The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, contact

www.caresource.com/marketplace or call 1-833-230-2030. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms, see the Glossary. You can view the Glossary at www.caresource.com/marketplace or call 1-833-230-2030 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	\$5,900 individual/\$11,800 family per benefit year	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. <u>Preventive care</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.
Are there other deductibles for specific services?	No	You don't have to meet deductibles for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	\$6,800 individual/ \$13,600 family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, balance-billing charges 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> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See www.caresource.com/marketplace or call 1-833-230-2030 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 <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance</u> <u>billing</u> ). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No	You can see the specialist you choose without a referral.

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All <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

		What You Will Pay			
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In- Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information*
	Primary care visit to treat an injury or illness	No charge	\$25 copay	Not covered	None
If you visit a health care <u>provider's</u> office or clinic	<u>Specialist</u> visit	No charge	\$60 copay	Not covered	Plan covers 100% of <u>allowed amount</u> in excess of the <u>copayment</u> . <u>Copayment</u> waived when the only charge is for allergy injections/serum. If you receive services in addition to office visits, additional <u>copayments</u> , <u>deductibles</u> , or <u>coinsurance</u> may apply.
	Other practitioner office visit Nurse practitioner/retail clinic	No charge	\$25 copay	Not covered	None
	Preventive care/screening/ immunization	No charge	No charge	Not covered	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.
lf you have a test	<u>Diagnostic test</u> (x-ray, blood work)	No charge	X-ray: \$200 copay after deductible Lab: 20% coinsurance after deductible	Not covered	May require prior authorization May require prior authorization
	Imaging (CT/PET scans, MRIs)	No charge	\$250 copay after deductible	Not covered	Prior authorization required

\* For more information about limitations and exceptions, see the <u>plan</u> or policy document at www.caresource.com/marketplace or call 1-833-230-2030. **2 of 8** ADV-SBC-GA001(2020 Rev.03/20)BS-Silver Limited GA-EXCM-0050b

	What You Will Pay				
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In- Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information*
	Preventive drugs	No charge	Retail: No charge Mail-Order: No charge	Not covered	
	Low cost drugs	No charge	Retail: \$30 copay Mail-Order: \$75 copay	Not covered	
	Preferred brand drugs	No charge	Retail: \$60 copay Mail-Order: \$150 copay	Not covered	
If you need drugs to treat your illness or condition More information about <u>prescription</u> drug coverage is	Non-preferred brand drugs	No charge	Retail: 20% coinsurance after deductible Mail-Order: 20% coinsurance after deductible	Not covered	Retail: Up to a 30-day supply Mail-Order: Up to a 90-day supply for Preventive, Low Cost, and Brand drugs/Up to a 30-day supply for Specialty drugs Certain drugs may require a prior authorization.
available at www.caresource.com/ marketplace.	Specialty drugs preferred	No charge	Retail: 20% coinsurance after deductible Mail-Order: 20% coinsurance after deductible	Not covered	
	Specialty drugs non- preferred	No charge	Retail: 50% coinsurance after deductible Mail-Order: 50% coinsurance after deductible	Not covered	
If you have	Facility fee (e.g., ambulatory surgery center)	No charge	20% coinsurance after deductible	Not covered	May require prior authorization
outpatient surgery	Physician/surgeon fees	No charge	20% coinsurance after deductible	Not covered	May require prior authorization

\* For more information about limitations and exceptions, see the <u>plan</u> or policy document at www.caresource.com/marketplace or call 1-833-230-2030. **3 of 8** ADV-SBC-GA001(2020 Rev.03/20)BS-Silver Limited GA-EXCM-0050b

			What You Will Pay		
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In- Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information*
	Emergency room care	No charge	\$500 copay after deductible	\$500 copay after deductible	<u>Copayment</u> waived if you are admitted to the hospital directly from the Emergency Department.
If you need immediate medical attention	Emergency medical transportation	No charge	20% coinsurance after deductible	20% coinsurance after deductible	Prior authorization is not required for emergency ambulance transportation or for facility to facility transfers. All other ambulance transportation requires prior authorization.
	Urgent care	No charge	\$75 copay	\$75 copay	If you receive services in addition to <u>urgent</u> <u>care</u> , additional <u>copayments</u> , <u>deductibles</u> , or <u>coinsurance</u> may apply.
lf you have a	Facility fee (e.g., hospital room)	No charge	\$500 copay after deductible	Not covered	Prior authorization required
hospital stay	Physician/surgeon fees	cian/surgeon fees No charge \$500 copay after deductible	Not covered	Prior authorization required	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	No charge	\$25 copay for office visits and 20% coinsurance after deductible for other outpatient services	Not covered	Prior authorization is required for all inpatient stays and residential treatment programs. Partial hospitalization programs and intensive outpatient services may require prior authorization.
	Inpatient services	No charge	\$500 copay after deductible	Not covered	

\* For more information about limitations and exceptions, see the <u>plan</u> or policy document at www.caresource.com/marketplace or call 1-833-230-2030. **4 of 8** ADV-SBC-GA001(2020 Rev.03/20)BS-Silver Limited GA-EXCM-0050b

Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	What You Will Pa Non-IHCP In- Network Provider (You will pay more)	y Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information*
lf you are pregnant	Office visits Childbirth/delivery professional services	No charge	\$60 copay \$500 copay after deductible	Not covered	<u>Copayment</u> covers initial physician visit and all subsequent prenatal visits, postnatal visits, and physician delivery charges covered under the Global Maternity Fee. Additional <u>copayments</u> , <u>deductibles</u> , or <u>coinsurance</u> may apply depending on services rendered in addition to the Global Maternity Fee. Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.)
	Childbirth/delivery facility services	No charge	\$500 copay after deductible	Not covered	Your cost for inpatient services only. See above for physician delivery charges.
	Home health care	No charge	20% coinsurance after deductible	Not covered	Prior authorization required 120 combined visits per benefit year. A visit equals at least 4 hours.
If you need help recovering or have other special health needs	Rehabilitation servicesPhysical therapyOccupational therapySpeech therapyAudiologyCognitive rehabilitationSpinal manipulation	No charge	\$25 copay \$25 copay 20% coinsurance after deductible 20% coinsurance after deductible 20% coinsurance after deductible 20% coinsurance after deductible	Not covered	40 combined visits per benefit year

\* For more information about limitations and exceptions, see the <u>plan</u> or policy document at www.caresource.com/marketplace or call 1-833-230-2030. **5 of 8** ADV-SBC-GA001(2020 Rev.03/20)BS-Silver Limited GA-EXCM-0050b

			What You Will Pa	Ŋ	
Common Medical Event	Services You May Need	Indian Health Care Provider (IHCP) (You will pay the least)	Non-IHCP In- Network Provider (You will pay more)	Non-IHCP Out-of- Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information*
	Habilitation services Physical therapy Occupational therapy Speech therapy Audiology Spinal manipulation	No charge	\$25 copay \$25 copay 20% coinsurance after deductible 20% coinsurance after deductible 20% coinsurance after deductible	Not covered	40 combined visits per benefit year
	Skilled nursing care	No charge	\$500 copay after deductible	Not covered	Prior authorization required 60 day limit per benefit year
	Durable medical equipment	No charge	20% coinsurance after deductible	Not covered	May require prior authorization
	Hospice services	No charge	20% coinsurance after deductible	Not covered	Prior authorization is required for inpatient, respite, or continuous care levels of care.
	Children's eye exam	No charge	No charge	Not covered	1 routine eye exam per benefit year
	Low vision testing and aids	No charge	No charge	Not covered	Limited to one evaluation and aid per benefit year.
If your child needs dental or eye care	Children's eyewear	No charge	No charge	Not covered	Limited to one pair of glasses or contact lenses once per benefit year. If medically necessary, a replacement pair of glasses is allowed.
	Children's dental check- up	No charge	\$20 copay	Not covered	2 dental check-ups per benefit year

# Excluded Services & Other Covered Services:

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

Other Covered Services (Limi	tations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.)
Cosmetic surgery	Weight loss programs

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: 1-800-656-2298. 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 or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact the Georgia Department of Insurance: 1-800-656-2298.

# Does this plan provide Minimum Essential Coverage? Yes

If you don't have <u>Minimum Essential Coverage</u> 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 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.

# Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-833-230-2030. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-833-230-2030. Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-833-230-2030. Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-833-230-2030.

-To see examples of how this plan might cover costs for a sample medical situation, see the next section.-

\* For more information about limitations and exceptions, see the <u>plan</u> or policy document at www.caresource.com/marketplace or call 1-833-230-2030. **7 of 8** ADV-SBC-GA001(2020 Rev.03/20)BS-Silver Limited GA-EXCM-0050b



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. 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 <u>plan's</u> overall <u>deductible</u>	\$5,900
Specialist copayment	\$60
Hospital (facility) <u>copayment</u>	\$500
Other coinsurance	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*)

Total Example Cost	\$12,840

in this example, Peg would pay:	
Cost Sharing	
Deductibles	
Copayments	

In this average. Degraveuld nev

\$60
\$655

\$5,445 \$700 Managing Joe's type 2 Diabetes (a year of routine in-network care of a well-controlled condition)

The plan's overall deductible	\$5,900
Specialist copayment	\$60
Hospital (facility) <u>copayment</u>	\$500
Other <u>coinsurance</u>	20%

This EXAMPLE event includes services like:Primary care physician office visits (including<br/>disease education)Diagnostic tests (blood work)Prescription drugsDurable medical equipment (glucose meter)

Total Example Cost\$7,460

In this example, Joe would pay:	
Cost Sharing	
Deductibles	\$1,489
Copayments	\$2,030
Coinsurance	\$372
What isn't covered	
Limits or exclusions	\$55
The total Joe would pay is	\$3,946

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

The plan's overall deductible	\$5,900
Specialist copayment	\$60
Hospital (facility) <u>copayment</u>	\$500
Other coinsurance	20%

# This EXAMPLE event includes services like:

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

Total Example Cost	\$2,010
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# In this example, Mia would pay:

Cost Sharing		
Deductibles	\$1,109	
Copayments	\$480	
Coinsurance	\$277	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$1,866	

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

ADV-SBC-GA001(2020 Rev.03/20)BS-Silver Limited



If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-855-202-0729 TTY:711.

#### ARABIC

إذا كان لديك، أو لدي أي شخص تساعده، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، اتصل على .1-855-202-0729 TTY:711

#### AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ *ጋ*ር ለመነጋገር፣ 1-855-202-0729 TTY:711 የደውሉ።

### **BURMESE**

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ပောက်က မေးမြန်းလွှာပွဲကြ သင့်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား စကားပြောဆိုရန် 1-855-202-0729 TTY:711 ဤတွင် နံပါတ်ဖြည့်သွင်းပါ] သို့ ခေါ် ဆိုပါ။

#### CHINESE

如果您或者您在帮助的人对 CareSource 存有疑问,您 有权免费获得以您的语言提供的帮助和信息。 如果您需 要与一位翻译交谈,请致电 1-855-202-0729 TTY:711。

#### **CUSHITE – OROMO**

Isin yookan namni biraa isin deeggartan CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, lakkoofsa bilbilaa 1-855-202-0729 TTY:711 tiin bilbilaa.

#### DUTCH

Als u, of iemand die u helpt, vragen heeft over CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk, bel dan naar 1-855-202-0729 TTY:711.

#### FRENCH (CANADA)

Des questions au sujet de CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète, veuillez téléphoner au 1-855-202-0729 TTY:711.

#### GERMAN

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, rufen Sie die Nummer 1-855-202-0729 TTY:711 an.

GUJARATI જો તમે અ્થવા તમે કોઇને મદદ કરી રહ્યાં તેમ ાંથી કોઇને CareSource વિશે પ્રશ્નો હોર તો તમને મંદદ અને મેં હહતી મેળિનિો અવિક ર છે. તે ખર્ય વિન તમ રી ભે ષ મ i પ્ર પ્ત કરી શક ર છે. દ ભ વષરો િ ત કરિ મ ટે,આ 1-855-202-0729 TTY:711 પર કોલે કરો.

#### HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल हैं तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, 1-855-202-0729 ŤΤΥ:711.

#### **ITALIAN**

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete, chiami il 1-855-202-0729 TTY:711.

#### JAPANESE

JAPANESE ご本人様、または身の回りの方で、CareSource に関 するご質問がございましたら、ご希望の言語でサポー トを受けたり、情報を入手したりすることができます (無償)。 通訳をご利用の場合は、1-855-202-0729 TTY:711 にご連絡ください。

KOREAN 귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 주십시오: 1-855-202-0729 TTY:711.

#### PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helfscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, kannscht du 11-855-202-0729 TTY:711 uffrufe.

#### RUSSIAN

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком, позвоните по номеру 1-855-202-0729 ТТҮ:711.

#### SPANISH

Si usted o alguien a quien ayuda tienen preguntas sobre CareSource, tiene derecho a recibir esta información y ayuda en su propio idioma sin costo. Para hablar con un intérprete, llame al 1-855-202-0729 TTY:711.

#### UKRAINIAN

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, зателефонуйте за номером 1-855-202-0729 TTY:711.

#### VIETNAMESE

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về CareSource, ban có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, vui lòng gọi số 1-855-202-0729 TTY:711.



CareSource complies with applicable state and federal civil rights laws and does not discriminate on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status. CareSource does not exclude people or treat them differently because of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status.

CareSource provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified sign language interpreters, and (2) written information in other formats (large print, audio, accessible electronic formats, other formats). In addition, CareSource provides free language services to people whose primary language is not English, such as: (1) qualified interpreters, and (2) information written in other languages. If you need these services, please contact CareSource at 1-855-202-0729 TTY:711.

If you believe that CareSource has failed to provide the above mentioned services to you or discriminated in another way on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status, you may file a grievance, with:

> CareSource Attn: Civil Rights Coordinator P.O. Box 1947, Dayton, Ohio 45401 1-844-539-1732, TTY: 711 Fax: 1-844-417-6254

CivilRightsCoordinator@CareSource.com

You can file a grievance by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of 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.