

#### Wyoming Educators' Benefit Trust: \$5,000

Coverage for: Single/Family | Plan Type: PPO

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 1-800-210-6642 or visit <u>http://www.yourwyoblue.com</u>. 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>, provider, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at <u>www.healthcare.gov/sbc-glossary/</u> or call 1-800-210-6642 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	In-network providers \$5,000 person / \$10,000 family. Out-of-network providers \$5,000 person / \$10,000 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 <u>deductible</u> ?	Yes. In-network <u>preventive care</u> , <u>prescription drugs</u> and services subject to a <u>copayment</u> are covered before you meet your <u>deductible</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</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?	No.	You don't have to meet deductibles for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	Medical: <u>In-network providers</u> \$6,500 per person / \$13,000 per family. <u>Out-of-network providers</u> \$7,150 person / \$14,300. Rx: \$1,500 per person not to exceed a combined maximum of \$9,200 person / \$18,400 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 billing charges, sanctions, reductions and health care this plan doesn't cover.	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>http://provider.bcbswy.com</u> or call 1-800-210-6642 for a list of <u>In-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</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		What You Will Pay		Limitations, Exceptions, & Other
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information
	Primary care visit to treat an injury or illness	\$55 <u>copayment</u> per office visit. <u>Deductible</u> does not apply. Related services apply 20% <u>coinsurance</u> after <u>deductible</u> .	\$55 <u>copayment</u> per office visit. <u>Deductible</u> does not apply. Related services apply 20% <u>coinsurance</u> after <u>deductible.</u>	Teladoc consultations covered at 100%.
	<u>Specialist</u> visit	\$55 <u>copayment</u> per office visit. <u>Deductible</u> does not apply. Related services apply 20% <u>coinsurance</u> after <u>deductible.</u>	\$55 <u>copayment</u> per office visit. <u>Deductible</u> does not apply. Related services apply 20% <u>coinsurance</u> after <u>deductible.</u>	None
If you visit a health care <u>provider's</u> office or clinic	Preventive care/ screening/immunization	No Charge. <u>Deductible</u> does not apply.	20% <u>coinsurance</u>	Benefits include but are not limited to those recommended by the USPSTF (United States Preventive Services Taskforce) (A & B only), CDC (Center for Disease Control) Advisory Committee on Immunization Practices, and the HRSA (Health Resources and Services Administration) for women's and children's preventive care. An additional \$50 per calendar year benefit is available for the employee and spouse for limited preventive screening services. One colonoscopy, at a participating <u>provider</u> , payable at 100% of allowable, prior to age 45. You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.
If you have a test	Diagnostic test (x-ray, blood work)	20% coinsurance	20% coinsurance	Certain services require <u>preauthorization</u> . Failure to obtain <u>preauthorization</u> may result
n you nave a lest	Imaging (CT/PET scans, MRIs)	20% coinsurance	20% coinsurance	in a denial or reduction in coverage.

Common		What You Will Pay		Limitations, Exceptions, & Other	
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information	
If you need drugs to treat your illness or condition More information about prescription drug coverage is available at www.bcbswy.com/nr25	Generic drugs (Tier 1 - Preferred) (Tier 2 - Non-Preferred)	<ul> <li>\$15 <u>copayment</u> per 30 day supply retail</li> <li>\$30 <u>copayment</u> per 90 day supply mail order</li> <li><u>Deductible</u> does not apply.</li> </ul>	Not Covered	Covers up to a 90 day supply retail and mail order. Prescription <u>copayments</u> are limited to \$1,500 maximum out-of-pocket per member per year.	
	Preferred brand drugs (Tier 3)	\$40 <u>copayment</u> per 30 day supply retail \$80 <u>copayment</u> per 90 day supply mail order <u>Deductible</u> does not apply.	Not Covered	Covers up to a 90 day supply retail and mail order. Prescription <u>copayments</u> are limited to \$1,500 maximum out-of-pocket per member per year. Some drugs must receive	
	Non-Preferred brand drugs (Tier 4)	\$60 <u>copayment</u> per 30 day supply retail \$120 <u>copayment</u> per 90 day supply mail order <u>Deductible</u> does not apply.	Not Covered	preauthorization from Blue Cross Blue Shield of Wyoming. Failure to obtain preauthorization may result in a denial or reduction in coverage.	
	<u>Specialty drugs</u> (Tier 5 - Preferred) (Tier 6 - Non-Preferred)	20% <u>coinsurance</u> <u>Deductible</u> does not apply.	Not Covered	Must have <u>preauthorization</u> by Blue Cross Blue Shield of Wyoming. Covers up to a 30 day supply.	
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	20% <u>coinsurance</u> . No charge after <u>deductible</u> for services performed at an ASC or office setting.	20% <u>coinsurance</u> . No charge after <u>deductible</u> for services performed at an ASC or office setting.	For surgeries performed in an office setting or at an ASC (ambulatory surgery center), the <u>coinsurance</u> may be reduced.	
surgery	Physician/surgeon fees	20% <u>coinsurance</u> . No charge after <u>deductible</u> for services performed at an ASC or office setting.	20% <u>coinsurance</u> . No charge after <u>deductible</u> for services performed at an ASC or office setting.	For surgeries performed in an office setting or at an ASC (ambulatory surgery center), the <u>coinsurance</u> may be reduced.	
	Emergency room care	20% coinsurance	20% coinsurance	Out-of-network emergency will apply in- network cost share.	
If you need immediate medical attention	Emergency medical transportation	20% coinsurance	20% coinsurance	Out-of-network emergency air ambulance will apply in-network <u>cost share</u> .	
	<u>Urgent care</u>	\$55 <u>copayment</u> per office visit. <u>Deductible</u> does not apply. Related services apply 20% <u>coinsurance</u> after <u>deductible.</u>	\$55 <u>copayment</u> per office visit. <u>Deductible</u> does not apply. Related services apply 20% <u>coinsurance</u> after <u>deductible.</u>	None	

Common		What You Will Pay		Limitations, Exceptions, & Other	
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Important Information	
lf you have a hospital	Facility fee (e.g., hospital room)	20% coinsurance	20% coinsurance	Failure to obtain pre-admission review may result in a denial or reduction in coverage.	
stay	Physician/surgeon fees	20% coinsurance	20% coinsurance	Failure to obtain pre-admission review may result in a denial or reduction in coverage.	
If you need mental health, behavioral health, or substance	Outpatient services	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Failure to obtain <u>preauthorization</u> for outpatient ABA (Applied Behavioral Analysis) therapy services may result in a denial or reduction in coverage.	
abuse services	Inpatient services	20% coinsurance	20% coinsurance	Failure to obtain pre-admission review may result in a denial or reduction in coverage.	
lf you are pregnant	Office visits	\$55 <u>copayment</u> per office visit. <u>Deductible</u> does not apply. Related services apply 20% <u>coinsurance</u> after <u>deductible.</u>	\$55 <u>copayment</u> per office visit. <u>Deductible</u> does not apply. Related services apply 20% <u>coinsurance</u> after <u>deductible.</u>	Depending on the type of services, a <u>coinsurance</u> or <u>deductible</u> may apply. <u>Cost</u> <u>sharing</u> does not apply for <u>preventive</u> <u>services</u> . Maternity care may include tests and services described elsewhere in the SBC (i.e., ultrasound.)	
	Childbirth/delivery professional services	20% coinsurance	20% coinsurance	<u>Cost sharing</u> does not apply for <u>preventive</u> <u>services</u> . Maternity care may include tests	
	Childbirth/delivery facility services	20% coinsurance	20% coinsurance	and services described elsewhere in the SBC (i.e., ultrasound.)	

Common		What You Will Pay		Limitationa Exceptiona 8 Other
Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Home health care	0% coinsurance	0% coinsurance	None
If you need help	Rehabilitation services	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Failure to obtain <u>preauthorization</u> for inpatient therapy may result in a denial or reduction in coverage. Rehabilitation benefit is limited to specific diagnoses, see plan document for full detail. Inpatient rehabilitation is limited to patients that are able to participate in at least 5 hours of therapy. Outpatient cardiac rehabilitation is limited to 36 sessions per lifetime. Outpatient physical, occupational and/or speech therapy have a combined 30 visit limit per illness or injury per participant. Additional therapy services are covered based on medical necessity.
recovering or have other special health	Habilitation services	Not Covered	Not Covered	None
other special health needs	Skilled nursing care	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Failure to obtain <u>preauthorization</u> may result in a denial or reduction in coverage. Limited to 90 days maximum per calendar year. Extended Care Facility services are limited to 45 days per lifetime.
	Durable medical equipment	20% <u>coinsurance</u>	20% coinsurance	Some items require <u>preauthorization</u> . Failure to obtain <u>preauthorization</u> may result in a denial or reduction in coverage.
	Hospice services 0% coinsurance	0% <u>coinsurance</u>	Failure to obtain <u>preauthorization</u> for inpatient <u>hospice services</u> may result in a denial or reduction in coverage. Inpatient hospice limited to 180 days per lifetime for terminally ill individuals with a life expectancy of no greater than 6 months.	
If your child needs	Children's eye exam	Not Covered	Not Covered	None
dental or eye care	Children's glasses	Not Covered	Not Covered	None
actual of eye cale	Children's dental check-up	Not Covered	Not Covered	None

#### **Excluded Services & Other Covered Services:**

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)				
Acupuncture	Habilitation services	Routine eye care (Child)		
Cosmetic surgery	Hearing aids	Routine foot care		
Dental care (Adult	Long-term care	Weight loss programs		
Dental care (Child)	Routine eye care (Adult)			
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)				
<ul> <li>Bariatric surgery - Requires prior approval. Limited to 1 surgery per lifetime.</li> </ul>	<ul> <li>Infertility treatment - Limited to the correction of the condition causing infertility.</li> </ul>	<ul> <li>Private-duty nursing - Limited to inpatient services provided by an R.N.</li> </ul>		
<ul> <li>Chiropractic care - Limited to 30 visits per calendar year.</li> </ul>	<ul> <li>Non-emergency care when traveling outside the U.S.</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: Blue Cross Blue Shield of Wyoming at 1-800-210-6642, the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <a href="https://www.cciio.cms.gov">www.cciio.cms.gov</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <a href="https://www.HealthCare.gov">Marketplace</a>. For more information about the <a href="https://www.HealthCare.gov">Marketplace</a>, visit <a href="https://www.HealthCare.gov">www.cciio.cms.gov</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <a href="https://www.HealthCare.gov">Marketplace</a>. For more information about the <a href="https://www.HealthCare.gov">Marketplace</a>. The contact information and Insurance coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <a href="https://www.HealthCare.gov">Marketplace</a>. For more information about the <a href="https://www.HealthCare.gov">Marketplace</a>. So call 1-800-318-2596.

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 on how 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: the Claim Supervisor - Blue Cross Blue Shield of Wyoming at 1-800-210-6642 or <u>www.wyomingblue.com</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 Minimum Value Standards? 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.

To see examples of how this <u>plan</u> 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 (deductibles, copayments 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.

<b>Peg is Having a Baby</b> (9 months of in-network pre-natal care hospital delivery)	and a	
<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$5,000 \$55 20% 20%	
This EXAMPLE event includes services <u>Specialist</u> office visits ( <i>prenatal care</i> ) Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services	like:	T P d

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>	\$5,000			
Copayments	\$10			
Coinsurance	\$1,500			
What isn't covered				
Limits or exclusions	\$60			
The total Peg would pay is	\$6,570			

Managing Joe's Type 2 Diabetes (a year of routine in-network care of a well- controlled condition)		
<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$5,000 \$55 20% 20%	
This EXAMPLE event includes services	s like:	

Primary care physician office visits (including lisease 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			
Deductibles	\$900		
<u>Copayments</u>	\$700		
Coinsurance	\$0		
What isn't covered			
Limits or exclusions	\$20		
The total Joe would pay is	\$1,620		

#### **Mia's Simple Fracture** (in-network emergency room visit and follow up care)

The plan's overall deductible	\$5,000
Specialist copayment	\$55
Hospital (facility) coinsurance	20%
Other coinsurance	20%

#### This EXAMPLE event includes services like:

Emergency room care (including medical supplies) Diagnostic test (x-ray) Durable medical equipment (crutches) Rehabilitation services (physical therapy)

Total Example Cost	\$2,800
In this example, Mia would pay:	
Cost Sharing	
Deductibles	\$2,500
Copayments	\$10
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
The total Mia would pay is	\$2,510

Note: If employer has funded a Health Reimbursement Account (HRA) on your behalf, your HRA has not been taken into account in calculating the totals under these examples. An HRA allows your employer to allocate a specific amount of money to reimburse you for your out-of-pocket expenses.

The plan would be responsible for the other costs of these EXAMPLE covered services.



#### This Notice is Being Provided as Required by the Affordable Care Act

# **Translation Services**

If you, or someone you're helping, has questions about Blue Cross Blue Shield of Wyoming, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 800-442-2376.	Se tu o qualcuno che stai aiutando avete domande su Blue Cross Blue Shield of Wyoming, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare 800-442-2376.
Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Blue Cross Blue Shield of Wyoming, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 800-442-2376.	Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Blue Cross Blue Shield of Wyoming, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 800-442-2376.
如果您,或是您正在協助的對象,有關於[插入SBM項目的名稱 Blue Cross Blue Shield of Wyoming方面的問題,您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員,請撥 電話 [在此插入數字800-442-2376.	Jika Anda, atau seseorang yang Anda tolong, memiliki pertanyaan tentang Blue Cross Blue Shield of Wyoming, Anda berhak untuk mendapatkan pertolongan dan informasi dalam Bahasa Anda tanpa dikenakan biaya. Untuk berbicara dengan seorang penerjemah, hubungi 800-442- 2376.
Falls Sie oder jemand, dem Sie helfen, Fragen zum Blue Cross Blue Shield of Wyoming haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 800-442-2376.	ご本人様、またはお客様の身の回りの方でも、Blue Cross Blue Shield of Wyoming についてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手 したりすることができます。料金はかかりません。通訳とお話される場合、800-442- 2376までお電話ください。
Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Blue Cross Blue Shield of Wyoming, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 800-442-2376.	यदि तपाईं आफ्ना लागि आर्फे आवेदनको काम गर्दे, वा कसैलाई महत गर्दे हुनुहुन्छ,Blue Cross Blue Shield of Wyoming बारे प्रश्नहरू छन् भने आफ्नो मातृभाषामा नि:शुल्क सहायता वा जानकारी पाउने अधिकार छ। दोभाषे (इन्टएप्रेटर) सँग कुरा गर्नुपरे 800-442-2376 मा फोन गर्नुहोस्।
Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Blue Cross Blue Shield of Wyoming, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 800-442-2376.	اگر شما، با کسی که شما به او کمک میکنید ، سوال در مورد Blue Cross Blue Shield of Wyoming ، داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید.800-442-2376 تماس حاصل تمایید.
만약 귀하 또는 귀하가 돕고 있는 어떤 사람이Blue Cross Blue Shield of Wyoming 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는800-442-2376 로 전화하십시오.	જો તમે અથવા તમે કોઇને મદદ કરી રહ્યાં તેમાંથી કોઇને [એસબીએમ કાર્યક્રમનું નામ મુકો] વિશે પ્રશ્નો હોય તો તમને મદદ અને માહિતી મેળવવાનો અધિકાર છે. તે ખર્ચ વિના તમારી ભાષામાં પ્રાપ્ત કરી શકાય છે. દુભાષિયો વાત કરવા માટે,આ [અર્ઢી દાખલ કરો નંબર ] પર કોલ કરો.
Nếu quý vị, hay người mà quý vị đang giúp đờ, có câu hỏi về Blue Cross Blue Shield of Wyoming, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 800-442-2376.	Díí kwe'é atah nílínígíí Blue cross Blue Shield of Wyoming haada yit'éego bina'ídiłkidgo éi doodago háida bíká anilyeedígíí t'áadoo le'é yina'ídiłkidgo beehaz'áanii hóló díí t'áá hazaadk'ehií háká a'doowołgo bee haz'á doo bậậh ílínígóó. Ata' halne'ígíí koji' bich'i' hodíílnil 800-442-2376.



## **Non-Discrimination Notices**

Blue Cross Blue Shield of Wyoming (BCBSWY) does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities.

BCBSWY provides appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, free of charge and in a timely manner, when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities.

BCBSWY provides language assistance services, including translated documents and oral interpretation, free of charge and in a timely manner, when such services are necessary to provide meaningful access to individuals with limited English proficiency.

In order to obtain the interpretation services listed in paragraphs two (2) and three (3), Participants may call (800) 442-2376 or use BCBSWY's Telecommunications Device for the Deaf (TDD) at (800) 696-4710.

Participants have the right to file a grievance regarding potential discrimination. To file a grievance, please call BCBSWY at (307) 634-1393 or (800) 442-2376 and request the Grievance Officer in the Legal Department or mail a letter describing the grievance to 4000 House Avenue, Cheyenne, WY 82001 to the attention of the Legal Department.

If a Participant believes they have been discriminated against because of their race, color, national origin, disability, age, sex or religion, the Participant may file a discrimination complaint with the Office of Civil Rights. Please visit <u>www.hhs.gov/ocr</u> for directions to file a complaint.