u>prior authorization</u> for <u>plan</u> to pay for outpatient surgery. If <u>prior authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> .	
	Physician/surgeon fees	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Requires <u>prior authorization</u> for <u>plan</u> to pay for outpatient surgery. If <u>prior authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> .	
	Emergency room care	\$650 <u>copay</u> /visit	\$500 <u>copay</u> /visit	Limited to <u>emergency medical conditions</u> . Follow-up care is not covered. See <u>plan</u> documents for more information. <u>Deductible</u> does not apply.	
If you need immediate medical attention	Emergency medical transportation	0% <u>coinsurance</u> after <u>deductible</u>	0% <u>coinsurance</u> after <u>deductible</u>	Limited to transportation to a hospital.	
	<u>Urgent care</u>	\$70 <u>copay</u> /visit	\$70 <u>copay</u> /visit	Coverage from non-participating providers is limited to care outside the VIVA HEALTH service area and requires <u>prior</u> <u>authorization</u> or a <u>referral</u> from a participating provider. If <u>prior</u> <u>authorization</u> or a <u>referral</u> is not obtained, no charges for those services will be covered by the <u>plan</u> . <u>Deductible</u> does not apply.	
If you have a hospital stay	Facility fee (e.g., hospital room)	0% <u>coinsurance</u> after <u>deductible</u>	Not covered except for emergency medical conditions	Requires <u>prior authorization</u> for <u>plan</u> to pay for admission except for <u>emergency medical conditions</u> . If <u>prior authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> . Outpatient procedures that result in a member being placed in hospital observation will be covered under the outpatient surgery benefit.	
	Physician/surgeon fees	0% <u>coinsurance</u> after <u>deductible</u>	Not covered except for emergency medical conditions	Requires <u>prior authorization</u> for <u>plan</u> to pay for admission except for <u>emergency medical conditions</u> . If <u>prior authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> .	

* For more information about limitations and exceptions, see the plan or policy document at www.vivahealth.com/Group/plans/4SLT

Common	Services You May Need	What Yo	ou Will Pay		
Medical Event		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
If you need mental health, behavioral	Outpatient services	\$70 <u>copay</u> /visit	Not covered	Partial Hospitalization and Intensive Outpatient Program services require <u>prior authorization</u> for <u>plan</u> to pay for admission. If <u>prior authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> . <u>Deductible</u> does not apply.	
health, or substance abuse services	Inpatient services	0% <u>coinsurance</u> after <u>deductible</u>	Not covered except for emergency medical conditions	Requires <u>prior authorization</u> for <u>plan</u> to pay for admission. If such authorization is not obtained, no charges for those services will be covered by the <u>plan</u> .	
	Office visits	\$70 <u>copay</u> /delivery	Not covered	No coverage for currentle programmy. Cost charing dags not	
If you are pregnant	Childbirth/delivery professional services	No charge	Not covered	No coverage for surrogate pregnancy. <u>Cost sharing</u> does not apply for <u>preventive services</u> . Maternity care may include tests and services described elsewhere in the SBC. <u>Deductible</u> does	
	Childbirth/delivery facility services	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	not apply to <u>copay</u> .	
If you need help recovering or have other special health needs	Home health care	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Requires <u>prior authorization</u> for <u>plan</u> to pay for care. If <u>prior</u> <u>authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> .	
	Rehabilitation services	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Requires <u>prior authorization</u> for <u>plan</u> to pay for therapy. If <u>prior</u> <u>authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> . Limited to 30 total outpatient visits per calendar year for physical, occupational, and speech therapy for rehabilitation and habilitation services combined and 60 inpatient days for rehabilitation.	
	Habilitation services	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Requires <u>prior authorization</u> for <u>plan</u> to pay for therapy. If <u>prior</u> <u>authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> . For medical diagnoses, limited to 30 total outpatient visits per calendar year for physical, occupational, and speech therapy for rehabilitation and habilitation services combined.	
	Skilled nursing care	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Requires <u>prior authorization</u> for <u>plan</u> to pay for care. Limited to 100 days per lifetime. If <u>prior authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> .	
	Durable medical equipment	0% <u>coinsurance</u> after <u>deductible</u>	Not covered	Requires prior authorization for plan to pay for service. If prior <u>authorization</u> is not obtained, no charges for those services will be covered by the plan.	
	Hospice services	No charge	Not covered	Requires <u>prior authorization</u> for <u>plan</u> to pay for service. If <u>prior</u> <u>authorization</u> is not obtained, no charges for those services will be covered by the <u>plan</u> .	

Common	Common Services You May		ou Will Pay		
Medical Event	Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Children's eye exam	No charge	Not covered	Limited to one routine visit per <u>plan</u> year for children ages 0 until age 19. Must use VSP Advantage providers. Go to www.vsp.com/advantage.	
If your child needs dental or eye care	Children's glasses	No charge	Not covered	Limited to children ages 0 until age 19. Available eyewear selected by VSP. Must use VSP Advantage providers. Go to www.vsp.com/advantage.	
	Children's dental check-up	No charge after \$50 <u>deductible</u>	Any amount over Delta Dental PPO contracted rate plus \$50 deductible	Limited to children ages 0 until age 19. See Delta Dental Evidence of Coverage for more information.	

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	Dental care (Adult)	 Non-emergency care when traveling outside the 	
Bariatric surgery	Hearing aids	U.S.	
 Cosmetic surgery (except reconstructive surgery 	 Infertility treatment (except office visits and 	 Private-duty nursing 	
necessary to repair a functional disorder from	tests)	 Routine eye care (Adult) 	
disease, injury, or congenital anomaly)	Long-term care	 Weight loss programs 	

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)

• Chiropractic care

• Routine foot care (Diabetics only)

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: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.cciio.cms.gov. 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.dol.gov/ebsa/healthreform or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.dol.gov/ebsa/healthreform or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.dol.gov/ebsa/healthreform or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.dol.gov/ebsa/healthreform or Department of Health Insurance www.dol.gov/ebsa/healthreform or coverage through the Health Insurance <a hre

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information 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: VIVA HEALTH at 1-800-294-7780, the Alabama Department of Insurance at 334-241-4141, or the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>www.dol.gov/ebsa/healthreform</u>.

Does this plan provide Minimum Essential Coverage? Yes

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

Does this plan meet the Minimum Value Standards? Yes

If your <u>plan</u> doesn't meet the <u>Minimum Value Standards</u>, you may be eligible for a <u>premium tax credit</u> to help you pay for a <u>plan</u> through the <u>Marketplace</u>.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-294-7780. Chinese (中文): 如果需要中文的帮助, 请拨打这个号码1-800-294-7780.

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

What isn't covered

\$60

\$7,240

Limits or exclusions

The total Peg would pay is



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 ca hospital delivery)	re and a	Managing Joe's type 2 Dial (a year of routine in-network care o controlled condition)	Mia's Simple Fracture (in-network emergency room visit and follow up care)		
 The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	Specialist copayment\$70Hospital (facility) coinsurance100%		 The <u>plan's</u> overall <u>deductible</u> \$9,450 <u>Specialist copayment</u> \$70 Hospital (facility) <u>coinsurance</u> 100% Other <u>coinsurance</u> 100% 		\$9,450 \$70 100% \$650/100%
This EXAMPLE event includes services like: Specialist office visits (<i>prenatal care</i>) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood work</i>) Specialist visit (<i>anesthesia</i>)		This EXAMPLE event includes services like: Primary care physician office visits (<i>including</i> <i>disease education</i>) Diagnostic tests (<i>blood work</i>) Prescription drugs Durable medical equipment (<i>glucose meter</i>)		This EXAMPLE event includes services like: Emergency room care <i>(including medical supplies)</i> Diagnostic test <i>(x-ray)</i> Durable medical equipment <i>(crutches)</i> Rehabilitation services <i>(physical therapy)</i>	
Total Example Cost	\$12,700	Total Example Cost	\$5,600	Total Example Cost	\$2,800
In this example, Peg would pay:		In this example, Joe would pay: Cost Sharing		In this example, Mia would pay:	
Cost Sharing Deductibles	\$7,100	Deductibles \$100		Cost Sharing	\$1,700
Copayments	\$80	Copayments	\$1,500	Copayments	\$600
	\$0	Coinsurance	\$0		+200

What isn't covered

Limits or exclusions

The total Joe would pay is

\$20

\$1,620

\$0

\$2,300

What isn't covered

Limits or exclusions

The total Mia would pay is



NONDISCRIMINATION AND LANGUAGE ACCESSIBILITY NOTICE

Nondiscrimination Notice:

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

VIVA HEALTH:

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

If you need these services, contact VIVA HEALTH'S Civil Rights Coordinator.

If you believe that VIVA HEALTH 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 VIVA HEALTH'S Civil Rights Coordinator:

Address:417 20th Street North, Suite 1100
Birmingham, AL, 35203Phone:1-800-294-7780, (TTY: 711)Fax:205-449-7626Email:VIVACivilRightsCoord@uabmc.edu

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, VIVA HEALTH'S Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, TDD: 1-800-537-7697

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



Grievance Procedure:

It is the policy of VIVA HEALTH not to discriminate on the basis of race, color, national origin, sex, age or disability. VIVA HEALTH has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of VIVA HEALTH's Civil Rights Coordinator:

Address:	417 20 th Street North, Suite 1100
	Birmingham, AL, 35203
Phone:	1-800-294-7780, (TTY: 711)
Fax:	205-449-7626
Email:	VIVACivilRightsCoord@uabmc.edu

VIVA HEALTH's Civil Right Coordinator has been designated to coordinate the efforts of VIVA HEALTH to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for VIVA HEALTH to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Civil Rights Coordinator within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Civil Rights Coordinator shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Civil Rights Coordinator will maintain the files and records of VIVA HEALTH relating to such grievances. To the extent possible, and in accordance with applicable law, the Civil Rights Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Civil Rights Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of the Civil Rights Coordinator by writing to the Chief Administrative Officer within 15 days of receiving the Civil Rights Coordinator's decision. The Chief Administrative Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.



The availability and use of this grievance procedure does not prevent a person from pursuing other legal and administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, TDD: 1-800-537-7697

Complaint forms are available at: http://www.hhs.gov/ocr/office/file/index.html. Such complaints must be filed within 180 days of the date of the alleged discrimination.

VIVA HEALTH will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Civil Rights Coordinator will be responsible for such arrangements.

Language Assistance Services:

<u>Spanish</u>

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-294-7780 (TTY: 711).

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 1-800-294-7780 (TTY:711).

<u>Korean</u>

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-294-7780 (TTY: 711)번으로 전화해 주십시오

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-294-7780 (TTY: 711).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 7780-294-800 (TTY : 711).



<u>German</u>

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-294-7780 (TTY: 711).

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-294-7780 (ATS: 711).

<u>Gujarati</u>

ધ્યાન: તમે ગુજરાતી બોલે છે, ભાષા સહ્રાય સેવાઓ વિના મૂલ્યે તમારા માટે ઉપલબ્ધ છે . કૉલ 1-800-294-7780 (TTY : 711) .

<u>Tagalog</u>

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-294-7780 (TTY: 711).

<u>Hindi</u>

ध्यान दें: आप हिंदी बोलते हैं, तो भाषा सहायता सेवाओं के प्रभार से मुक्त आप के लिए उपलब्ध हैं। कॉल 1-800-294-7780 (TTY : 711)।

<u>Laotian</u> ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-800-294-7780 (TTY: 711).

<u>Russian</u> ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-294-7780 (телетайп: 711).

Portugese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-294-7780 (TTY: 711).

<u>Turkish</u>

DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-800-294-7780 (TTY: 711) irtibat numaralarını arayın.

<u>Japanese</u>

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます.1-800-294-7780(TTY:711)まで、お電話にてご連絡ください.