



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, contact Paramount at 1-866-452-6128 or [www.paramounthealthcare.com/member-handbooks](http://www.paramounthealthcare.com/member-handbooks). 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.paramountinsurancecompany.com](http://www.paramountinsurancecompany.com) or call 1-866-452-6128 to request a copy.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	<b>\$5,500</b> Single (In-Network) <b>\$11,000</b> Family (In-Network) <b>\$11,000</b> Single (Out-of-Network) <b>\$22,000</b> Family (Out-of-Network) Does not apply to preventive care or covered services requiring a copayment.	Generally, you must pay all of the costs from providers 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, <u>preventive care</u>	This <u>plan</u> covers some items and services even if you haven't yet met the annual <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain preventive services without cost-sharing and before you meet your <u>deductible</u> . See a list of covered preventive services at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a>
Are there other <u>deductibles</u> for specific services?	No (In-Network) No (Out-of-Network)	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket limit</u> for this <u>plan</u> ?	<u>Deductible and Coinsurance</u> not to exceed <b>\$9,000</b> Single (In-Network) <b>\$18,000</b> Family (In-Network) <b>\$18,000</b> Single (Out-of-Network) <b>\$36,000</b> Family (Out-of-Network)	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, Out-of-Network financial penalties imposed for failure to obtain required pre-authorization, balanced-billed 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> .

Important Questions	Answers	Why this Matters:
Will you pay less if you use a <u>network provider</u> ?	Yes. See <a href="http://www.paramountinsurancecompany.com">www.paramountinsurancecompany.com</a> or call 1-866-452-6128 for a list of network providers.	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 <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 (a <u>balance bill</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 referral.



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		Limitations, Exceptions & Other Important Information
		Your Cost If You Use A(n) In-Network Provider	Your Cost If You Use A(n) Out-of-Network Provider	
If you visit a health care <u>provider's</u> office or clinic	Primary care visit to treat an injury or illness	\$40 <u>Copayment</u> /visit, <u>Deductible</u> does not apply	\$80 <u>Copayment</u> /visit, <u>Deductible</u> does not apply	—————none—————
	<u>Specialist</u> visit	\$75 <u>Copayment</u> /visit, <u>Deductible</u> does not apply	\$100 <u>Copayment</u> /visit, <u>Deductible</u> does not apply	—————none—————
	<u>Preventive care/screening/immunization</u>	No Charge	40% <u>Coinsurance</u> , <u>Deductible</u> does not apply	You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Pre-Notification Required if using an <u>Out-of-Network</u> Provider. Penalty for noncompliance is a decrease in Covered Expenses.
	Imaging (CT/PET scans, MRIs)	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Pre-Notification Required if using an <u>Out-of-Network</u>

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions & Other Important Information
		Your Cost If You Use A(n) In-Network Provider	Your Cost If You Use A(n) Out-of-Network Provider	
				Provider. Penalty for noncompliance is a decrease in Covered Expenses.
<b>If you need drugs to treat your illness or condition</b> More information about <a href="#">prescription drug coverage</a> <a href="http://www.paramounthealthcare.com/thinking-about-enrolling-843">www.paramounthealthcare.com/thinking-about-enrolling-843</a>	Preferred Generics	\$10 <u>Copayment</u> / prescription (retail), <u>Deductible</u> does not apply \$20 <u>Copayment</u> / prescription (mail order), <u>Deductible</u> does not apply	50% <u>Coinsurance</u> / prescription (retail), <u>Deductible</u> does not apply Not Applicable (mail order)	Covers up to a 1-30 day supply (retail prescription); 31-90 day supply (mail order prescription) Drug Formulary - Michigan ACA/Alliance
	Non-Preferred Generics	\$40 <u>Copayment</u> / prescription (retail), <u>Deductible</u> does not apply \$80 <u>Copayment</u> / prescription (mail order), <u>Deductible</u> does not apply	50% <u>Coinsurance</u> / prescription (retail), <u>Deductible</u> does not apply Not Applicable (mail order)	Same as Generic Drugs
	Preferred Brands	\$75 <u>Copayment</u> / prescription (retail), <u>Deductible</u> does not apply \$225 <u>Copayment</u> / prescription (mail order), <u>Deductible</u> does not apply	50% <u>Coinsurance</u> / prescription (retail), <u>Deductible</u> does not apply Not Applicable (mail order)	Same as Generic Drugs
	Non-Preferred Brands	\$150 <u>Copayment</u> / prescription (retail), <u>Deductible</u> does not apply \$450 <u>Copayment</u> / prescription (mail order), <u>Deductible</u> does not apply	50% <u>Coinsurance</u> / prescription (retail), <u>Deductible</u> does not apply Not Applicable (mail order)	Same as Generic Drugs
	Tier 1 Specialty	30% <u>Coinsurance</u> / prescription (retail), <u>Deductible</u> does not apply, \$450 maximum.	50% <u>Coinsurance</u> / prescription (retail), <u>Deductible</u> does not apply Not Applicable (mail order)	Specialty drugs are available through a limited specialty network and not available

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions & Other Important Information
		Your Cost If You Use A(n) In-Network Provider	Your Cost If You Use A(n) Out-of-Network Provider	
		Not Applicable (mail order)		through standard mail-order benefits.
	Tier 2 Specialty	30% <u>Coinsurance</u> /prescription (retail), <u>Deductible</u> does not apply, \$600 maximum. Not Applicable (mail order)	50% <u>Coinsurance</u> /prescription (retail), <u>Deductible</u> does not apply Not Applicable (mail order)	Same as Specialty Drugs
	PPACA Preventive Drugs	No Charge, Not Subject to <u>Deductible</u>	50% of <u>allowed amount</u>	Preventive Drugs covered in accordance with PPACA mandates. This includes products from the following categories: aspirin, vitamins, smoking cessation medications, women's contraceptive medications and devices, vaccines and bowel preparations. These drugs are not subject to the deductible. This list is subject to change.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Pre-Notification Required if using an <u>Out-of-Network</u> Provider. Penalty for noncompliance is a decrease in Covered Expenses.
	Physician/surgeon fees	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	—————none—————
If you need immediate medical attention	Emergency room care	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	—————none—————
	Emergency medical transportation	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	—————none—————

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions & Other Important Information
		Your Cost If You Use A(n) In-Network Provider	Your Cost If You Use A(n) Out-of-Network Provider	
	Urgent care	\$75 <u>Copayment</u> /visit, <u>Deductible</u> does not apply	\$75 <u>Copayment</u> /visit, <u>Deductible</u> does not apply	—————none—————
If you have a hospital stay	Facility fee (e.g., hospital room)	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Pre-Notification Required if using an <u>Out-of-Network</u> Provider. Penalty for noncompliance is a decrease in Covered Expenses.
	Physician/surgeon fees	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	—————none—————
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$40 <u>Copayment</u> /visit, <u>Deductible</u> does not apply	\$80 <u>Copayment</u> /visit, <u>Deductible</u> does not apply	—————none—————
	Inpatient services	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	—————none—————
If you are pregnant	Office visits	No Charge	No Charge	Cost sharing does not apply for preventive services.
	Childbirth/delivery professional services	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	—————none—————
	Childbirth/delivery facility services	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	—————none—————
If you need help recovering or have other special health needs	Home health care	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	—————none—————
	Rehabilitation services	Inpatient: 20% <u>Coinsurance</u> , Subject to <u>Deductible</u> Outpatient: 20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Inpatient: 40% <u>Coinsurance</u> , Subject to <u>Deductible</u> Outpatient: 40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Outpatient: ST covered up to 30 visits per year. Outpatient: Cardiac and pulmonary covered up to 30 visits per year. Outpatient: PT/OT/Chiro covered up to 30 visits per year.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions & Other Important Information
		Your Cost If You Use A(n) In-Network Provider	Your Cost If You Use A(n) Out-of-Network Provider	
	Habilitation services	Inpatient: 20% <u>Coinsurance</u> , Subject to <u>Deductible</u> Outpatient: 20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Inpatient: 40% <u>Coinsurance</u> , Subject to <u>Deductible</u> Outpatient: 40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Outpatient: ST covered up to 30 visits per year. Outpatient: Cardiac and pulmonary covered up to 30 visits per year. Outpatient: PT/OT/Chiro covered up to 30 visits per year. Coverage provided for screening, diagnosis, and treatment of Autism Spectrum Disorder (ASD) for Covered Persons under the age of nineteen (19). Subject to applicable cost sharing and benefit limits per type of service.
	Skilled nursing care	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Limited to 45 days per year
	Durable medical equipment	20% <u>Coinsurance</u> , Subject to <u>Deductible</u>	40% <u>Coinsurance</u> , Subject to <u>Deductible</u>	Subject to Medicare Part B Guidelines and deductible.
	Hospice services	No Charge	No Charge	Limited to 45 days per year
If your child needs dental or eye care	Children's eye exam	No Charge	40% <u>Coinsurance</u> , <u>Deductible</u> does not apply	Limited to 1 routine vision exam every 12 months
	Children's glasses	No Charge	No Charge	Limited to 1 frames every 12 months Limited to 1 lenses/contacts in lieu of glasses every 12 months
	Children's dental check-up	Not Covered	Not Covered	—————none—————

### Excluded Services & Other Covered Services:

Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or <u>plan</u> document for more information and a list of any other <u>excluded services</u> .)		
• <b>Abortion</b> (Except in cases of rape, incest, or when the life of the mother is endangered.)	• <b>Dental care (Adult)</b>	• <b>Non-emergency care when traveling outside the U.S.</b>
• <b>Acupuncture</b>	• <b>Hearing Aids</b>	• <b>Private-duty nursing</b>
• <b>Cosmetic surgery</b>	• <b>Long-term care</b>	• <b>Routine foot care</b>

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)		
• <b>Bariatric surgery</b>	• <b>Infertility treatment</b> (Covered services are subject to applicable Member Deductible, Copayment or Coinsurance based on type of service.)	• <b>Weight loss programs</b>
• <b>Chiropractic care</b>	• <b>Routine eye care (Adult)</b>	

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is Department of Labor's Employee Benefits Security Administration, 1-866-444-EBSA (3272), [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform)

**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: Paramount Insurance Co., Member Service Department at: (734) 529-7800, Toll-Free 1-888-241-5604, or the Department of Labor's 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 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.

*To see examples of how this plan 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.

### Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

The <u>plan's</u> overall <u>deductible</u>	\$5,500
<u>Specialist copayment</u>	\$75
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>
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**In this example, you would pay:**

<i>Cost Sharing</i>	
Deductibles	\$5,500
Copayments	\$10
Coinsurance	\$900
<i>What isn't covered</i>	
Limits or exclusions	\$60
<b>The total you would pay is</b>	<b>\$6,470</b>

### Managing type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

The <u>plan's</u> overall <u>deductible</u>	\$5,500
<u>Specialist copayment</u>	\$75
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>
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**In this example, you would pay:**

<i>Cost Sharing</i>	
Deductibles	\$100
Copayments	\$900
Coinsurance	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$20
<b>The total you would pay is</b>	<b>\$1,020</b>

### Simple Fracture

(in-network emergency room visit and follow up care)

The <u>plan's</u> overall <u>deductible</u>	\$5,500
<u>Specialist copayment</u>	\$75
Hospital (facility) <u>coinsurance</u>	20%
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>
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**In this example, you would pay:**

<i>Cost Sharing</i>	
Deductibles	\$2,700
Copayments	\$80
Coinsurance	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total you would pay is</b>	<b>\$2,780</b>

Note: These numbers assume that the patient received care from an IHCP provider or with IHCP referral at a non-IHCP. If you receive care from a non-IHCP provider without a referral from an IHCP your costs may be higher.



## Language Access Services:

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-462-3589 (TTY: 1-888-740-5670).

**Albanian:** KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-462-3589 (TTY: 1-888-740-5670).

**Arabic:** (0765-047-888-1 :liJ9 ,oJi eiLa ,ë,) 9853-264-008-1 ,Ëi {Oj} :LSAJLi "J .Ei9iï Ei9AJJi ÖTGLNAJi ÜLATS :EE iËAJJi .LZi UTTiï ÜiL :Zi :Ë9TJA

**Bantu:** ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-800-462-3589 (TTY: 1-888-740-5670).

**Bengali:** VB7 #<sup>af0</sup> c£f Wff£f \$7°V7, #£7 \$V\ u ff7\<sup>af</sup>, u7X\V £f°7<sup>ab</sup>7e u7B7 PX7eu7 ff£<sup>a</sup>\B\$7 SffvB W\\$, CN7f #<sup>af</sup> 5-800-462-3589 (TTY: 5-888-740-5670)|

**Chinese:** ☎: \$@&☒\$)ëñí屣☒手婆妨mm-☒io☒α☒ 1-800-462-3589 (TTY:1-888-740-5670)○

**Cushite:** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-462-3589 (TTY: 1-888-740-5670).

**Dutch:** AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-800-462-3589 (TTY: 1-888-740-5670).

**French:** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-462-3589 (ATS : 1-888-740-5670).

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-462-3589 (TTY: 1-888- 740-5670).

**Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-462-3589 (TTY: 1-888- 740-5670).

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**Korean:** (R) (C) K K ÷ Q°, (C) K K<sup>a</sup>p.m.™ © (X); ©10fffl. 1-800-462-3589 (TTY: 1-888-740-5670) ¼°™ ½(X)(X)pK°.

**Nepali:** ९P7b h\,hfl; JP7\U` b`P7U2 Bhub,\,२\$ āb` JP7\`\$h hb£bJ ā7B7 fl\7PJ7 fl`\$7\` hb:ā,u\$ "PB7 7PUoff \$ | Æhb \$b,\hfl 1-800-462- 3589 (h7h7\$7\:  
e-888-740-5670) |

**Wann du Deutsch (Pennsylvania German / Dutch):** schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch.  
Ruf selli Nummer uff: Call 1-800-462-3589 (TTY: 1-888-740-5670).

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

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## Notice of Nondiscrimination and Accessibility: Discrimination is Against the Law

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

Paramount Insurance Company provides:

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

If you need these services, contact Member Services at 1-800-462-3589.

If you believe that Paramount Insurance Company 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. You can file a grievance in person or by mail, fax, or email.

Paramount Member Services  
300 Madison Avenue, Suite 270  
Toledo, OH 43604

Alternate in Person

Delivery Address:

650 Beaver Creek, Suite 100  
Maumee, OH 43537  
Phone: 419-887-2525  
Toll Free: 1-800-462-3589  
TTY: 1-888-740-5670  
Fax: 419-887-2047  
Email: [Paramount.MemberServices@ProMedica.org](mailto:Paramount.MemberServices@ProMedica.org)

If you need help filing a grievance, Member Services 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>.

