



## The University of Iowa SHIP PPO



The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. **NOTE: Information about the cost of this plan (called the premium) 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.wellmark.com](http://www.wellmark.com) or call 1-800-643-9724. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at [www.healthcare.gov/sbc-glossary](http://www.healthcare.gov/sbc-glossary) or call 1-800-643-9724 to request a copy.

| Important Questions                                                       | Answers                                                                                                                                                                                                                                                    | Why this Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>What is the overall <u>deductible</u>?</b>                             | <b>\$500</b> person/ <b>\$1,000</b> family per calendar year.                                                                                                                                                                                              | Generally, you must pay all the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <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> .                                                                                                                                                                    |
| <b>Are there services covered before you meet your <u>deductible</u>?</b> | Yes. Well-child care, in- <u>network</u> <u>preventive care</u> , in- <u>network</u> prosthetic limbs, <u>prescription drugs</u> and services subject to <u>copayments</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 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="http://www.healthcare.gov/coverage/preventive-care-benefits/">www.healthcare.gov/coverage/preventive-care-benefits/</a> .                                                       |
| <b>Are there other <u>deductibles</u> for specific services?</b>          | No. There are no other <u>deductibles</u> .                                                                                                                                                                                                                | You don't have to meet <u>deductibles</u> for specific services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>What is the <u>out-of-pocket limit</u> for this <u>plan</u>?</b>       | Health: <b>\$5,000</b> person/ <b>\$10,000</b> family per calendar year. Drug Card: <b>\$5,000</b> person/ <b>\$10,000</b> family per calendar year. The In- <u>Network</u> health and drug card <u>out-of-pocket</u> maximum amounts accumulate together. | 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.                                                                                                                                                                                                                                                                                       |
| <b>What is not included in the <u>out-of-pocket limit</u>?</b>            | Premiums, <u>balance-billed</u> charges, 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> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Will you pay less if you use a <u>network provider</u>?</b>            | Yes. See <a href="http://www.wellmark.com">www.wellmark.com</a> or call 1-800-643-9724 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 out-of- <u>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 out-of- <u>network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
| <b>Do you need a <u>referral</u> to see a <u>specialist</u>?</b>          | No.                                                                                                                                                                                                                                                        | You can see the <u>specialist</u> you choose without a <u>referral</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 In- <u>Network</u> (IN) <u>Provider</u> (You will pay the least) | What You Will Pay Out-of- <u>Network</u> (OON) <u>Provider</u> (You will pay the most) | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| If you visit a health care <u>provider's</u> office or clinic | Primary care visit to treat an injury or illness | \$25 <u>copay</u> per <u>provider</u> per date of service                          | 40% <u>coinsurance</u>                                                                 | <u>Primary Care Provider</u> (PCP) types can be found in the What You Pay section of your <u>plan</u> document.                                                                                                                                                                                                                                                                                          |
|                                                               | <u>Specialist</u> visit                          | \$50 <u>copay</u> per <u>provider</u> per date of service                          | 40% <u>coinsurance</u>                                                                 | Applies to Non-PCP <u>providers</u> . \$25 <u>copay</u> per <u>provider</u> per date of service for in- <u>network</u> chiropractic services. Hearing exams are covered according to ACA guidelines.                                                                                                                                                                                                     |
|                                                               | <u>Preventive care/screening/immunization</u>    | No charge                                                                          | 40% <u>coinsurance</u>                                                                 | One preventive exam per calendar year. One mammogram per calendar year. Well-child care is covered to age 7. 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. Preventive medical examinations performed for administrative purposes are covered in addition to a preventive exam. |
| If you have a test                                            | <u>Diagnostic test</u> (x-ray, blood work)       | 20% <u>coinsurance</u>                                                             | 40% <u>coinsurance</u>                                                                 | For a test in a <u>provider's</u> office or clinic, your cost is included in the cost-share listed above.                                                                                                                                                                                                                                                                                                |
|                                                               | Imaging (CT/PET scans, MRIs)                     | 20% <u>coinsurance</u>                                                             | 40% <u>coinsurance</u>                                                                 | For a test in a <u>provider's</u> office or clinic, your cost is included in the cost-share listed above.                                                                                                                                                                                                                                                                                                |

For more information about limitations and exceptions, see your plan document or call Wellmark at 1-800-643-9724. You can find your Coverage Manual at [sbccmfinder.wellmark.com](http://sbccmfinder.wellmark.com).

| Common Medical Event                                                                                                                                                                                                   | Services You May Need                          | What You Will Pay In-Network (IN) Provider (You will pay the least)                              | What You Will Pay Out-of-Network (OON) Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>If you need drugs to treat your illness or condition</b><br><br>More information about <b>prescription drug coverage</b> is at <a href="http://www.wellmark.com/prescriptions">www.wellmark.com/prescriptions</a> . | Tier 1                                         | 25% <u>coinsurance</u>                                                                           | 25% <u>coinsurance</u>                                                  | Refer to your Blue Rx Value Plus Drug List to determine the tier that applies to a covered drug. For out-of- <u>network prescription drugs</u> , you may be balance billed.<br><br>30-day supply for <u>Specialty drugs</u> .<br>34-day supply for <u>prescription drugs</u> .<br>100-day supply prescription maximum.<br><br>See <a href="http://wellmark.com/prescriptions">wellmark.com/prescriptions</a> for information about drugs and drug quantities that require prior authorization by Wellmark to be covered by your plan. |
|                                                                                                                                                                                                                        | Tier 2                                         | 30% <u>coinsurance</u>                                                                           | 30% <u>coinsurance</u>                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                                                                                                                                                                        | Tier 3                                         | 50% <u>coinsurance</u>                                                                           | 50% <u>coinsurance</u>                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                                                                                                                                                                        | Specialty drugs                                | Same as cost-share above depending on drug category.                                             | Same as cost-share above depending on drug category.                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>If you have outpatient surgery</b>                                                                                                                                                                                  | Facility fee (e.g., ambulatory surgery center) | 20% <u>coinsurance</u>                                                                           | 40% <u>coinsurance</u>                                                  | -----None-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                                                                                                                                                                                        | Physician/surgeon fees                         | 20% <u>coinsurance</u>                                                                           | 40% <u>coinsurance</u>                                                  | -----None-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>If you need immediate medical attention</b>                                                                                                                                                                         | <u>Emergency room care</u>                     | \$150 <u>copay</u> per visit for facility and physician(s) combined                              | \$150 <u>copay</u> per visit for facility and physician(s) combined     | For <u>emergency medical conditions</u> treated out-of- <u>network</u> , it is likely you may not be balance billed pursuant to the federal rules developed for implementation of the No Surprises Act.                                                                                                                                                                                                                                                                                                                               |
|                                                                                                                                                                                                                        | <u>Emergency medical transportation</u>        | 20% <u>coinsurance</u>                                                                           | 20% <u>coinsurance</u>                                                  | For covered non-emergent situations, out-of- <u>network</u> ground ambulance services are NOT reimbursed at the in- <u>network</u> level. You may be balance billed for any out-of- <u>network</u> service as established under the rules developed for implementation of the No Surprises Act. Benefits for non-participating ambulance <u>providers</u> are based on actual billed charges.                                                                                                                                         |
|                                                                                                                                                                                                                        | <u>Urgent care</u>                             | \$25 <u>copay</u> per <u>provider</u> per date of service for facility and physician(s) combined | 40% <u>coinsurance</u>                                                  | -----None-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>If you have a hospital stay</b>                                                                                                                                                                                     | Facility fee (e.g., hospital room)             | 20% <u>coinsurance</u>                                                                           | 40% <u>coinsurance</u>                                                  | -----None-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                                                                                                                                                                                        | Physician/surgeon fees                         | 20% <u>coinsurance</u>                                                                           | 40% <u>coinsurance</u>                                                  | -----None-----                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

For more information about limitations and exceptions, see your plan document or call Wellmark at 1-800-643-9724. You can find your Coverage Manual at [sbccmfinder.wellmark.com](http://sbccmfinder.wellmark.com).

| Common Medical Event                                                      | Services You May Need                     | What You Will Pay In-Network (IN) Provider (You will pay the least)                                  | What You Will Pay Out-of-Network (OON) Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                       | Office: \$0 <u>copay</u> per <u>provider</u> per date of service<br>Facility: 20% <u>coinsurance</u> | 40% <u>coinsurance</u>                                                  | -----None-----                                                                                                                                                                                                                                                                                |
|                                                                           | Inpatient services                        | 20% <u>coinsurance</u>                                                                               | 40% <u>coinsurance</u>                                                  | -----None-----                                                                                                                                                                                                                                                                                |
| If you are pregnant                                                       | Office visits                             | 20% <u>coinsurance</u>                                                                               | 40% <u>coinsurance</u>                                                  | Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). Cost sharing does not apply for <u>preventive services</u> . For any <u>in-network</u> services that fall outside of routine obstetric care, the office visit benefits shown above may apply. |
|                                                                           | Childbirth/delivery professional services | 20% <u>coinsurance</u>                                                                               | 40% <u>coinsurance</u>                                                  | Benefits shown reflect OB/GYN practitioner services which are typically globally billed at time of delivery for pre-natal, post-natal and delivery services.                                                                                                                                  |
|                                                                           | Childbirth/delivery facility services     | 20% <u>coinsurance</u>                                                                               | 40% <u>coinsurance</u>                                                  | -----None-----                                                                                                                                                                                                                                                                                |

For more information about limitations and exceptions, see your plan document or call Wellmark at 1-800-643-9724. You can find your Coverage Manual at [sbccmfinder.wellmark.com](http://sbccmfinder.wellmark.com).

| Common Medical Event                                                  | Services You May Need            | What You Will Pay In-Network (IN) Provider (You will pay the least)                                                    | What You Will Pay Out-of-Network (OON) Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information                                                                                                 |
|-----------------------------------------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>If you need help recovering or have other special health needs</b> | <u>Home health care</u>          | 20% <u>coinsurance</u>                                                                                                 | 40% <u>coinsurance</u>                                                  | Limit of 30 visits per calendar year.                                                                                                                  |
|                                                                       | <u>Rehabilitation services</u>   | Office: \$25 PCP/\$50 Non-PCP <u>copay</u> per <u>provider</u> per date of service<br>Facility: 20% <u>coinsurance</u> | 40% <u>coinsurance</u>                                                  | \$25 <u>copay</u> per <u>provider</u> per date of service applies to in-network Physical and Occupational Therapists and Speech Language Pathologists. |
|                                                                       | <u>Habilitation services</u>     | Office: \$25 PCP/\$50 Non-PCP <u>copay</u> per <u>provider</u> per date of service<br>Facility: 20% <u>coinsurance</u> | 40% <u>coinsurance</u>                                                  | \$25 <u>copay</u> per <u>provider</u> per date of service applies to in-network Physical and Occupational Therapists and Speech Language Pathologists. |
|                                                                       | <u>Skilled nursing care</u>      | 20% <u>coinsurance</u>                                                                                                 | 40% <u>coinsurance</u>                                                  | Limit of 30 days per calendar year.                                                                                                                    |
|                                                                       | <u>Durable medical equipment</u> | 20% <u>coinsurance</u>                                                                                                 | 40% <u>coinsurance</u>                                                  | -----None-----                                                                                                                                         |
|                                                                       | <u>Hospice services</u>          | 20% <u>coinsurance</u>                                                                                                 | 40% <u>coinsurance</u>                                                  | Hospice respite care is limited to 15 inpatient and 15 outpatient days per lifetime.                                                                   |
| <b>If your child needs dental or eye care</b>                         | Children's eye exam              | Not covered                                                                                                            | Not covered                                                             | -----None-----                                                                                                                                         |
|                                                                       | Children's glasses               | Not covered                                                                                                            | Not covered                                                             | -----None-----                                                                                                                                         |
|                                                                       | Children's dental check-up       | Not covered                                                                                                            | Not covered                                                             | -----None-----                                                                                                                                         |

For more information about limitations and exceptions, see your plan document or call Wellmark at 1-800-643-9724. You can find your Coverage Manual at [sbccmfinder.wellmark.com](http://sbccmfinder.wellmark.com).

## 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
- Cosmetic surgery
- Custodial care - in home or facility
- Dental care - Adult
- Dental check-up
- Extended home skilled nursing
- Eye exam
- Glasses
- Hearing aids
- Infertility treatment
- Long-term care
- Routine eye care - Adult
- Routine foot care
- Some pharmacy drugs are not covered
- Weight loss programs

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

- Applied Behavior Analysis therapy (applies to home health care limit)
- Bariatric surgery
- Chiropractic care
- Most coverage provided outside the U.S.
- Private-duty nursing - short term intermittent home skilled nursing

**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 U.S. 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). 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.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 to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, you can contact: Wellmark at 1-800-643-9724, Iowa Insurance Division at 515-654-6600, or Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).

### Does this plan provide Minimum Essential Coverage? Yes

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

### Does this plan meet the 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.

**Wellmark Blue Cross and Blue Shield of Iowa is an independent licensee of the Blue Cross and Blue Shield Association.**

*This contains only a partial description of the benefits, limitations, exclusions and other provisions of the health care plan. It is not a contract or policy. It is a general overview only. It does not provide all the details of coverage, including benefits, exclusions, and policy limitations. In the event there are discrepancies between this document and the Coverage Manual, Certificate, or Policy, the terms and conditions of the Coverage Manual, Certificate, or Policy will govern.*

## 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.

### Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery)

|                                         |       |
|-----------------------------------------|-------|
| ■ The plan's overall <u>deductible</u>  | \$500 |
| ■ PCP <u>copayment</u>                  | \$25  |
| ■ Hospital(facility) <u>coinsurance</u> | 20%   |
| ■ Other <u>coinsurance</u>              | 20%   |

#### This EXAMPLE event includes services like:

Specialist office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
Diagnostic tests (*ultrasounds and blood work*)  
Specialist visit (*anesthesia*)

|                           |                 |
|---------------------------|-----------------|
| <b>Total Example Cost</b> | <b>\$12,700</b> |
|---------------------------|-----------------|

#### In this example, Peg would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <u>Deductibles</u>                | \$500          |
| <u>Copayments</u>                 | \$100          |
| <u>Coinsurance</u>                | \$2,100        |
| What isn't covered                |                |
| <b>Limits or exclusions</b>       | <b>\$60</b>    |
| <b>The total Peg would pay is</b> | <b>\$2,760</b> |

### Managing Joe's type 2 Diabetes (a years of routine in-network care of a well-controlled condition)

|                                         |       |
|-----------------------------------------|-------|
| ■ The plan's overall <u>deductible</u>  | \$500 |
| ■ <u>Specialist</u> <u>copayment</u>    | \$50  |
| ■ Hospital(facility) <u>coinsurance</u> | 20%   |
| ■ Other <u>coinsurance</u>              | 20%   |

#### This EXAMPLE event includes services like:

Primary care physician office visits (*including disease education*)  
Diagnostic tests (*blood work*)  
Prescription drugs  
Durable medical equipment (*glucose meter*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$5,600</b> |
|---------------------------|----------------|

#### In this example, Joe would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <u>Deductibles</u>                | \$50           |
| <u>Copayments</u>                 | \$400          |
| <u>Coinsurance</u>                | \$1,300        |
| What isn't covered                |                |
| <b>Limits or exclusions</b>       | <b>\$20</b>    |
| <b>The total Joe would pay is</b> | <b>\$1,770</b> |

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

|                                        |       |
|----------------------------------------|-------|
| ■ The plan's overall <u>deductible</u> | \$500 |
| ■ <u>Specialist</u> <u>copayment</u>   | \$50  |
| ■ Hospital(facility) <u>copayment</u>  | \$150 |
| ■ Other <u>coinsurance</u>             | 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*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$2,800</b> |
|---------------------------|----------------|

#### In this example, Mia would pay:

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <u>Deductibles</u>                | \$500          |
| <u>Copayments</u>                 | \$400          |
| <u>Coinsurance</u>                | \$100          |
| What isn't covered                |                |
| <b>Limits or exclusions</b>       | <b>\$0</b>     |
| <b>The total Mia would pay is</b> | <b>\$1,000</b> |

The amounts shown in the maternity claim example above are based on amounts using a single per person deductible. Some plans may actually apply a two-person or family deductible to maternity services for the mother and newborn baby.

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

# Wellmark Language Assistance

## Discrimination is against the law

Wellmark complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes. Wellmark does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

## Wellmark

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, call 800-524-9242.

If you believe that Wellmark 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: Wellmark Civil Rights Coordinator, 1331 Grand Avenue, Station 3E417, Des Moines, IA 50309-2901, 515-376-6500, TTY 888-781-4262, Fax 515-376-9055, Email [CRC@Wellmark.com](mailto:CRC@Wellmark.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Wellmark 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, 800-537-7697 (TDD)

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

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Comuníquese al 800-524-9242 o al (TTY: 888-781-4262).

注意：如果您说普通话，我们可免费为您提供语言协助服务。请拨打 800-524-9242 或（听障专线：888-781-4262）。

CHÚ Ý: Nếu quý vị nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho quý vị. Xin hãy liên hệ 800-524-9242 hoặc (TTY: 888-781-4262).

NAPOMENA: Ako govorite hrvatski, dostupna Vam je besplatna podrška na Vašem jeziku. Kontaktirajte 800-524-9242 ili (tekstualni telefon za osobu oštećenu sluhom: 888-781-4262).

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen kostenlose sprachliche Assistenzdienste zur Verfügung. Rufnummer: 800-524-9242 oder (TTY: 888-781-4262).

تنبيه: إذا كنت تتحدث اللغة العربية، فإننا نوفر لك خدمات المساعدة اللغوية، المجانية. اتصل بالرقم (٢٤٢٤-٩٢٤٢ أو (خدمة الهاتف النصي: ٨٨٨-٧٨١-٨٨٨).

ສິ່ງຄວນເອົາໃຈໃສ່, ພາສາລາວ ຖ້າທ່ານເວົ້າ: ພວກເຮົາມີບໍລິການຄວາມຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ທ່ານ ໂດຍບໍ່ເສຍຄ່າ ຫຼື 800-524-9242 ທີ່ດັ່ງກ່າວ. (TTY: 888-781-4262).

주의: 한국어 를 사용하시는 경우, 무료 언어 지원 서비스를 이용하실 수 있습니다. 800-524-9242번 또는 (TTY: 888-781-4262)번으로 연락해 주십시오.

ध्यान रखें : अगर आपकी भाषा हिन्दी है, तो आपके लिए भाषा सहायता सेवाएँ, निःशुल्क उपलब्ध हैं। 800-524-9242 पर संपर्क करें या (TTY: 888-781-4262)।

ATTENTION: Si vous parlez français, des services d'assistance dans votre langue sont à votre disposition gratuitement. Appelez le 800 524 9242 (ou la ligne ATS au 888 781 4262).

Geb Acht: Wann du Deutsch schwetze duscht, kannscht du Hilf in dei eegni Schprooch koschdefrei grieg. Ruf 800-524-9242 odder (TTY: 888-781-4262) uff.

โปรดทราบ: หากคุณพูด ไทย เรามีบริการช่วยเหลือด้านภาษาสำหรับคุณโดยไม่คิดค่าใช้จ่าย ติดต่อ 800-524-9242 หรือ (TTY: 888-781-4262)

PAG-UKULAN NG PANSIN: Kung Tagalog ang wikang ginagamit mo, may makukuha kang mga serbisyong tulong sa wika na walang bayad. Makipag-ugnayan sa 800-524-9242 o (TTY: 888-781-4262).

တစ်ခုခုသိပါ-နမူနာကတိကဝတ်ရှိပါက, ကျွန်ုပ်တို့၏စာတော်အားဘာသာစုံ, လာဘ်ဘက်လက်ဘက်လက်, ဆိုလေ့ရှိပါသည်။ (TTY: 888-781-4262) ဝတ်ကျပါ။

ВНИМАНИЕ! Если ваш родной язык русский, вам могут быть предоставлены бесплатные переводческие услуги. Обращайтесь 800-524-9242 (телетайп: 888-781-4262).

सावधान: यदि तपाईं नेपाली बोल्नुहुन्छ भने, तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध गराइन्छ। 800-524-9242 वा (TTY: 888-781-4262) मा सम्पर्क गर्नुहोस्।

ማሳሰቢያ: ከማርኛ የሚናገሩ ከሆነ፣ የቋንቋ አገዛ አገልግሎቶች፣ ከክፍያ ነፃ፣ ያገኛሉ። በ 800-524-9242 ወይም (በTTY: 888-781-4262) ደውለው ያነጋግሩ።

HEETINA To a wolwa Fulfulde laabi walliinde dow wolde, naa e njobdi, ene ngoodi ngam maafa. Hebir 800-524-9242 malla (TTY: 888-781-4262).

FUULEFFANNAA: Yo isin Oromiffaa, kan dubbattan taatan, tajaajiloonni gargaarsa afaanii, kaffaltii malee, isiiniif ni jiru. 800-524-9242 yookin (TTY: 888-781-4262) quunnaamaa.

УВАГА! Якщо ви розмовляєте українською мовою, для вас доступні безкоштовні послуги мовної підтримки. Зателефонуйте за номером 800-524-9242 або (телетайп: 888-781-4262).

Ge': Diné k'éhji yáníłti'go níká bizaad bee áká' adoowoł, t'áá jiik'é, náhóló. Kojí' hółne' 800-524-9242 doodaii' (TTY: 888-781-4262)