

## University of Minnesota Graduate Assistants Dependent Plan 2



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 <https://bluecrossmn.com/umnga> or call 1-866-866-0348. 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 <https://www.healthcare.gov/sbc-glossary> or call 1-866-866-0348 to request a copy.

Important Questions	Answers	Why This Matters:
<b>What is the overall <a href="#">deductible</a>?</b>	\$100 individual medical <a href="#">in-network</a> \$200 family medical <a href="#">in-network</a> \$100 individual medical <a href="#">out-of-network</a> \$200 family medical <a href="#">out-of-network</a>	Generally, you must pay all of the costs from <a href="#">providers</a> 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 <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .
<b>Are there services covered before you meet your <a href="#">deductible</a>?</b>	Yes. <a href="#">In-network</a> office visit <a href="#">copayments</a> and <a href="#">prescription drug coverage</a> are covered before you meet your <a href="#">deductible</a> .	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. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost-sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits">https://www.healthcare.gov/coverage/preventive-care-benefits</a> .
<b>Are there other <a href="#">deductibles</a> for specific services?</b>	No	You don't have to meet <a href="#">deductibles</a> for specific services.
<b>What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a>?</b>	\$1,000 individual medical combined <a href="#">in-network</a> and <a href="#">out-of-network</a> \$2,000 family medical combined <a href="#">in-network</a> and <a href="#">out-of-network</a> Pharmacy: \$300 individual \$500 family combined <a href="#">in-network</a> and <a href="#">out-of-network</a>	The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members on this <a href="#">plan</a> , they have to meet their own <a href="#">out-of-pocket limits</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.
<b>What is not included in the <a href="#">out-of-pocket limit</a>?</b>	<a href="#">Premiums</a> , <a href="#">balance-billed</a> charges, and health care this <a href="#">plan</a> doesn't cover.	Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .

<p><b>Will you pay less if you use an <a href="#">network provider</a>?</b></p>	<p>Yes. See <a href="http://www.bluecrossmn.com/umnga">www.bluecrossmn.com/umnga</a> or call 1-866-866-0348 for a list of <a href="#">network providers</a>.</p>	<p>This <a href="#">plan</a> uses a <a href="#">provider network</a>. You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a>. You will pay the most if you use an <a href="#">out-of-network provider</a>, and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays (<a href="#">balance billing</a>). Be aware, your <a href="#">in-network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as laboratory work). Check with your <a href="#">provider</a> before you get services.</p>
<p><b>Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a>?</b></p>	<p>No.</p>	<p>You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a>.</p>



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
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<p><b>If you visit a health care <a href="#">provider's</a> office or clinic</b></p>	<p>Primary care visit to treat an injury or illness</p>	<p>\$25 office visit <a href="#">copayment</a> per visit; \$10 convenience clinic <a href="#">copayment</a> per visit; <a href="#">deductible</a> does not apply to services subject to a <a href="#">copayment</a>; 10% <a href="#">coinsurance</a> for all other services</p>	<p>10% <a href="#">coinsurance</a></p>	<p>None</p>
	<p><a href="#">Specialist</a> visit</p>	<p>\$25 office visit <a href="#">copayment</a> per visit; <a href="#">deductible</a> does not apply to services subject to a <a href="#">copayment</a>; 10% <a href="#">coinsurance</a> for all other services</p>	<p>10% <a href="#">coinsurance</a></p>	<p>None</p>
	<p><a href="#">Preventive care/screening/immunization</a></p>	<p>No charge</p>	<p>No charge for well-child care services 10% <a href="#">coinsurance</a> for adult <a href="#">preventive care</a> services.</p>	<p>You may have to pay for services that aren't preventive. Ask your <a href="#">provider</a> if the services needed are preventive. Then check what your <a href="#">plan</a> will pay for.</p>
<p><b>If you have a test</b></p>	<p><a href="#">Diagnostic test</a> (x-ray, blood work)</p>	<p>No charge</p>	<p>10% <a href="#">coinsurance</a></p>	<p>None</p>
	<p>Imaging (CT/PET scans, MRIs)</p>	<p>No charge</p>	<p>10% <a href="#">coinsurance</a></p>	

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<p><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.myprime.com">www.myprime.com</a>.</p>	Preferred generic drugs	\$10.00 <a href="#">copayment</a> /retail \$20.00 <a href="#">copayment</a> /mail service \$20.00 <a href="#">copayment</a> /90dayRx retail <a href="#">Deductible</a> does not apply	\$10.00 <a href="#">copayment</a> /retail <a href="#">Deductible</a> does not apply	Covers up to a 34-day supply (retail prescription); 90-day supply (mail service prescription and 90dayRx retail prescription). No coverage for mail service and 90dayRx retail drugs from <a href="#">out-of-network providers</a> .
	Preferred brand drugs	\$25.00 <a href="#">copayment</a> /retail \$50.00 <a href="#">copayment</a> /mail service \$50.00 <a href="#">copayment</a> /90dayRx retail <a href="#">Deductible</a> does not apply	\$25.00 <a href="#">copayment</a> /retail <a href="#">Deductible</a> does not apply	
	Non-preferred generic drugs	\$50.00 <a href="#">copayment</a> /retail \$100.00 <a href="#">copayment</a> /mail service \$100.00 <a href="#">copayment</a> /90dayRx retail <a href="#">Deductible</a> does not apply	\$50.00 <a href="#">copayment</a> /retail <a href="#">Deductible</a> does not apply	
	Non-preferred brand drugs	\$50.00 <a href="#">copayment</a> /retail \$100.00 <a href="#">copayment</a> /mail service \$100.00 <a href="#">copayment</a> /90dayRx retail <a href="#">Deductible</a> does not apply	\$50.00 <a href="#">copayment</a> /retail <a href="#">Deductible</a> does not apply	
	<a href="#">Specialty drugs</a>	Preferred Generic: \$10.00 <a href="#">copayment</a> /prescription, Preferred Brand: \$25.00 <a href="#">copayment</a> /prescription; Non-preferred: \$50.00 <a href="#">copayment</a> /prescription <a href="#">Deductible</a> does not apply 100% coverage after <a href="#">copayment</a> for all	Not covered	
<p><b>If you have outpatient surgery</b></p>	Facility fee (e.g., ambulatory surgery center)	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	None
	Physician/surgeon fees	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you need immediate medical attention	<a href="#">Emergency room care</a>	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	None
	<a href="#">Emergency medical transportation</a>	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	None
	<a href="#">Urgent care</a>	\$25 office visit <a href="#">copayment</a> per visit; <a href="#">deductible</a> does not apply to services subject to a <a href="#">copayment</a> ; 10% <a href="#">coinsurance</a> for all other services	10% <a href="#">coinsurance</a>	None
If you have a hospital stay	Facility fee (e.g., hospital room)	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	None
	Physician/surgeon fees	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	None
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$25 office visit <a href="#">copayment</a> per visit; <a href="#">deductible</a> does not apply to services subject to a <a href="#">copayment</a> ; \$10 Doctor on Demand <a href="#">copayment</a> per visit; 10% <a href="#">coinsurance</a> for all other services	10% <a href="#">coinsurance</a>	Services for marriage/couples counseling are not covered.
	Inpatient services	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	None
If you are pregnant	Office visits	Prenatal care: No charge Postnatal care: \$25 office visit <a href="#">copayment</a> per visit	Prenatal care: No charge Postnatal care: 10% <a href="#">coinsurance</a>	<a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a> . Depending on the type of services, other <a href="#">cost sharing</a> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e., ultrasound).
	Childbirth/delivery professional services	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	
	Childbirth/delivery facility services	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	
If you need help recovering or have other special health needs	<a href="#">Home health care</a>	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	Limit of 120 visits per benefit period when you use <a href="#">in-network providers</a> Limit of 60 visits per benefit period when you use <a href="#">out-of-network providers</a> .

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	<a href="#">Rehabilitation services</a>	<p>\$25 office visit <a href="#">copayment</a> per visit <a href="#">deductible</a> does not apply for occupational therapy; therapies apply 10% <a href="#">coinsurance</a> after <a href="#">deductible</a></p> <p>\$25 office visit <a href="#">copayment</a> per visit <a href="#">deductible</a> does not apply for physical therapy; therapies apply 10% <a href="#">coinsurance</a> after <a href="#">deductible</a></p> <p>\$25 office visit <a href="#">copayment</a> per visit <a href="#">deductible</a> does not apply for speech therapy; therapies apply 10% <a href="#">coinsurance</a> after <a href="#">deductible</a></p>	<p>10% <a href="#">coinsurance</a> for occupational therapy</p> <p>10% <a href="#">coinsurance</a> for physical therapy</p> <p>10% <a href="#">coinsurance</a> for speech therapy</p>	None
	<a href="#">Habilitation services</a>	<p>\$25 office visit <a href="#">copayment</a> per visit <a href="#">deductible</a> does not apply for occupational therapy; therapies apply 10% <a href="#">coinsurance</a> after <a href="#">deductible</a></p> <p>\$25 office visit <a href="#">copayment</a> per visit <a href="#">deductible</a> does not apply for physical therapy; therapies apply 10% <a href="#">coinsurance</a> after <a href="#">deductible</a></p> <p>\$25 office visit <a href="#">copayment</a> per visit <a href="#">deductible</a> does not apply for speech therapy; therapies apply 10% <a href="#">coinsurance</a> after <a href="#">deductible</a></p>	<p>10% <a href="#">coinsurance</a> for occupational therapy</p> <p>10% <a href="#">coinsurance</a> for physical therapy</p> <p>10% <a href="#">coinsurance</a> for speech therapy</p>	None
	<a href="#">Skilled nursing care</a>	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	Combined <a href="#">in-network</a> and <a href="#">out-of-network</a> : 120 days per <a href="#">plan</a> year.
	<a href="#">Durable medical equipment</a>	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	Limited to one wig per year for alopecia areata
	<a href="#">Hospice services</a>	10% <a href="#">coinsurance</a>	10% <a href="#">coinsurance</a>	None

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		In-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	Not covered	None
	Children's glasses	No charge	Not covered	One pair of eyeglasses or contacts per benefit period.
	Children's dental check-up	No charge	Not covered	Services provided exclusively through Boynton Health/Lake Superior Dental Clinics.

**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.)		
<ul style="list-style-type: none"> <li>Cosmetic surgery (unless for removal of port wine stain, reconstructive surgery)</li> <li>Dental care (Adult)</li> </ul>	<ul style="list-style-type: none"> <li>Long-term care</li> <li>Private duty nursing</li> </ul>	<ul style="list-style-type: none"> <li>Routine foot care</li> <li>Weight loss programs</li> </ul>
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)		
<ul style="list-style-type: none"> <li>Acupuncture for treatment of chronic pain (defined as a duration of at least six months) or for the prevention and treatment of nausea associated with surgery, chemotherapy, or pregnancy</li> </ul>	<ul style="list-style-type: none"> <li>Bariatric surgery</li> <li>Chiropractic care</li> <li>Hearing aids (limited to one external hearing aid for each ear every three years)</li> </ul>	<ul style="list-style-type: none"> <li>Infertility treatment</li> <li>Non-emergency care when traveling outside the U.S.</li> <li>Routine eye care (Adult)</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: Department of Health and Human Services, Center for Consumer Information and Insurance Oversight at 1-877-267-2323, extension 61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov). Other coverage options are available to you too, including buying individual insurance coverage through the [Health Insurance Marketplace](#). For more information about the [Marketplace](#), visit <http://www.HealthCare.gov> or call 1-800-318-2596. For more information on Student Services Fee benefits at Boynton Health visit <https://boynton.umn.edu/insurance-billing-fees/student-services-fee>.

**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 on how 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: Blue Cross at 1-866-873-5943 or if you are covered under a [plan](#) offered by the State Health Plan, a city, county, school district, or Service Coop, you may contact the Department of Health and Human Services [Health Insurance](#) team at 1-888-393-2789.

**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? Not Applicable.**

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:**

This information is available in other languages. Free language assistance services are available by calling the toll free number below. For TTY, call 711.

Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al 1-855-903-2583. Para TTY, llame al 711.

Yog tias koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Hu rau 1-800-793-6931. Rau TTY, hu rau 711.

Haddii aad ku hadasho Soomaali, adigu waxaad heli kartaa caawimo luqad lacag la'aan ah. Wac 1-866-251-6736. Markay tahay dad maqalku ku adag yahay (TTY), wac 711.

နမ့်ကတိကညိကိတ်ဒီး, တံကဟုန်နကိတ်တံမစၢကလိတဖုနန့်လိ. ကိ: 1-866-251-6744 လၢ TTYအဂီၢ်, ကိ: 711 တက့ၢ်.

إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية المجانية. اتصل بالرقم 1-866-569-9123. للهااتف النصي اتصل بالرقم 711.

Nếu quý vị nói Tiếng Việt, có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Gọi số 1-855-315-4015. Người dùng TTY xin gọi 711.

Afaan Oromoo dubbattu yoo ta'e, tajaajila gargaarsa afaan hiikuu kaffaltii malee. Argachuuf 1-855-315-4016 bilbilaa. TTY dhaaf, 711 bilbilaa.

如果您說中文，我們可以為您提供免費的語言協助服務。請撥打 1-855-315-4017。聽語障專 (TTY)，請撥打 711。

Если Вы говорите по-русски, Вы можете воспользоваться бесплатными услугами переводчика. Звоните 1-855-315-4028. Для использования телефонного аппарата с текстовым выходом звоните 711.

Si vous parlez français, des services d'assistance linguistique sont disponibles gratuitement. Appelez le +1-855-315-4029. Pour les personnes malentendantes, appelez le 711.

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한국어를 사용하시는 경우, 무료 언어 지원 서비스가 제공됩니다. 1-855-904-2583 으로 전화하십시오. TTY 사용자는 711 로 전화하십시오.

ຖ້າເຈົ້າເວົ້າພາສາລາວໄດ້, ມີການບໍລິການຊ່ວຍເຫຼືອພາສາໃຫ້ເຈົ້າຟຣີ. ໃຫ້ໂທຫາ 1-866-356-2423 ສໍາລັບ TTY, ໃຫ້ໂທຫາ 711.

Kung nagsasalita kayo ng Tagalog, mayroon kayong magagamit na libreng tulong na mga serbisyo sa wika. Tumawag sa 1-866-537-7720. Para sa TTY, tumawag sa 711.

Wenn Sie Deutsch sprechen, steht Ihnen fremdsprachliche Unterstützung zur Verfügung. Wählen Sie 1-866-289-7402. Für TTY wählen Sie 711.

ប្រសិនបើអ្នកនិយាយភាសាខ្មែរមិន អ្នកអាចរកបានសេវាជំនួយភាសាឥតគិតថ្លៃ។ ទូរស័ព្ទមកលេខ 1-855-906-2583។ សម្រាប់ TTY សូមទូរស័ព្ទមកលេខ 711។

Diné k'ehjí yáníłt'i'go saad bee yát'i' éí t'áájíík'e bee níká'a'doowołgo éí ná'ahoot'i'. Kojí éí béésh bee hodíílnih 1-855-902-2583. TTY biniiyégo éí 711 jį' béésh bee hodíílnih.

*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](#), [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 prenatal care and a hospital delivery)

- The plan's overall [deductible](#) \$100
- [Specialist copayment](#) \$25
- Hospital (facility) [coinsurance](#) 10%
- Other [coinsurance](#) 10%

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, Peg would pay:

<i>Cost Sharing</i>	
<a href="#">Deductibles</a>	\$100
<a href="#">Copayments</a>	\$0
<a href="#">Coinsurance</a>	\$900

**What isn't covered**

Limits or exclusions	\$60
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<b>The total Peg would pay is</b>	<b>\$1,060</b>
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**Managing Joe's Type 2 Diabetes**  
(a year of routine in-network care of a well-controlled condition)

- The plan's overall [deductible](#) \$100
- [Specialist copayment](#) \$25
- Hospital (facility) [coinsurance](#) 10%
- Other [coinsurance](#) 10%

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, Joe would pay:

<i>Cost Sharing</i>	
<a href="#">Deductibles</a>	\$100
<a href="#">Copayments</a>	\$300
<a href="#">Coinsurance</a>	\$400

**What isn't covered**

Limits or exclusions	\$60
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<b>The total Joe would pay is</b>	<b>\$860</b>
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**Mia's Simple Fracture**  
(in-network emergency room visit and follow up care)

- The plan's overall [deductible](#) \$100
- [Specialist copayment](#) \$25
- Hospital (facility) [coinsurance](#) 10%
- Other [coinsurance](#) 10%

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, Mia would pay:

<i>Cost Sharing</i>	
<a href="#">Deductibles</a>	\$100
<a href="#">Copayments</a>	\$100
<a href="#">Coinsurance</a>	\$200

**What isn't covered**

Limits or exclusions	\$0
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<b>The total Mia would pay is</b>	<b>\$400</b>
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The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.



## Notice of Nondiscrimination Practices

**Effective July 18, 2016**

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or gender. Blue Cross does not exclude people or treat them differently because of race, color, national origin, age, disability, or gender.

Blue Cross provides resources to access information in alternative formats and languages:

- Auxiliary aids and services, such as qualified interpreters and written information available in other formats, are available free of charge to people with disabilities to assist in communicating with us.
- Language services, such as qualified interpreters and information written in other languages, are available free of charge to people whose primary language is not English.

If you need these services, contact us at 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711.

If you believe that Blue Cross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender, you can file a grievance with the Nondiscrimination Civil Rights Coordinator

- by email at: [Civil.Rights.Coord@bluecrossmn.com](mailto:Civil.Rights.Coord@bluecrossmn.com)
- by mail at: Nondiscrimination Civil Rights Coordinator  
Blue Cross and Blue Shield of Minnesota and Blue Plus  
M495  
PO Box 64560  
Eagan, MN 55164-0560
- or by telephone at: 1-800-509-5312

Grievance forms are available by contacting us at the contacts listed above, by calling 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711. If you need help filing a grievance, assistance is available by contacting us at the numbers listed above.

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>
- by telephone at: 1-800-368-1019 or 1-800-537-7697 (TDD)
- or by mail at: U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201

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