


## The Harvard Pilgrim Best Buy ChoiceNet<sup>SM</sup> HMO

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For

Covered Services

Coverage Period: 07/01/2017 — 06/30/2018

Coverage for: Individual + Family | Plan Type: HMO

	<p>The Summary of Benefits and Coverage (SBC) document will help you choose a health <a href="#">plan</a>. The SBC shows you how you and the <a href="#">plan</a> would share the cost for covered health care services. <b>NOTE: Information about the cost of this <a href="#">plan</a> (called the premium) will be provided separately. This is only a summary.</b> For more information about your coverage, or to get a copy of the complete terms of coverage, <a href="http://www.harvardpilgrim.org/LGsampleEOC">www.harvardpilgrim.org/LGsampleEOC</a> or by calling 1-888-333-4742. For general definitions of common terms, such as <a href="#">allowed amount</a>, <a href="#">balance billing</a>, <a href="#">coinsurance</a>, <a href="#">copayment</a>, <a href="#">deductible</a>, <a href="#">provider</a>, or other <b>underlined</b> terms see the Glossary at <a href="http://www.harvardpilgrim.org/fhcr">www.harvardpilgrim.org/fhcr</a> to request a copy.</p>	
Important Questions	Answers	Why this matters
<p>What is the overall <a href="#">deductible</a>?</p>	<p><b>Tier 1 Providers:</b> \$300 member/ \$900 family  <b>Tier 2 Providers:</b> \$300 member/ \$900 family  <b>Tier 3 Providers:</b> \$300 member/ \$900 family</p>	<p>Generally you must pay all the costs up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the policy, the overall family <a href="#">deductible</a> must be met before the <a href="#">plan</a> begins to pay.</p>
<p>Are there services covered before you meet your <a href="#">deductible</a>?</p>	<p>Yes:  <a href="#">Preventive care</a>, <a href="#">provider</a> office visits, outpatient mental/behavioral health, <a href="#">Rehabilitation</a> services and <a href="#">Habilitation</a> services are covered before you meet your <a href="#">deductibles</a>.</p>	<p>This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But, a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply.</p>
<p>Are there other <a href="#">deductibles</a> for specific services?</p>	<p>No.</p>	<p>You don't have to meet <a href="#">deductibles</a> for specific services</p>
<p>What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a>?</p>	<p>\$2,000 member/ \$4,000 family</p>	<p>The <a href="#">out-of-pocket limit</a> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. If you have other family members in this <a href="#">plan</a>, they have to meet their own <a href="#">out-of-pocket limit</a> until family out-of-pocket limit has been met.</p>

**Summary of Benefits and Coverage:** What this Plan Covers & What You Pay For Covered Services

Important Questions	Answers	Why this matters
What is not included in the <u>out-of-pocket limit</u> ?	Please see your Schedule of Benefits for <u>out-of-pocket maximum</u> exclusions for your <u>plan</u> .	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See <a href="http://www.providerlookuponline.com/harvardpilgrim">www.providerlookuponline.com/harvardpilgrim</a> or call 1-888-333-4742 for a list of <u>preferred 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 plan's <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 provider's charge and what your <u>plan</u> pays ( <u>balance-billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	Yes, some exceptions apply.	This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> .



All copayments and coinsurance cost shown in this chart after your deductible has been met, if a deductible applies.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you visit a health care <u>provider's office or clinic</u>	Primary care visit to treat an injury or illness	Tier 1 Primary Care <u>Copayment</u> : \$20 copay/visit Tier 2 Primary Care <u>Copayment</u> : \$20 copay/ visit Tier 3 Primary Care <u>Copayment</u> : \$20 copay/visit; <u>Deductible</u> does not apply	Not covered	Your member cost sharing will depend upon the types of services provided and the tier placement of the provider.

**Summary of Benefits and Coverage:** What this Plan Covers & What You Pay For Covered Services

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	<u>Specialist</u> visit	Tier 1 Specialty and Hospital Based Care <u>Copayment</u> : \$30 copay/visit Tier 2 Specialty and Hospital Based Care <u>Copayment</u> : \$60 copay/visit Tier 3 Specialty and Hospital Based Care <u>Copayment</u> : \$90 copay/visit; <u>Deductible</u> does not apply	Not covered	Your member cost sharing will depend upon the types of services provided and the tier placement of the provider.
	<u>Preventive care/ screening/ immunization</u>	No charge; <u>Deductible</u> does not apply	Not covered	None
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	<b>Non-Hospital Based Facility:</b> No charge <b>Physician and Hospital Based Facility:</b> Tier 1 Providers: No charge Tier 2 Providers: No charge Tier 3 Providers: No charge	Not covered	None

**Summary of Benefits and Coverage:** What this Plan Covers & What You Pay For Covered Services

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	Imaging (CT/PET scans, MRIs)	<b>Non-Hospital Based Facility:</b> \$100 <a href="#">copay</a> /procedure <b>Physician and Hospital Based Facility:</b> Tier 1 Providers: \$100 <a href="#">copay</a> /procedure Tier 2 Providers: \$100 <a href="#">copay</a> /procedure Tier 3 Providers: \$100 <a href="#">copay</a> /procedure	Not covered	None
<b>If you need drugs to treat your illness or condition</b> More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.harvardpilgrim.org/2017Premium3T">www.harvardpilgrim.org/2017Premium3T</a> .	Generic drugs	<b>Retail Tier 1:</b> \$10 <a href="#">Copay</a> /prescription <b>Mail Order Tier 1:</b> \$25 <a href="#">Copay</a> /prescription <a href="#">Deductible</a> does not apply		None
	Preferred brand drugs	<b>Retail Tier 2:</b> \$30 <a href="#">Copay</a> /prescription <b>Mail Order Tier 2:</b> \$75 <a href="#">Copay</a> /prescription <a href="#">Deductible</a> does not apply		Some generic drugs are in this tier.
	Non-preferred brand drugs	<b>Retail Tier 3:</b> \$65 <a href="#">Copay</a> /prescription <b>Mail Order Tier 3:</b> \$165 <a href="#">Copay</a> /prescription <a href="#">Deductible</a> does not apply		Same as above.
	<a href="#">Specialty drugs</a>	All drugs are covered in Retail Pharmacy and Mail Order Pharmacy Tiers 1 — 3		Some drugs must be obtained through a Specialty Pharmacy.

**Summary of Benefits and Coverage:** What this Plan Covers & What You Pay For Covered Services

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	Tier 1 Providers: \$250 <a href="#">copay</a> / visit Tier 2 Providers: \$250 <a href="#">copay</a> / visit Tier 3 Providers: \$250 <a href="#">copay</a> / visit	Not covered	None
	Physician/surgeon fees	Tier 1 Providers: No charge Tier 2 Providers: No charge Tier 3 Providers: No charge	Not covered	
<b>If you need immediate medical attention</b>	<a href="#">Emergency room care</a>	\$100 <a href="#">copay</a> /visit	Same As Participating <a href="#">Provider</a>	None
	<a href="#">Emergency medical transportation</a>	No charge	Same As Participating <a href="#">Provider</a>	None
	<a href="#">Urgent care</a>	See "Primary Care Visit to treat an Injury or Illness" or "Specialist Visit" listed on Page .	Not covered	Services with non-participating providers are only covered outside of the service area.

**Summary of Benefits and Coverage:** What this Plan Covers & What You Pay For Covered Services

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	Tier 1 Providers: \$250 <a href="#">copay</a> / admit Tier 2 Providers: \$500 <a href="#">copay</a> / admit Tier 3 Providers: \$1,500 <a href="#">copay</a> / admit	Not covered	None
	Physician/surgeon fee	Tier 1 Providers: No charge Tier 2 Providers: No charge Tier 3 Providers: No charge	Not covered	
<b>If you have mental health, behavioral health, or substance abuse needs</b>	Outpatient services	Tier 1 Primary Care <b>Copayment:</b> \$20 <a href="#">copay</a> /visit; <b>Deductible</b> does not apply	Not covered	None
	Inpatient services	\$250 <a href="#">copay</a> / admit	Not covered	
<b>If you are pregnant</b>	Office visits	Tier 1 Primary Care <b>Copayment:</b> \$20 <a href="#">copay</a> / visit <b>Deductible</b> does not apply	Not covered	None
	Childbirth/delivery professional services	<b>Tier 1 Providers:</b> No charge <b>Tier 2 Providers:</b> No charge <b>Tier 3 Providers:</b> No charge	Not covered	

**Summary of Benefits and Coverage:** What this Plan Covers & What You Pay For Covered Services

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	Childbirth/delivery facility services	<b>Tier 1 Providers:</b> \$250 <u>copay</u> / admit <b>Tier 2 Providers:</b> \$500 <u>copay</u> / admit <b>Tier 3 Providers:</b> \$1,500 <u>copay</u> / admit	Not covered	
If you need help recovering or have other special health needs	<u>Home health care</u>	No charge	Not covered	None
	<u>Rehabilitation services</u>	\$20 <u>copay</u> / visit <u>Deductible</u> does not apply	Not covered	Physical Therapy- 30 visits/ year Occupational Therapy- 30 visits/ year
	<u>Habilitation services</u>	\$20 <u>copay</u> / visit <u>Deductible</u> does not apply	Not covered	
	<u>Skilled nursing care</u>	20% <u>Coinsurance</u>	Not covered	– 100 days/ year
	<u>Durable medical equipment</u>	No charge	Not covered	None
	<u>Hospice services</u>	No charge	Not covered	If inpatient services are required, please see “If you have a hospital stay”.

**Summary of Benefits and Coverage:** What this Plan Covers & What You Pay For Covered Services

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If your child needs dental or eye care	Children's eye exam	No charge <u>Deductible</u> does not apply	Not covered	– 1 exam/ year
	Children's glasses	Not covered	Not covered	You may have other coverage under a Vision Rider.
	Children's dental check-up – Up to the age of 13	Tier 1 Primary Care <u>Copayment:</u> \$20 <u>Copay</u> /visit; <u>Deductible</u> does not apply	Not covered	– 2 exams/ year
<b>Excluded Services &amp; Other Covered Services:</b>				
<b>Services Your <u>Plan</u> Does NOT Cover (This isn't a complete list. Check your policy or <u>plan</u> document for other <u>excluded services</u>.)</b>				
<ul style="list-style-type: none"> <li>• Long-Term (Custodial) Care</li> <li>• Non-emergency care when traveling outside the U.S.</li> </ul>	<ul style="list-style-type: none"> <li>• Most Cosmetic Surgery</li> <li>• Most Dental Care (Adult)</li> <li>• Acupuncture</li> </ul>	<ul style="list-style-type: none"> <li>• Private-duty nursing</li> <li>• Routine foot care</li> <li>• Services that are not Medically Necessary</li> <li>• Weight Loss Programs</li> </ul>		
<b>Other Covered Services (This isn't a complete list. Check your policy or <u>plan</u> document for other covered services and your costs for these services.)</b>				
<ul style="list-style-type: none"> <li>• Abortion</li> <li>• Bariatric surgery</li> </ul>	<ul style="list-style-type: none"> <li>• Chiropractic Care - 20 visits/year</li> <li>• Hearing Aids – \$1,500 per hearing aid every 24 months, for each hearing impaired ear</li> </ul>	<ul style="list-style-type: none"> <li>• Infertility Treatment</li> <li>• Routine eye care (Adult) – 1 exam/year</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: the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or [www.dol.gov/ebsa](http://www.dol.gov/ebsa), or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://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.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, contact:

HPHC Member Appeals-Member  
Services Department  
Harvard Pilgrim Health Care, Inc.  
1600 Crown Colony Drive  
Quincy, MA 02169  
**Telephone: 1-888-333-4742**  
**Fax: 1-617-509-3085**

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

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

Massachusetts Division of  
Insurance  
1000 Washington Street, Suite 810  
Boston, MA 02118-6200  
**1-617-521-7794**

## Does this plan provide Minimum Essential Coverage? Yes

If you don't have [Minimum Essential Coverage](#) for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

## Does this Coverage Meet the Minimum Value Standard? Yes

If your [plan](#) doesn't meet the [Minimum Value Standards](#), you may be eligible for a [premium](#) tax credit to help you pay for a [plan](#) through the [Marketplace](#).

## Language Access Services:

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

如果需要中文的帮助, 请拨打这个号码 1-888-333-4742.

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

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

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services

About these Coverage Examples:



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

Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery)		Managing Joe's type 2 Diabetes (a year of routine in-network care of a well-controlled condition)		Mia's Simple Fracture (in-network emergency room visit and follow up care)	
■ <b>The plan's overall deductible</b>	\$300	■ <b>The plan's overall deductible</b>	\$300	■ <b>The plan's overall deductible</b>	\$300
■ <b>Specialist copayment</b>	\$30	■ <b>Specialist copayment</b>	\$30	■ <b>Specialist copayment</b>	\$30
■ <b>Hospital (facility)</b>	\$0	■ <b>Hospital (facility)</b>	\$0	■ <b>Hospital (facility)</b>	\$0
■ <b>Other</b>	\$0	■ <b>Other</b>	\$0	■ <b>Other</b>	\$0
<b>This EXAMPLE event includes services like:</b> 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> )		<b>This EXAMPLE event includes services like:</b> Primary care physician office visits ( <i>including disease education</i> ) Diagnostic tests ( <i>blood work</i> ) Prescription drugs Durable medical equipment ( <i>glucose meter</i> )		<b>This EXAMPLE event includes services like:</b> 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> )	
<b>Total Example Cost</b>	<b>\$12,730</b>	<b>Total Example Cost</b>	<b>\$7,390</b>	<b>Total Example Cost</b>	<b>\$1,930</b>
<b>In this example, Peg would pay:</b>		<b>In this example, Joe would pay:</b>		<b>In this example, Mia would pay:</b>	
<i>Cost Sharing</i>		<i>Cost Sharing</i>		<i>Cost Sharing</i>	
<b>Deductibles</b>	\$300	<b>Deductibles</b>	\$130	<b>Deductibles</b>	\$300
<b>Copayments</b>	\$330	<b>Copayments</b>	\$1,660	<b>Copayments</b>	\$120
<b>Coinsurance</b>	\$0	<b>Coinsurance</b>	\$0	<b>Coinsurance</b>	\$0
<i>What isn't covered</i>		<i>What isn't covered</i>		<i>What isn't covered</i>	
Limits or exclusions	\$0	Limits or exclusions	\$30	Limits or exclusions	\$0
<b>The total Peg would pay is</b>	<b>\$630</b>	<b>The total Joe would pay is</b>	<b>\$1,820</b>	<b>The total Mia would pay is</b>	<b>\$420</b>

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

## Language Assistance Services

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

---

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

---

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

---

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

---

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

---

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

---

**العربية (Arabic)**

انتباه: إذا أنت تتكلم اللغة العربية، خدمات المساعدة اللغوية متوفرة لك مجاناً. اتصل على 1 888-333-4742

(TTY: 711)

---

**ខ្មែរ (Cambodian)** ចូរសួរជូនដំណឹង៖ បើអ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាកម្មបកប្រែ ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ចូរ ទូរស័ព្ទ 1-888-333-4742 (TTY: 711)។

---

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

---

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

(Continued)

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

---

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

---

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

---

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

---

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

---

**ພາສາລາວ (Lao)** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄ່າມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-333-4742 (TTY: 711).

---

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



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

(Continued)

## General Notice About Nondiscrimination and Accessibility Requirements

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

HPHC:

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

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

If you believe that HPHC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Civil Rights Compliance Officer, 93 Worcester St, Wellesley, MA 02481, (866) 750-2074, TTY service: 711, Fax: (617) 509-3085, Email: [civil\\_rights@harvardpilgrim.org](mailto:civil_rights@harvardpilgrim.org). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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

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



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

cc6589\_memb\_serv (11/9)