

2020 Summary of Benefits

Bright Advantage Flex Choice (PPO)
H1393-001

Bright Advantage Flex Plus (PPO)
H1393-002

Welcome to Bright Health.

Enclosed you will find our summary of the health and drug services covered by Bright Advantage Flex Choice (PPO), and Bright Advantage Flex Plus (PPO) plans from January 1, 2020 to December 31, 2020, for Davidson, Rutherford, Trousdale, Williamson, and Wilson counties.

Keep in mind, this is a *summary* of what's covered and what you would pay for those benefits and services. For a complete coverage list, including limitations and exclusions, please refer to our *Evidence of Coverage* ("EOC"). You can find an EOC online at www.brighthealthplan.com/medicare, or you can request a printed copy to be mailed to you by calling us at 844-713-0100, 8 am - 8 pm local time, 7 days a week Oct. 1-Mar. 31; Monday-Friday Apr. 1-Sept. 30, TTY: 711.

We designed our plans a little differently.

We believe that health insurance and healthcare work better together. So, that's why we built our health plans from the ground up, with carefully selected Care Partners like TriStar Health. Our partnership with TriStar Health means you benefit from a connected care system that puts your healthcare needs at the center. With a network of hand-picked doctors, working together on your behalf, you get to focus on living your best life.

This is healthcare that revolves around you.

When your health plan and your healthcare providers are working together, you're always at the center – but never caught in the middle. We're proud of our Medicare Advantage plans and we think you'll love them, too. But we also believe it's important that you enroll in the health plan that's right for you. So, take a look, and give us a call if you have any questions.

We look forward to helping you live your best life.

Some Frequently Asked Questions:

May I choose my providers?

Bright Health has carefully selected a network of doctors, hospitals, pharmacies, and other providers. **To keep your costs down, it's important that you receive care from an in-network provider.** In most cases, if you choose to get care outside of the plan's network, you will likely pay more for the service. However, if you need out-of-network emergency services, out-of-area urgently needed services or out-of-area dialysis services, then we've got you covered.

To find an in-network provider near you, visit our website at www.brighthealthplan.com/medicare or call Bright Health at 844-713-0100.

What is a prescription drug formulary?

A formulary is a list of drugs covered by a health plan. To make sure your drugs are included in the Bright Advantage Flex Choice (PPO), and Bright Advantage Flex Plus (PPO) formulary, you can search and download our formulary online at www.brighthealthplan.com/medicare. Or you can call Bright Health at 844-713-0100 to discuss your drugs. Please note that the formulary is subject to change, and you can always find the most up-to-date list of drugs on our website.

For more information, or if you have any questions, just give us a call.



844-713-0100, TTY: 711

8 am - 8 pm local time, 7 days a week Oct. 1-Mar. 31; Monday-Friday Apr. 1-Sept. 30

www.brighthealthplan.com/medicare

If you'd like to know more about the coverage and costs of Original Medicare, please look in the current *Medicare & You* handbook. You can view it online at Medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

This is a summary of drug and health services covered by Bright Advantage Flex Choice (PPO), and Bright Advantage Flex Plus (PPO) , January 1, 2020 - December 31, 2020.

Bright Health plans are HMOs and PPOs with a Medicare contract. Bright Health's New York D-SNP plan is an HMO with a Medicare contract and a Coordination of Benefits Agreement with New York State Department of Health. Our plans are issued through Bright Health Insurance Company or one of its affiliates. Bright Health Insurance Company is a Colorado Life and Health company that issues indemnity products, including EPOs offered through Medicare Advantage. An EPO is an exclusive provider organization plan that may be written on an HMO license in some states and on a Life and Health license in some states, including Colorado. Enrollment in our plans depends on contract renewal.

Please contact us at 844-713-0100 for additional information. (TTY users should call 711.) Hours are 8 am - 8 pm local time, 7 days a week Oct. 1-Mar. 31; Monday-Friday Apr. 1-Sept. 30. You may also visit the website at www.brighthealthplan.com/medicare.

To join Bright Advantage Flex Choice (PPO), you must have both Medicare Part A and Medicare Part B, and live in our service area.

Bright Advantage Flex Choice (PPO) has a network of doctors, hospitals, pharmacies, and other providers that can be found on our website at www.brighthealthplan.com/medicare. If you use providers that are not in our network, the plan may not pay for these services.

Premiums & Benefits

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Monthly Plan Premium	\$0	\$59
Deductible	\$0	\$0
Maximum Out-Of-Pocket Amount	From network providers: \$5,900* From network and out-of-network providers combined: \$10,000*	From network providers: \$4,900* From network and out-of-network providers combined: \$10,000*
Part B Premium Reduction	One of the benefits of our plan includes is a Part B Premium Rebate. This means that each month \$25 is automatically applied to your Part B Premium, increasing your Social Security check each month.	Not covered

Benefits

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Inpatient Hospital Coverage	In-Network \$275 copay each day for days 1 to 5 and \$0 copay each day for days 6 to 90 \$0 copay for additional Medicare-covered days. Out-of-Network 35% coinsurance each day	In-Network \$225 copay each day for days 1 to 5 and \$0 copay each day for days 6 to 90 \$0 copay for additional Medicare-covered days. Out-of-Network 30% coinsurance each day

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Outpatient Hospital Coverage		
Outpatient hospital services	In-Network \$325 copay	In-Network \$200 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Outpatient hospital observation services	In-Network \$325 copay	In-Network \$200 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Services provided at an ambulatory surgical center	In-Network \$225 copay	In-Network \$150 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Doctor Visits		
Primary Care Providers	In-Network \$0 copay	In-Network \$0 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Specialists	In-Network \$35 copay	In-Network \$25 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Annual Routine Physical Exam	In-Network \$0 copay	In-Network \$0 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Preventive Care (e.g., flu vaccine, diabetic screenings)	In-Network \$0 copay	In-Network \$0 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Any additional preventive services approved by Medicare during the contract year will be covered.	<ul style="list-style-type: none"> • Abdominal aortic aneurysm screening • Alcohol misuse counseling • Bone mass measurement • Breast cancer screening (mammogram) • Cardiovascular disease (behavioral therapy) • Cardiovascular screening (cholesterol, lipids, triglycerides) • Cervical and vaginal cancer screening • Colorectal cancer screenings (colonoscopy, fecal occult blood test, flexible sigmoidoscopy) • Depression screening • Diabetes screening • Diabetes self-management training • Glaucoma test • Hepatitis C screening • HIV screening • Lung cancer screening • Medical nutrition therapy services • Medicare Diabetes Prevention Program • Obesity screening and counseling • Prostate cancer screenings (PSA) • Sexually transmitted infection screening and counseling • Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease) • Vaccines, including flu shots, hepatitis B shots, pneumococcal shots • "Welcome to Medicare" preventive visit (one-time) • Annual Wellness Visit 	
Emergency Care	\$90 copay Copayment is waived if you are admitted to a hospital within 24 hours.	\$90 copay Copayment is waived if you are admitted to a hospital within 24 hours.
Urgently Needed Services	\$35 copay Cost-sharing for necessary urgently needed services furnished out-of-network is the same as for such services furnished in-network.	\$35 copay Cost-sharing for necessary urgently needed services furnished out-of-network is the same as for such services furnished in-network.

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Diagnostic Services/Labs/Imaging		
Diagnostic tests and procedures	In-Network \$200 copay	In-Network \$125 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Lab services	In-Network \$0 copay	In-Network \$0 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Diagnostic radiology services (e.g. MRI, CAT Scan)	In-Network \$35 - \$200 copay	In-Network \$35 - \$125 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Outpatient X-rays	In-Network \$0 copay	In-Network \$0 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Hearing Services		
Exam to diagnose and treat hearing and balance issues	In-Network \$0 copay	In-Network \$0 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Routine hearing exam	In-Network \$0 copay	In-Network \$0 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Fitting-evaluation(s) for hearing aids	In-Network Not covered	In-Network \$0 copay
	Out-of-Network Not covered	Out-of-Network 30% coinsurance <i>Limited to 1 visit(s) every year</i>
Hearing aids	Not covered	Up to a \$750 allowance for every year for hearing aids.
Dental Services		
Medicare-covered dental services	In-Network \$0 copay for each Medicare-covered service.	In-Network \$0 copay for each Medicare-covered service.
	Out-of-Network 35% coinsurance for each Medicare-covered service.	Out-of-Network 30% coinsurance for each Medicare-covered service.
Annual dental benefit maximum	Up to a \$1,500 allowance for all in-network and out-of-network covered services every year.	Up to a \$1,500 allowance for all in-network and out-of-network covered services every year.
• Oral Exams	In-Network \$0 copay	In-Network \$0 copay
	Out-of-Network 30% coinsurance <i>Limited to 2 oral exam(s) every year</i>	Out-of-Network 30% coinsurance <i>Limited to 2 oral exam(s) every year</i>

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
• Prophylaxis (Cleaning)	In-Network \$0 copay Out-of-Network 30% coinsurance <i>Limited to 2 cleaning(s) every year</i>	In-Network \$0 copay Out-of-Network 30% coinsurance <i>Limited to 2 cleaning(s) every year</i>
• Fluoride Treatment	In-Network \$0 copay Out-of-Network 30% coinsurance <i>Limited to 1 fluoride treatment(s) every year</i>	In-Network \$0 copay Out-of-Network 30% coinsurance <i>Limited to 1 fluoride treatment(s) every year</i>
• Dental X-Rays	In-Network \$0 copay Out-of-Network 30% coinsurance <i>Limited to 2 x-ray(s)</i>	In-Network \$0 copay Out-of-Network 30% coinsurance <i>Limited to 2 x-ray(s)</i>
• Non-Routine Services	In-Network Not covered Out-of-Network Not covered	In-Network 50% coinsurance Out-of-Network Coinsurance varies
• Diagnostic Services	In-Network Not covered Out-of-Network Not covered	In-Network \$0 copay Out-of-Network Coinsurance varies
• Restorative Services	In-Network Not covered Out-of-Network Not covered	In-Network Coinsurance varies Out-of-Network Coinsurance varies

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
<ul style="list-style-type: none"> Periodontics 	In-Network Not covered Out-of-Network Not covered	In-Network 50% coinsurance Out-of-Network Coinsurance varies
<ul style="list-style-type: none"> Endodontics 	In-Network Not covered Out-of-Network Not covered	In-Network 50% coinsurance Out-of-Network Coinsurance varies
<ul style="list-style-type: none"> Extractions 	In-Network Not covered Out-of-Network Not covered	In-Network 50% coinsurance Out-of-Network Coinsurance varies
<ul style="list-style-type: none"> Prosthodontics, Other Oral/Maxillofacial Surgery, Other Services 	In-Network Not covered Out-of-Network Not covered	In-Network 50% coinsurance Out-of-Network Coinsurance varies
Comprehensive Dental Services	\$20 monthly premium Copayments vary by service. Please refer to your Evidence of Coverage for details.	These benefits are already included in your plan.
Vision Services Exam to diagnose and treat diseases and conditions of the eye	In-Network \$0 copay Out-of-Network 35% coinsurance	In-Network \$0 copay Out-of-Network 30% coinsurance

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Routine eye exam	In-Network \$0 copay Out-of-Network \$0 copay <i>Limited to 1 visit(s) every year</i>	In-Network \$0 copay Out-of-Network \$0 copay <i>Limited to 1 visit(s) every year</i>
Eyewear after cataract surgery	In-Network \$0 copay Out-of-Network 35% coinsurance	In-Network \$0 copay Out-of-Network 30% coinsurance
Contact lenses	In-Network Not covered Out-of-Network Not covered	In-Network Available once every other calendar year. Contacts are in lieu of glasses. Contact lens exam (fitting and evaluation) \$60 maximum copay \$130 allowance towards prescription contact lenses. Out-of-Network Available once every other calendar year. Contacts are in lieu of glasses. Contact lens exam (fitting and evaluation) \$60 maximum copay \$130 allowance towards prescription contact lenses.

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Eyeglasses (lenses and frames)	In-Network Not covered Out-of-Network Not covered	In-Network Available once every other calendar year. \$25 copay Coverage includes single vision, lined bifocals, lined trifocals, lenticular lenses and a \$130 allowance towards a frame. Out-of-Network Available once every other calendar year. \$25 copay Coverage includes single vision, lined bifocals, lined trifocals, lenticular lenses and a \$130 allowance towards a frame.
Optional Vision Care - Additional Eye Wear	\$4 monthly premium Up to a \$130 allowance towards eyeglasses (lenses and frames) or contact lenses.	These benefits are already included in your plan.
Mental Health Services		
Outpatient group therapy visit	In-Network \$30 copay Out-of-Network 35% coinsurance	In-Network \$15 copay Out-of-Network 30% coinsurance
Outpatient individual therapy visit	In-Network \$40 copay Out-of-Network 35% coinsurance	In-Network \$25 copay Out-of-Network 30% coinsurance

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Inpatient visit	In-Network \$275 copay each day for days 1 to 5 and \$0 copay each day for days 6 to 90 \$0 copay for an additional 60 lifetime reserve days. Out-of-Network 35% coinsurance each day for days 1 to 90	In-Network \$225 copay each day for days 1 to 5 and \$0 copay each day for days 6 to 90 \$0 copay for an additional 60 lifetime reserve days. Out-of-Network 30% coinsurance each day for days 1 to 90
Skilled Nursing Facility (SNF) Care	In-Network \$0 copay each day for days 1 to 20 and \$178 copay each day for days 21 to 100 Out-of-Network 35% coinsurance each day for days 1 to 100	In-Network \$0 copay each day for days 1 to 20 and \$178 copay each day for days 21 to 100 Out-of-Network 30% coinsurance each day for days 1 to 100
Physical Therapy	In-Network \$25 copay Out-of-Network 35% coinsurance	In-Network \$15 copay Out-of-Network 30% coinsurance
Ambulance Services		
Ground Ambulance	\$200 copay	\$200 copay
Air Ambulance	\$300 copay	\$225 copay
Transportation (Additional Routine)	Not covered	\$0 copay Routine transportation for up to 24 trips every year. A trip is considered one-way transportation by taxi, van, or rideshare services to a plan approved health-related location.

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Medicare Part B Prescription Drugs		
Chemotherapy drugs	In-Network 20% coinsurance	In-Network 20% coinsurance
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Other Part B drugs	In-Network 20% coinsurance	In-Network 20% coinsurance
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance

Additional Benefits

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Health Club & Fitness Membership	\$0 copay at participating locations	\$0 copay at participating locations
Medical Equipment and Supplies		
Diabetic monitoring supplies	In-Network \$0 copay	In-Network \$0 copay
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Durable medical equipment	In-Network 20% coinsurance	In-Network 20% coinsurance
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance
Prosthetics	In-Network 20% coinsurance	In-Network 20% coinsurance
	Out-of-Network 35% coinsurance	Out-of-Network 30% coinsurance

	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Therapeutic shoes or inserts	In-Network \$0 copay Out-of-Network 35% coinsurance	In-Network \$0 copay Out-of-Network 30% coinsurance
Over-the-Counter (OTC) Debit Card	Not covered	\$20 allowance every month to be used toward the purchase of OTC health and wellness products.
Podiatry Services Covered services include: <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs). • Routine foot care for members with certain medical conditions affecting the lower limbs. 	In-Network \$45 copay Out-of-Network 35% coinsurance	In-Network \$25 copay Out-of-Network 30% coinsurance

*Part B prescription drugs and optional supplemental benefits do not apply to the annual out-of-pocket maximum.

Some services may require prior authorization. Refer to your *Evidence of Coverage* for details.

Prescription Drug Benefits

The chart below outlines your costs. The tier your drugs are in will determine how much you will pay. Generally, the higher the tier, the higher the cost.

Prescription Drug Coverage	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Stage 1: Annual Prescription Deductible		
Deductible	This plan has no deductible for Part D drugs, this payment stage doesn't apply.	This plan has no deductible for Part D drugs, this payment stage doesn't apply.
Stage 2: Initial Coverage (after you pay your deductible, if applicable)		
Preferred retail cost-sharing (30-day/90-day supply)		
Tier 1 (Preferred Generic)	\$0/\$0 copay	\$0/\$0 copay
Tier 2 (Generic)	\$8/\$16 copay	\$8/\$16 copay
Tier 3 (Preferred Brand)	\$39/\$78 copay	\$39/\$78 copay
Tier 4 (Non-Preferred Drug)	\$92/\$184 copay	\$92/\$184 copay
Tier 5 (Specialty Tier)	33% coinsurance / Not Available	33% coinsurance / Not Available
Tier 6 (Select Care Drugs)	\$0/\$0 copay	\$0/\$0 copay
Standard retail cost-sharing (30-day/90-day supply)		
Tier 1 (Preferred Generic)	\$8/\$16 copay	\$8/\$16 copay
Tier 2 (Generic)	\$16/\$32 copay	\$16/\$32 copay

Prescription Drug Coverage	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Tier 3 (Preferred Brand)	\$47/\$94 copay	\$47/\$94 copay
Tier 4 (Non-Preferred Drug)	\$100/\$200 copay	\$100/\$200 copay
Tier 5 (Specialty Tier)	33% coinsurance / Not Available	33% coinsurance / Not Available
Tier 6 (Select Care Drugs)	\$0/\$0 copay	\$0/\$0 copay
Standard mail-order cost-sharing (up to 90 day supply)		
Tier 1 (Preferred Generic)	\$0 copay	\$0 copay
Tier 2 (Generic)	\$16 copay	\$16 copay
Tier 3 (Preferred Brand)	\$78 copay	\$78 copay
Tier 4 (Non-Preferred Drug)	\$184 copay	\$184 copay
Tier 5 (Specialty Tier)	Not Available	Not Available
Tier 6 (Select Care Drugs)	\$0 copay	\$0 copay

Prescription Drug Coverage	Bright Advantage Flex Choice (PPO)	Bright Advantage Flex Plus (PPO)
Stage 3: Coverage Gap		
After your total drug costs (including what our plan has paid and what you have paid) reach \$4,020, you will pay no more than 25% coinsurance for generic drugs or 25% coinsurance for brand name drugs, for any drug tier during the coverage gap.		
Stage 4: Catastrophic Coverage		
<p>After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$6,350, you pay the greater of:</p> <ul style="list-style-type: none"> • 5% coinsurance, or • \$3.60 copay for generic (including brand drugs treated as generic) and a \$8.95 copay for all other drugs. 		

Cost-sharing may differ based on point-of-service (mail-order, retail, Long Term Care (LTC)), home infusion, whether the pharmacy is in our preferred or standard network, or whether the prescription is a short-term (30-day supply) or long-term (90-day supply).

Long-term care facilities

If you reside in a long-term care facility, you pay the same copays and coinsurance for a 31-day supply as a 30-day supply at a retail pharmacy.

Extra Help

People with limited incomes may qualify for extra help to pay for their prescription drug costs. If eligible, Medicare could pay for 75% or more of your drug costs including monthly prescription drug premiums, annual deductibles, and co-insurance. Additionally, those who qualify won't have a coverage gap or a late enrollment penalty. Many people qualify for these savings and don't even know it. For more information about this extra help, contact your local Social Security office, or call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778. You can also apply for extra help online at <http://www.socialsecurity.gov/prescriptionhelp>.

If you qualify for extra help with your Medicare prescription drug coverage costs, Medicare will pay all or part of your plan premium. If Medicare pays only a portion of this premium, we will bill you for the amount that Medicare doesn't cover.

Bright Extra Benefits Information

To get more information on any of your benefits, please call us at 844-713-0100, 8 am - 8 pm local time, 7 days a week Oct. 1-Mar. 31; Monday-Friday Apr. 1-Sept. 30, TTY: 711.

Other providers are available in our network.

Out-of-network/non-contracted providers are under no obligation to treat Bright Advantage Flex Choice (PPO) members, except in emergency situations. Please call our member services

number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network providers.

Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at 844-713-0100.

Understand the Benefits

- ☐ Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services that you routinely see a doctor. Visit www.brighthealthplan.com/medicare or call 844-713-0100 to view a copy of the EOC.
- ☐ Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- ☐ Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understand Important Rules

- ☐ In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- ☐ Benefits, premiums and/or copayments/co-insurance may change on January 1, 2021.
- ☐ Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).
- ☐ Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for covered services provided by a non-contracted provider, the provider must agree to treat you. Except in an emergency or urgent situations, non-contracted providers may deny care. In addition, you will pay a higher co-pay for services received by non-contracted providers.

Nondiscrimination Notice and Assistance with Communication

Bright Health does not exclude, deny benefits to, or otherwise discriminate against any individual on the basis of sex, age, race, color, national origin, or disability. "Bright Health" means Bright Health plans and their affiliates, which are listed below.

Language assistance and alternate formats:

Assistance is available *at no cost* to help you communicate with us. The services include, but are not limited to:

- Interpreters for languages other than English;
- Written information in alternative formats such as large print; and
- Assistance with reading Bright Health websites.

To ask for help with these services, please call (844) 606-4633.

If you think that we failed to provide language assistance or alternate formats, or you were discriminated against because of your sex, age, race, color, national origin, or disability, you can send a complaint to:

Bright Health Civil Rights Coordinator
PO Box 853943, Richardson, TX 75085-3943
Phone: (844) 202-2154
Email: OAG@brighthealthplan.com

You can also file a complaint with the U.S Dept. of Health and Human Services, the Office of Civil Rights:

- **Online:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
- **Phone:** Toll-free **1-800-368-1019, 800-537-7697** (TDD)
- **Mail:** U.S Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

If you need help with your complaint, please call (844) 202-2154.

Section 1557 / Multi Language Insert

This information is available in other formats like large print.

To ask for another format, please call (844) 606-4633.

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (844) 606-4633.
Spanish (US)	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de ayuda con el idioma. Llame al (844) 606-4633.
Chinese (S)	注意：如果您讲中文，您可以获得免费的语言协助服务。请致电 (844) 606-4633。
Russian	ВНИМАНИЕ! Если Вы говорите по-русски, то услуги бесплатной языковой поддержки доступны Вам. Позвоните по телефону (844) 606-4633.
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (844) 606-4633 로 전화하십시오.
Haitian Creole	ATANSYON: Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (844) 606-4633.
Italian	ATTENZIONE: se parla italiano, sono disponibili per Lei servizi di assistenza linguistica gratuiti. Chiami il numero (844) 606-4633.
Yiddish	אויפמערקזאמקייט: אויב איר רעדט יידיש, שפראך הילף סערוויסעס, פריי פון אָפּצאָל, זענען פאראן פאר אײך. רופט (844) 606-4633
Bengali	মনোযোগ দিন: আপনি যদি বাংলায় কথা বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, বিনামূল্যে, আপনার জন্য উপলব্ধ আছে। (844) 606-4633 নম্বরে ফোন করুন।
Arabic	تنبيه: إذا كنت تتكلم العربية، فإن خدمات المساعدة اللغوية متاحة لك من دون مقابل. اتصل على الرقم (844) 606-4633.
Polish	UWAGA: Jeżeli posługuje się Pan/ Pani językiem polskim, może Pan/ Pani skorzystać z bezpłatnej pomocy językowej. Prosimy zadzwonić pod numer (844) 606-4633.
French (FR)	REMARQUE : si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Appelez le (844) 606-4633.
Tagalog	PANSININ: Kung nagsasalita kayo ng Tagalog, mayroon kayong magagamit na libreng tulong na mga serbisyong pangwika. Tawagan ang (844) 606-4633.
Vietnamese	LƯU Ý: Nếu quý vị nói tiếng Việt, sẽ có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số (844) 606-4633.
Navajo	DÍÍ BAA AKÓ NÍNÍZIN: Díí bee yánílti'go Diné bizaad, saad bee áká'ánida'áwo'déé', t'áá jiik'eh, ná hóló. Kojí' hódíílnih (844) 606-4633.
Urdu	توجہ دیں: اگر آپ اردو بولتے/بولتی ہیں، تو آپ کے لیے زبان سے متعلق اعانت کی خدمات، بلامعاوضہ دستیاب ہیں۔ (844) 606-4633 پر کال کریں۔
Japanese	ご注意: 日本語をお話しになる方は、無料の言語アシスタンスサービスをご利用いただけます。(844) 606-4633 までお電話ください。
Portuguese (BR)	ATENÇÃO: caso você fale português, há serviços gratuitos de assistência de idioma à sua disposição. Ligue para (844) 606-4633.
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie unter (844) 606-4633 an.
Persian Farsi	توجه: اگر زبان شما فارسی است، خدمات پشتیبانی زبانی به صورت رایگان در اختیار شماست. با (844) 606-4633 تماس بگیرید.

Kru/Bassa

YI LE: I balè u mpot Ngissi, bot ba ñhola ni kobol mahop, ngui nsaa wogui wo, bayé ha i nyuu yoñ. Sebel nsinga. Sebel nsinga (844) 606-4633

Serbo-Croatian

PAŽNJA: Ako govorite engleski, dostupne su vam besplatne usluge za jezičnu pomoć. Pozovite (844) 606-4633

Cherokee

ᏍᏏᏉᏗᏗᏍᏔᏅ: ᏚᏂᏍ ᏚᏂᏍᏔᏅ ᏚᏂᏍ, ᏚᏂᏍᏔᏅ ᏚᏂᏍᏔᏅ ᏚᏂᏍᏔᏅ, Ꮪ ᏚᏂᏍ ᏚᏂᏍᏔᏅ ᏚᏂᏍ ᏚᏂᏍᏔᏅ, ᏚᏂᏍ ᏚᏂᏍᏔᏅᏚᏂᏍᏔᏅ. ᏚᏂᏍ (844) 606-4633

Burmese

သတိပြုရန်- အကယ်၍ သင်သည် အင်္ဂလိပ်ဘာသာစကားပြောသူ ဖြစ်ပါက အခမဲ့ ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများ ရရှိနိုင်ပါသည်။ (844) 606-4633 သို့ ခေါ်ဆိုပါ

Gujarati

ધુ , તો તમારા માટે ભાષા સહાય સેવાઓ નિમ્ન શુલ
છે. (844) 606-4633 પર કોલ કરો.

Hindi

ध्यान दें: यदि आप अंग्रेज़ी भाषा बोलते हैं तो आपके लिए मु. त में भाषा सहायता सेवाएं उपलब्ध हैं (844) 606-4633 पर कॉल करें

Hmong

LUS TSEEM CEEB: Yog koj hais lus As Kiv, muaj kev pab cuam fab lus pab dawb rau koj. Hu rau tus xov tooj (844) 606-4633

Karen

တိန်နီ - နမ့်ကတိအဲကလံးကျိန်နီ, ကျိတ်တိတိစါမါစါတိမါစါတဖ်အိန်လါနဂီ, လါနမါနီအီသုလါအကလိန်လီ. ကိ: (844) 606-4633

Khmer-Combodian

សម្គាល់: ប្រសិនបើអ្នកនិយាយភាសាអង់គ្លេស យើងមានសេវាជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃសម្រាប់អ្នក។ សូមទូរស័ព្ទមក (844) 606-4633

Nepali

ध्यान दिनुहोस्: तपाईं अङ्ग्रेजी भाषा बोल्नुहुन्छ भने, तपाईंको लागि भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। (844) 606-4633 मा कल गर्नुहोस्

DİKKAT: İngilizce konuşuyorsanız dil destek hizmetleri ücretsiz olarak sağlanacaktır. (844) 606-4633 numaralı hattı arayın.

УВАГА! Якщо ви розмовляєте українською, то вам доступні безплатні послуги перекладу. Телефонуйте за номером (844) 606-4633.

ATANSYON: Si w pale angle, gen sèvis èd lengwistik ki disponib pou w gratis. Rele nan (844) 606-4633

ໂບດລາບ: ຖ້າທ່ານເວົ້າພາສາອັງກິດ, ການຊ່ວຍເຫຼືອດ້ານພາສາທີ່ບໍ່ເສຍຄ່າແມ່ນມີໃຫ້ທ່ານ. ໂທ (844) 606-4633.

XIYYEEFFANNOO: Afaan Ingilizii kan dubbattu yoo ta'e, tajaajilliwwan gargaarsa afaanii, kan tolaa, siif ni jiru. Bilbili (844)
606-4633

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (844) 606-4633

ئاگادارى: ئەگەر زامانى ئىنگىلىزى دىمزانىت، خىزمەتگوزارىيەكانى زامان بە خۇرايى بۇ تۆ بەردەستىن. پەيوەندى بە 6064633(844) بىكە.

توجه: گریبان انگلیسی صحبت میکنید خدمات کمکی زبانی به طور رایگان برای شما وجود دارد ب اش م اه 606-4633 (844) تم اس بگیرید

مَكْنُتُهُ: أَيْ هُوَ وَمَمْلُوكُكَ إِيَّاهُ. حُفْنَا أَيْ كُنُفْنَا هُوَ لَا حُفَّ. حَتَمَدًا: 4633-606 (844) وَمَعْقُفًا، وَهُوَ، وَلَا يُفْنَا حُفَّ مَحْدُوب.

For more information, call Bright Health:

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