

Your summary of benefits

Anthem Blue Cross of California

Your Plan: Anthem Bronze PPO 5000/30%/7150

Your Network: Prudent Buyer PPO

This summary of benefits is a brief outline of coverage, designed to help you with the selection process. This summary does not reflect each and every benefit, exclusion and limitation which may apply to the coverage. For more details, important limitations and exclusions, please review the formal Certificate of Insurance or Evidence of Coverage (EOC). If there is a difference between this summary and the Certificate of Insurance or Evidence of Coverage (EOC), the Certificate of Insurance or Evidence of Coverage (EOC), will prevail.

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Overall Deductible <i>See notes section to understand how your deductible works. Your plan may also have a separate Prescription Drug Deductible. See Prescription Drug Coverage section.</i>	\$5,000 person / \$10,000 family	\$10,000 person / \$20,000 family
Out-of-Pocket Limit <i>When you meet your out-of-pocket limit, you will no longer have to pay cost-shares during the remainder of your benefit period. See notes section for additional information regarding your out of pocket maximum.</i>	\$7,150 person / \$14,300 family	\$14,300 person / \$28,600 family
Preventive care/screening/immunization <i>In-network preventive care is not subject to deductible, if your plan has a deductible.</i>	No charge	50% coinsurance after medical deductible is met
Doctor Home and Office Services Primary care visit to treat an injury or illness <i>All office visit copayments count towards the same 3 visit limit.</i>	\$30 copay per visit for the first 3 visits and then 30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met
Specialist care visit <i>All office visit copayments count towards the same 3 visit limit.</i>	\$30 copay per visit for the first 3 visits and then 30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met

Your summary of benefits

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Prenatal and Post-natal Care <i>All office visit copayments count towards the same 3 visit limit. In-Network preventative prenatal services are covered at 100%</i>	\$30 copay per visit for the first 3 visits and then 30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met
Other practitioner visits: Retail health clinic <i>All office visit copayments count towards the same 3 visit limit.</i> On-line Visit <i>All office visit copayments count towards the same 3 visit limit.</i> Chiropractor <i>Coverage for In-Network Providers is limited to 20 visits per benefit period.</i> Acupuncture <i>All office visit copayments count towards the same 3 visit limit.</i>	\$30 copay per visit for the first 3 visits and then 30% coinsurance after medical deductible is met \$30 copay per visit for the first 3 visits and then 30% coinsurance after medical deductible is met 50% coinsurance medical deductible does not apply \$30 copay per visit for the first 3 visits and then 30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met Not covered Not covered
Other services in an office: Allergy testing Chemo/radiation therapy Hemodialysis	30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met 30% coinsurance	50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met 50% coinsurance

Your summary of benefits

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
<p>Prescription drugs <i>For the drugs itself dispensed in the office thru infusion/injection</i></p>	<p>after medical deductible is met 30% coinsurance after medical deductible is met</p>	<p>after medical deductible is met 50% coinsurance after medical deductible is met</p>
<p>Diagnostic Services</p> <p>Lab:</p> <p>Office</p> <p>Freestanding Lab</p> <p>Outpatient Hospital <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i></p>	<p>30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met</p>	<p>50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met</p>
<p>X-ray:</p> <p>Office</p> <p>Freestanding Radiology Center <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i></p> <p>Outpatient Hospital <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i></p>	<p>30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met</p>	<p>50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met</p>
<p>Advanced diagnostic imaging (for example, MRI/PET/CAT scans):</p> <p>Office <i>Coverage for Non-Network Providers is limited to \$800 maximum benefit per procedure.</i></p> <p>Freestanding Radiology Center <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i></p>	<p>30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met</p>	<p>50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met</p>

Your summary of benefits

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Outpatient Hospital <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i>	30% coinsurance and then \$100 copay per visit after medical deductible is met	50% coinsurance after medical deductible is met
Emergency and Urgent Care Emergency room facility services <i>Copay waived if admitted.</i> Emergency room doctor and other services <i>Cost share except deductible waived if admitted.</i>	\$300 copay per visit and then 30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met	\$300 copay per visit and then 30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met
Ambulance (air and ground)	30% coinsurance after medical deductible is met	30% coinsurance after medical deductible is met
Urgent Care (office setting)	30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met
Outpatient Mental/Behavioral Health and Substance Abuse Doctor office visit <i>All office visit copayments count towards the same 3 visit limit.</i> Facility visit: Facility fees Doctor Services	\$30 copay per visit for the first 3 visits and then 30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met

Your summary of benefits

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Outpatient Surgery Facility fees: Hospital <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i> Freestanding Surgical Center <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i> Doctor and other services	\$300 copay per admission and then 30% coinsurance after medical deductible is met \$300 copay per admission and then 30% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met
Hospital Stay (all inpatient stays including maternity, mental / behavioral health, and substance abuse) Facility fees (for example, room & board) <i>Coverage for Non-Network Providers is limited to \$650 maximum benefit per day. Coverage for Inpatient rehabilitation and skilled nursing services combined In-Network Provider and Non-Network Provider combined is limited to 100 days per benefit period.</i> Doctor and other services	\$500 copay per admission and then 0% coinsurance after medical deductible is met 30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met 50% coinsurance after medical deductible is met
Recovery & Rehabilitation Home health care <i>Coverage for In-Network Provider and Non-Network Provider combined is limited to 100 visits per benefit period. Coverage for Non-Network Providers is limited to \$75 maximum benefit per visit.</i>	30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met
Rehabilitation services (for example, physical/speech/occupational therapy): Office <i>All office visit copayments count towards the same 3 visit limit.</i>	\$30 copay per visit for the first 3 visits	50% coinsurance after medical

Your summary of benefits

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
<p>Outpatient hospital <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i></p> <p>Habilitation services (for example, physical/speech/occupational therapy):</p> <p>Office <i>All office visit copayments count towards the same 3 visit limit.</i></p> <p>Outpatient hospital <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i></p>	<p>and then 30% coinsurance after medical deductible is met</p> <p>30% coinsurance after medical deductible is met</p> <p>\$30 copay per visit for the first 3 visits and then 30% coinsurance after medical deductible is met</p> <p>30% coinsurance after medical deductible is met</p>	<p>deductible is met</p> <p>50% coinsurance after medical deductible is met</p> <p>50% coinsurance after medical deductible is met</p> <p>50% coinsurance after medical deductible is met</p>
<p>Cardiac rehabilitation</p> <p>Office <i>All office visit copayments count towards the same 3 visit limit.</i></p> <p>Outpatient hospital <i>Coverage for Non-Network Providers is limited to \$380 maximum benefit per admission.</i></p>	<p>\$30 copay per visit for the first 3 visits and then 30% coinsurance after medical deductible is met</p> <p>30% coinsurance after medical deductible is met</p>	<p>50% coinsurance after medical deductible is met</p> <p>50% coinsurance after medical deductible is met</p>
<p>Skilled nursing care (in a facility) <i>Coverage for Non-Network Providers is limited to \$150 maximum benefit per day. Coverage for Inpatient rehabilitation and skilled nursing services combined In-Network Provider and Non-Network Provider combined is limited to 100 days per benefit period.</i></p>	<p>\$500 copay per admission and then 0% coinsurance after medical deductible is met</p>	<p>50% coinsurance after medical deductible is met</p>
<p>Hospice</p>	<p>0% coinsurance after medical</p>	<p>50% coinsurance after medical</p>

Your summary of benefits

Covered Medical Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
	deductible is met	deductible is met
Durable Medical Equipment	50% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met
Prosthetic Devices	30% coinsurance after medical deductible is met	50% coinsurance after medical deductible is met

Your summary of benefits

Covered Prescription Drug Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Pharmacy Deductible <i>Additional deductible: Applies to Tier 2, Tier 3 and Tier 4 Prescription Drugs for In-Network Providers.</i>	\$500 person / \$1,000 family	Not Applicable
Pharmacy Out of Pocket	Combined with medical out of pocket	Combined with medical out of pocket
Prescription Drug Coverage <i>Anthem Select Drug List</i>		
Tier 1a - Typically Lower Cost Generic	\$5 copay per prescription pharmacy deductible does not apply (retail only) and \$13 copay per prescription pharmacy deductible does not apply (home delivery only)	Not covered
Tier 1b - Typically Generic	\$20 copay per prescription pharmacy deductible does not apply (retail only) and \$50 copay per prescription pharmacy deductible does not apply (home delivery only)	Not covered
Tier 2 - Typically Preferred Brand & Non-Preferred Generics	\$50 copay per prescription after pharmacy deductible is met (retail only) and \$150 copay per prescription after	Not covered

Your summary of benefits

Covered Prescription Drug Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
	pharmacy deductible is met (home delivery only)	
Tier 3 - Typically Non-Preferred Brand	\$90 copay per prescription after pharmacy deductible is met (retail only) and \$270 copay per prescription after pharmacy deductible is met (home delivery only)	Not covered
Tier 4 - Typically Specialty (brand and generic)	30% coinsurance up to \$250 after pharmacy deductible is met (retail and home delivery)	Not covered

Your summary of benefits

Covered Vision Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
<p><i>This is a brief outline of your vision coverage. Not all cost shares for covered services are shown below. For a full list, including benefits, exclusions and limitations, see the combined Evidence of Coverage/Disclosure form/Certificate. If there is a difference between this summary and either Evidence of Coverage/Disclosure form/Certificate, the Evidence of Coverage/Disclosure form/Certificate will prevail.</i></p> <p><i>Only children's vision services count towards your out of pocket limit.</i></p>		
Children's Vision Essential Health Benefits Child Vision Deductible Vision exam <i>Coverage for In-Network Provider and Non-Network Provider combined is limited to 1 exam per benefit period.</i>	\$0 person No charge	\$0 person No charge
Frames <i>Coverage for In-Network Provider and Non-Network Provider combined is limited to 1 unit per benefit period.</i>	No charge	No charge
Lenses <i>Coverage for In-Network Provider and Non-Network Provider combined is limited to 1 unit per benefit period.</i>	No charge	No charge
Elective contact lenses <i>Coverage for In-Network Provider and Non-Network Provider combined is limited to 1 unit per benefit period.</i>	No charge	No charge
Non-Elective Contact Lenses <i>Coverage for In-Network Provider and Non-Network Provider combined is limited to 1 unit per benefit period.</i>	No charge	No charge
Adult Vision Adult Vision Deductible Vision exam <i>Coverage for In-Network Provider and Non-Network Provider combined is limited to 1 exam per benefit period. Coverage for Non-Network Providers is limited to \$30 maximum benefit per visit.</i>	\$0 person \$20 copay per visit	\$0 person No charge
Frames	Not covered	Not covered
Lenses	Not covered	Not covered

Your summary of benefits

Covered Vision Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
Elective contact lenses	Not covered	Not covered
Non-Elective Contact Lenses	Not covered	Not covered

Your summary of benefits

Covered Dental Benefits	Cost if you use an In-Network Provider	Cost if you use a Non-Network Provider
<i>This is a brief outline of your dental coverage. Not all cost shares for covered services are shown below. For a full list, including benefits, exclusions and limitations, see the combined Evidence of Coverage/Disclosure form/Certificate. If there is a difference between this summary and either Evidence of Coverage/Disclosure form/Certificate, the Evidence of Coverage/Disclosure form/Certificate will prevail. Only children's dental services count towards your out of pocket limit.</i>		
Children's Dental Essential Health Benefits Diagnostic and preventive <i>Coverage for In-Network Provider and Non-Network Provider combined is limited to 1 visit per 6 months.</i>	No charge	No charge
Basic services	50% coinsurance	50% coinsurance
Major services	50% coinsurance	50% coinsurance
Medical Necessary Orthodontia services	50% coinsurance	50% coinsurance
Cosmetic Orthodontia services	Not covered	Not covered
Deductible	Combined with medical deductible	Combined with medical deductible
Adult Dental		
Diagnostic and preventive	Not covered	Not covered
Basic services	Not covered	Not covered
Major services	Not covered	Not covered
Deductible	Not Applicable	Not Applicable
Annual maximum	\$0	\$0

Your summary of benefits

Notes:

- If your plan includes an emergency room facility copay and you are directly admitted to a hospital, your emergency room facility copay is waived.
- This plan includes an embedded accumulation for the family deductible and out-of-pocket maximum. This means that the family amounts can be met by any combination of amounts from any family member, however one member must satisfy their individual deductible and one member (either same or other family member) must satisfy the individual out of pocket amount.
- Your coinsurance, copays and deductible count toward your out of pocket amount
- Coverage for Non-emergency ambulance service for Non-Network Providers is limited to \$50,000 maximum benefit per occurrence.
- For additional information on this plan, please visit sbc.anthem.com to obtain a "Summary of Benefit Coverage".
- For additional information on limitations and exclusions and other disclosure items that apply to this plan, go to ca.sgplans.anthem.com/ca/1e
- All medical services subject to a coinsurance are also subject to the annual medical deductible.
- If your plan includes a hospital stay copay and you are readmitted within 72 hours of a prior admission for the same diagnosis, your hospital stay copay for your readmission is waived.
- If your plan includes out of network benefits, all services with calendar/plan year limits are combined both in and out of network.
- If your plan includes out of network benefits and you use a non-participating provider, you are responsible for any difference between the covered expense and the actual non-participating providers charge.

Get help in your language

Language Assistance Services



Curious to know what all this says? We would be too. Here's the English version:

IMPORTANT: Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For free help, please call right away at 1-888-254-2721. (TTY/TDD: 711)

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card.

Spanish

IMPORTANTE: ¿Puede leer esta carta? De lo contrario, podemos hacer que alguien lo ayude a leerla. También puede recibir esta carta escrita en su idioma. Para obtener ayuda gratuita, llame de inmediato al 1-888-254-2721. (TTY/TDD: 711)

Arabic

مهم: هل يمكنك قراءة هذه الرسالة؟ إذا لم تتمكن من قراءتها، يمكننا أن نساعدك على قراءتها. يمكنك أيضًا الحصول على هذه الرسالة مكتوبة بلغتك. للحصول على المساعدة، يرجى الاتصال بالرقم 1-888-254-2721 (TTY/TDD: 711).

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Կարողանո՞ւմ եք ընթերցել այս նամակը: Եթե ոչ, մենք կարող ենք տրամադրել ինչ-որ մեկին, ով կօգնի Ձեզ՝ կարդալ այն: Կարող եք նաև այս նամակը Ձեզ գրավոր տարբերակով տրամադրել: Անվճար օգնություն ստանալու համար կարող եք անհապաղ զանգահարել 1-888-254-2721 հեռախոսահամարով: (TTY/TDD: 711)

Chinese

重要事項：您能看懂這封信函嗎？如果您看不懂，我們能夠找人協助您。您有可能可以獲得以您的語言而寫的本信函。如需免費協助，請立即撥打1-888-254-2721。(TTY/TDD: 711)

Farsi

مهم: آیا می‌توانید این نامه را بخوانید؟ اگر نمی‌توانید، می‌توانیم شخصی را به شما معرفی کنیم تا در خواندن این نامه شما را کمک کند. همچنین می‌توانید این نامه را به صورت مکتوب به زبان خودتان دریافت کنید. برای دریافت کمک رایگان، همین حالا با شماره 1-888-254-2721 تماس بگیرید. (TTY/TDD: 711)

Hindi

महत्वपूर्ण: क्या आप यह पत्र पढ़ सकते हैं? अगर नहीं, तो हम आपको इसे पढ़ने में मदद करने के लिए किसी को उपलब्ध करा सकते हैं। आप यह पत्र अपनी भाषा में लिखवाने में भी सक्षम हो सकते हैं। निःशुल्क मदद के लिए, कृपया 1-888-254-2721 पर तुरंत कॉल करें। (TTY/TDD: 711)

Hmong

TSEEM CEEB: Koj puas muaj peev xwm nyeem tau daim ntawv no? Yog hais tias koj nyeem tsis tau, peb muaj peev xwm cia lwm tus pab nyeem rau koj mloog. Tsis tas li ntawd tej zaum koj kuj tseem yuav tau txais daim ntawv no sau ua koj hom lus thiab. Txog rau kev pab dawb, thov hu tam sim no rau tus xov tooj 1-888-254-2721. (TTY/TDD: 711)

Japanese

重要: この書簡を読めますか？もし読めない場合には、内容を理解するための支援を受けることができます。また、この書簡を希望する言語で書いたものを入手することもできます。次の番号にいますぐ電話して、無料支援を受けてください。1-888-254-2721 (TTY/TDD: 711)

Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

Khmer

សំខាន់៖ តើអ្នកអាចអានលិខិតនេះទេ? បើមិនអាចទេ យើងអាចប្រាប់អ្នកអំពីអ្នកអាចជួយអ្នក។ អ្នកក៏អាចទទួលបានលិខិតនេះដោយសេរីដោយសារសេចក្តីសង្ឃឹម។ ដើម្បីទទួលបានជំនួយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទភ្លាមៗទៅលេខ 1-888-254-2721។ (TTY/TDD: 711)

Korean

중요: 이 서신을 읽으실 수 있으십니까? 읽으실 수 없을 경우 도움을 드릴 사람이 있습니다. 귀하가 사용하는 언어로 쓰여진 서신을 받으실 수도 있습니다. 무료 도움을 받으시려면 즉시 1-888-254-2721로 전화하십시오. (TTY/TDD: 711)

Punjabi

ਮਹੱਤਵਪੂਰਨ: ਕੀ ਤੁਸੀਂ ਇਹ ਪੱਤਰ ਪੜ੍ਹ ਸਕਦੇ ਹੋ? ਜੇ ਨਹੀਂ, ਤਾਂ ਅਸੀਂ ਇਸ ਨੂੰ ਪੜ੍ਹਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਨੂੰ ਬੁਲਾ ਸਕਦਾ ਹਾਂ ਤੁਸੀਂ ਸ਼ਾਇਦ ਪੱਤਰ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲਿਖਿਆ ਹੋਇਆ ਵੱਖੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਮੁਫਤ ਮਦਦ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ ਫੋਨ 1-888-254-2721 ਤੇ ਕਾਲ ਕਰੋ। (TTY/TDD: 711)

Russian

ВАЖНО. Можете ли вы прочитать данное письмо? Если нет, наш специалист поможет вам в этом. Вы также можете получить данное письмо на вашем языке. Для получения бесплатной помощи звоните по номеру 1-888-254-2721. (TTY/TDD: 711)

Tagalog

MAHALAGA: Nababasa ba ninyo ang liham na ito? Kung hindi, may taong maaaring tumulong sa inyo sa pagbasa nito. Maaari ninyo ring makuha ang liham na ito nang nakasulat sa ginagamit ninyong wika. Para sa libreng tulong, mangyaring tumawag kaagad sa 1-888-254-2721. (TTY/TDD: 711)

Thai

หมายเหตุสำคัญ: ท่านสามารถอ่านจดหมายฉบับนี้หรือไม่ หากท่านไม่สามารถอ่านจดหมายฉบับนี้ เราสามารถจัดหาเจ้าหน้าที่มาอ่านให้ท่านฟังได้ ท่านยังอาจให้เจ้าหน้าที่ช่วยเขียนจดหมายในภาษาของท่านอีกด้วย หากต้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย โปรดโทรติดต่อที่หมายเลข 1-888-254-2721 (TTY/TDD: 711)

Vietnamese

QUAN TRỌNG: Quý vị có thể đọc thư này hay không? Nếu không, chúng tôi có thể bố trí người giúp quý vị đọc thư này. Quý vị cũng có thể nhận thư này bằng ngôn ngữ của quý vị. Để được giúp đỡ miễn phí, vui lòng gọi ngay số 1-888-254-2721. (TTY/TDD: 711)

It's important we treat you fairly

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1- 800-537-7697) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.