

Choice Plus plan details, all in one place

Use this benefit summary to learn more about this plan’s benefits, ways you can get help managing costs and how you may get more out of this health plan.

Check out what’s included in the plan	Choice Plus
 <p>International and U.S. network and out-of-network benefits With this worldwide plan, you may receive care and services from network and out-of-network providers and facilities - but staying in the network can help lower your costs.</p>	
 <p>Virtual Care Services Talk to a doctor 24/7 who can diagnose and treat a wide range of non-emergency medical or behavioral conditions.</p>	
 <p>Preventive care covered at 100% There is no additional cost to you for seeing an International or U.S. network provider for preventive care.</p>	
 <p>Pharmacy benefits With this plan, you have coverage that helps pay for prescription drugs and medications.</p>	
 <p>Evacuation and Repatriation With our program, you are covered for certain assistance benefits and services, including medical evacuations and repatriations.</p>	
 <p>Intelligence The Global Intelligence Center provides real-time, country-specific medical and security details, risks, quality of care assessments, threats and immunizations requirements.</p>	

This Benefit Summary is to highlight your Benefits. Don’t use this document to understand your exact coverage. If this Benefit Summary conflicts with the Certificate of Coverage (COC), Schedule of Benefits, Riders, and/or Amendments, those documents govern. Review your COC for an exact description of the services and supplies that are and are not covered, those which are excluded or limited, and other terms and conditions of coverage.

Here's a more in-depth look at how Choice Plus works

Medical Benefits

	International	U.S. Network	U.S. Out-of-Network
Annual Medical Deductible			
Individual	You do not have to pay a medical deductible.	You do not have to pay a medical deductible.	You do not have to pay a medical deductible.
Family	You do not have to pay a medical deductible.	You do not have to pay a medical deductible.	You do not have to pay a medical deductible.

All individual deductible amounts will count toward the family deductible, but an individual will not have to pay more than the individual deductible amount.

You're responsible for paying 100% of your medical expenses until you reach your deductible. For certain covered services, you may be required to pay a fixed dollar amount - your copay.

	International	U.S. Network	U.S. Out-of-Network
Annual Out-of-Pocket Limit			
Individual	You do not have to pay a medical out of pocket maximum.	\$500	\$2,000
Family	You do not have to pay a medical out of pocket maximum.	\$1,500	\$2,000

All individual out-of-pocket maximum amounts will count toward the family out-of-pocket maximum, but an individual will not have to pay more than the individual out-of-pocket maximum amount.

Once you've met your deductible, you start sharing costs with your plan - coinsurance. You continue paying a portion of the expense until you reach your out-of-pocket limit. From there, your plan pays 100% of allowed amounts for the rest of the plan year. Your co-pays, co-insurance and deductibles (including pharmacy) count towards meeting the out-of-pocket limit.

Maximum Policy Benefit			
The maximum amount we will pay for Benefits during the entire period of time you are enrolled under the Policy.		You do not have a Policy Maximum Benefit.	
Annual Maximum Benefit			
The maximum amount we will pay for Benefits during the year.		You do not have an Annual Maximum Benefit.	

*After the Annual Medical Deductible has been met.

†Prior Authorization Required. Refer to COC/SBN.

What You Pay for Services

Copays (\$) and Coinsurance (%) for Covered Health Care Services	International	U.S. Network	U.S. Out-of-Network
Preventive Care Services			
Preventive Care Services	No copay	No copay	30%
<p><i>Certain preventive care services are provided as specified with no cost-sharing to you. These services are based on your age, gender and other health factors. UnitedHealthcare also covers other routine services that may require a copay, co-insurance or deductible.</i></p> <p><i>Includes services such as Routine Wellness Checkups, Immunizations, Breast Pumps, Mammography and Colorectal Cancer Screenings.</i></p>			
Office Services - Sickness & Injury			
Primary Care Physician	No copay	No copay	30%
<p><i>Additional copays, deductible, or co-insurance may apply when you receive other services at your physician's office. For example, surgery.</i></p> <p><i>Telehealth is covered at the same cost share as in the office.</i></p>			
Specialist	No copay	No copay	30%
<p><i>Additional copays, deductible, or co-insurance may apply when you receive other services at your physician's office. For example, surgery.</i></p> <p><i>Telehealth is covered at the same cost share as in the office.</i></p>			
Urgent Care Center Services	No copay	No copay	30%
Virtual Care Services	No copay	No copay	30%
<p><i>Benefits are available only when services are delivered through a Designated Virtual Network Provider. You can find a Designated Virtual Network Provider by contacting us at myuhc.com® or the telephone number on your ID card.</i></p>			
Vision Exams	No copay	No copay	30%
<p><i>Limited to 1 exam every 12 months.</i></p> <p><i>For U.S. Benefits find a listing of UnitedHealthcare Vision Network Providers at myuhcvision.com.</i></p>			

*After the Annual Medical Deductible has been met.

†Prior Authorization Required. Refer to COC/SBN.

What You Pay for Services

Copays (\$) and Coinsurance (%) for Covered Health Care Services	International	U.S. Network	U.S. Out-of-Network
Emergency Care			
Ambulance Services - Emergency Ambulance			
Air Ambulance	No copay	No copay	No copay
Ground Ambulance	No copay	No copay	No copay
Ambulance Services - Non-Emergency Ambulance ¹			
Air Ambulance	No copay	No copay	No copay
Ground Ambulance	No copay	No copay	30%
Dental Services - Accident Only			
	No copay	No copay	No copay
Emergency Health Care Services - Outpatient ¹			
	No copay	No copay	No copay
Inpatient Care			
Congenital Heart Disease (CHD) Surgeries ¹			
	No copay	No copay	30%
Habilitative Services - Inpatient ¹ <i>Limit will be the same as, and combined with, those stated under Skilled Nursing Facility/Inpatient Rehabilitation Services.</i>			
The amount you pay is based on where the covered health care service is provided.			
Hospital - Inpatient Stay ¹			
	No copay	No copay	30%
Skilled Nursing Facility/Inpatient Rehabilitation Facility Services ¹			
	No copay	No copay	30%
<i>Limited to 120 days per year.</i>			
Outpatient Care			
Acupuncture Services			
	No copay	No copay	30%
<i>Limited to \$2,500 per year.</i>			

^{*}After the Annual Medical Deductible has been met.

¹Prior Authorization Required. Refer to COC/SBN.

What You Pay for Services

Copays (\$) and Coinsurance (%) for Covered Health Care Services

	International	U.S. Network	U.S. Out-of-Network
Habilitative Services - Outpatient	No copay	No copay	30%
<p><i>Limits for physical, speech and occupational therapy do not apply when provided to a child for the treatment of Autism Spectrum Disorders or when provided in accordance with an individualized family service plan issued by the Texas Interagency Council on Early Childhood Intervention under Chapter 73 of the Texas Human Resource Code.</i></p> <p><i>Limits will be the same as, and combined with those stated under Rehabilitation Services - Outpatient Therapy and Manipulative Treatment.</i></p> <p><i>Visit limits do not apply if the primary diagnosis is for a Mental Illness.</i></p>			
Home Health Care ¹	No copay	No copay	30%
<p><i>Limited to 120 visits per year.</i></p> <p><i>One visit equals up to four hours of skilled care services. This visit limit does not include any service which is billed only for the administration of intravenous infusion.</i></p>			
Lab, X-Ray and Diagnostic - Outpatient - Lab Testing ¹	No copay	No copay	30%
Lab, X-Ray and Diagnostic - Outpatient - X-Ray and other Diagnostic Testing ¹	No copay	No copay	30%
Major Diagnostic and Imaging - Outpatient ¹	No copay	No copay	30%
Physician Fees for Surgical and Medical Services	No copay	No copay	30%

^{*}After the Annual Medical Deductible has been met.

¹Prior Authorization Required. Refer to COC/SBN.

What You Pay for Services

Copays (\$) and Coinsurance (%) for Covered Health Care Services

	International	U.S. Network	U.S. Out-of-Network
<p>Rehabilitation Services - Outpatient Therapy and Manipulative Treatment</p> <p><i>Limited to 20 visits of cognitive rehabilitation therapy per year.</i></p> <p><i>Limited to 20 visits of manipulative treatments per year.</i></p> <p><i>Limited to 20 visits of occupational therapy per year.</i></p> <p><i>Limited to 20 visits of physical therapy per year.</i></p> <p><i>Limited to 20 visits of pulmonary rehabilitation therapy per year.</i></p> <p><i>Limited to 20 visits of speech therapy per year.</i></p> <p><i>Limited to 30 visits of post-cochlear implant aural therapy per year.</i></p> <p><i>Limited to 36 visits of cardiac rehabilitation therapy per year.</i></p> <p><i>Limits for physical, speech and occupational therapy do not apply when provided to a child for the treatment of Autism Spectrum Disorders or when provided in accordance with an individualized family service plan issued by the Texas Interagency Council on Early Childhood Intervention under Chapter 73 of the Texas Human Resource Code.</i></p>	No copay	No copay	30%
<p>Scopic Procedures - Outpatient Diagnostic and Therapeutic</p> <p><i>Diagnostic/therapeutic scopic procedures include, but are not limited to colonoscopy, sigmoidoscopy and endoscopy.</i></p>	No copay	No copay	30%
<p>Surgery - Outpatient¹</p>	No copay	No copay	30%
<p>Therapeutic Treatments - Outpatient¹</p> <p><i>Therapeutic treatments include, but are not limited to dialysis, intravenous chemotherapy, intravenous infusion, medical education services and radiation oncology.</i></p>	No copay	No copay	30%
<p>Supplies and Services</p> <p>Diabetes Self-Management Items¹</p> <p><i>Limited to 2 pairs of therapeutic footwear per year.</i></p> <p><i>Limit refers to podiatric appliances applying to the prevention of complications associated with diabetes.</i></p>	<p>The amount you pay is based on where the covered health care service is provided under Durable Medical Equipment (DME), Orthotics and Supplies or in the Prescription Drug Benefits Section.</p>		

¹After the Annual Medical Deductible has been met.

¹Prior Authorization Required. Refer to COC/SBN.

What You Pay for Services

Copays (\$) and Coinsurance (%) for Covered Health Care Services

	International	U.S. Network	U.S. Out-of-Network
Diabetes Self-Management and Training/Diabetic Eye Exams/Foot Care ¹	The amount you pay is based on where the covered health care service is provided.		
Durable Medical Equipment (DME), Orthotics and Supplies ¹	No copay	No copay	30%
<i>Limited to a single purchase of a type of DME or orthotic every 3 years.</i>			
<i>Repair and/or replacement of DME or orthotics would apply to this limit in the same manner as a purchase. This limit does not apply to wound vacuums.</i>			
Enteral Nutrition	No copay	No copay	30%
Hearing Aids	No copay	No copay	30%
<i>Limited to a single purchase per hearing impaired ear every 3 years.</i>			
<i>Repair and/or replacement of a hearing aid would apply to this limit in the same manner as a purchase.</i>			
Ostomy Supplies	No copay	No copay	30%
Pharmaceutical Products - Outpatient	No copay	No copay	30%
<i>This includes medications given at a doctor's office, or in a covered person's home.</i>			
Prosthetic Devices ¹	No copay	No copay	30%
<i>Limited to a single purchase of each type of prosthetic device every 3 years.</i>			
<i>Repair and/or replacement of a prosthetic device would apply to this limit in the same manner as a purchase.</i>			
Urinary Catheters	No copay	No copay	30%
Pregnancy			
Pregnancy - Maternity Services ¹	The amount you pay is based on where the covered health care service is provided.		
Mental Health Care & Substance Related and Addictive Disorder Services			
Inpatient ¹	No copay	No copay	30%
Intensive Behavioral Therapy (e.g. ABA) ¹	No copay	No copay	30%
Other Outpatient Services, including Partial Hospitalization/Day Treatment/High Intensity Outpatient/Intensive Outpatient Treatment ¹	No copay	No copay	30%

¹After the Annual Medical Deductible has been met.

²Prior Authorization Required. Refer to COC/SBN.

What You Pay for Services

Copays (\$) and Coinsurance (%) for Covered Health Care Services

	International	U.S. Network	U.S. Out-of-Network
Outpatient Office Visits	No copay	No copay	30%
Other Services			
Acquired Brain Injury Hospital - Inpatient Stay and Skilled Nursing Facility/Inpatient Rehabilitation Facility Services ¹	The amount you pay is based on where the covered health care service is provided.		
Acquired Brain Injury Outpatient Post-Acute Care, Transitional Services and Rehabilitative Services ¹	No copay	No copay	30%
Cellular and Gene Therapy ¹	The amount you pay is based on where the covered health care service is provided.		
Clinical Trials ¹	The amount you pay is based on where the covered health care service is provided.		
<i>To be a qualifying clinical trial for services outside the United States, a clinical trial must meet all of the criteria as described under Clinical Trials in the Certificate of Coverage.</i>			
Culturally Based Services	No copay	Benefits are not available	Benefits are not available
Developmental Delay Services	The amount you pay is based on where the covered health care service is provided.		
Fertility Preservation for Iatrogenic Infertility ¹	No copay	No copay	30%
Gender Dysphoria ¹	The amount you pay is based on where the covered health care service is provided or in the Prescription Drug Benefits Section.		
Hospice Care ¹	No copay	No copay	30%
Human Papillomavirus, Cervical Cancer and Ovarian Cancer Screenings	No copay	No copay	30%
Orthotic Devices and Prosthetics Devices for Artificial Arms and Legs ¹	No copay	No copay	30%
Osteoporosis Detection and Prevention	The amount you pay is based on where the covered health care service is provided.		
Preimplantation Genetic Testing (PGT) and Related Services ¹	No copay	No copay	30%
Reconstructive Procedures ¹	The amount you pay is based on where the covered health care service is provided.		
Telehealth, Telemedicine and Teledentistry Services	The amount you pay is based on where the covered health care service is provided.		
Temporomandibular Joint (TMJ) Services ¹	The amount you pay is based on where the covered health care service is provided.		
Transplantation Services ¹	The amount you pay is based on where the covered health care service is provided.		
Wigs	No copay	No copay	30%
<i>Limited to \$600 every 24 months.</i>			

^{*}After the Annual Medical Deductible has been met.

¹Prior Authorization Required. Refer to COC/SBN.

What You Pay for Services

Copays (\$) and Coinsurance (%) for Covered Health Care Services

	International	U.S. Network	U.S. Out-of-Network
Evacuation and Repatriation Services			
Emergency Family Reunion	No copay	No copay	Benefits are not available
<p><i>Limited to a per diem for reasonable living expenses of \$300 for immediate family members up to 30 days while the Covered Person is hospitalized more than 7 days.</i></p> <p><i>Services for Evacuation/Repatriation benefits are only covered if all arrangements are approved in advance and arranged by us.</i></p>			
Medical Evacuation	No copay	Benefits are not available	Benefits are not available
<p><i>Limited to a per diem of \$300 for up to 30 days towards the reasonable living expenses incurred by the Covered Person and the person accompanying you.</i></p> <p><i>Services for Evacuation/Repatriation benefits are only covered if all arrangements are approved in advance and arranged by us.</i></p>			
Medical Repatriation	No copay	No copay	Benefits are not available
<p><i>Benefits include Repatriation of Children (under age 18) and adult family members.</i></p> <p><i>Services for Evacuation/Repatriation benefits are only covered if all arrangements are approved in advance and arranged by us.</i></p>			
Repatriation of Remains	No copay	No copay	Benefits are not available
<p><i>Benefits include Return of Children (under age 18) and adult family members.</i></p> <p><i>Services for Evacuation/Repatriation benefits are only covered if all arrangements are approved in advance and arranged by us.</i></p>			
International Pharmacy Benefits			
Outpatient Prescription Drugs	No copay	Benefits are not available	Benefits are not available
<p><i>Prescriptions must be paid for out-of-pocket and submitted to us for reimbursement.</i></p>			

*After the Annual Medical Deductible has been met.

†Prior Authorization Required. Refer to COC/SBN.

U.S. Pharmacy Benefits

Pharmacy Plan Details			
Pharmacy Network	National		
Prescription Drug List	Advantage		
U.S. In Network and Out of Network			
Annual Pharmacy Deductible			
Individual	You do not have to pay a pharmacy deductible		
Family	You do not have to pay a pharmacy deductible		
Prescription Drug Product Tier Level	Up to a 31-day supply		Up to a 90-day supply
	U.S. Retail Network	U.S. Out-of-Network Pharmacy	U.S. Mail Order Network Pharmacy**
Tier 1 \$	No Copay	No Copay	No Copay
Tier 2 \$\$	No Copay	No Copay	No Copay
Tier 3 \$\$\$	No Copay	No Copay	No Copay

* After the Annual Pharmacy Deductible has been met.

** Only certain Prescription Drug Products are available through mail order; please visit myuhc.com® or call Customer Care at the telephone number on the back of your ID card for more information. You will be charged a retail Copayment and/or Coinsurance for 31 days or 2 times for 60 days based on the number of days supply dispensed for any Prescription Order or Refills sent to the mail order pharmacy. To maximize your Benefit, ask your Physician to write your Prescription Order or Refill for a 90-day supply, with refills when appropriate, rather than a 30-day supply with three refills.

If you are a member, you can find individualized information on your benefit coverage, determine tier status, check the status of claims and search for network pharmacies by logging into your account on myuhc.com® or calling the Customer Care number on your ID card. If you are not a member, you can view prescription information at welcometouhc.com > Benefits > Pharmacy Benefits.

For members that need to take their prescription drugs with them outside the United States, up to 365 day supply may be obtained with a prescription from a Network provider. Certain limitations may apply, such as controlled narcotics or drugs with a limited shelf-life.

Other important information about your benefits

Medical Exclusions

Services your plan generally does NOT cover. It is recommended that you review your COC, Amendments and Riders for an exact description of the services and supplies that are covered, those which are excluded or limited, and other terms and conditions of coverage.

- Bariatric Surgery
- Cosmetic Surgery
- Glasses
- Infertility Treatment
- Long-Term Care
- Private-Duty Nursing
- Routine Foot Care
- Weight Loss Programs

Outpatient Prescription Drug Benefits

For Prescription Drug Products dispensed at a retail Network Pharmacy, you are responsible for paying the lowest of the following: 1) The applicable Copayment and/or Coinsurance; 2) The Network Pharmacy's Usual and Customary Charge for the Prescription Drug Product; and 3) The Prescription Drug Charge for that Prescription Drug Product. For Prescription Drug Products from a mail order Network Pharmacy, you are responsible for paying the lower of the following: 1) The applicable Copayment and/or Coinsurance; and 2) The Prescription Drug Charge for that Prescription Drug Product. For an out-of-Network Pharmacy, your reimbursement is based on the Out-of-Network Reimbursement Rate, and you are responsible for the difference between the Out-of-Network Reimbursement Rate and the out-of-Network Pharmacy's Usual and Customary Charge.

See the Copayment and/or Coinsurance stated in the Benefit Information table for amounts. We will not reimburse you for any non-covered drug product.

For a single Copayment and/or Coinsurance, you may receive a Prescription Drug Product up to the stated supply limit. Some products are subject to additional supply limits based on criteria that we have developed. Supply limits are subject, from time to time, to our review and change.

Specialty Prescription Drug Products supply limits are as written by the provider, up to a consecutive 31-day supply of the Specialty Prescription Drug Product, unless adjusted based on the drug manufacturer's packaging size, or based on supply limits, or as allowed under the Smart Fill Program. Supply limits apply to Specialty Prescription Drug Products obtained at a Preferred Specialty Network Pharmacy, a Non-Preferred Specialty Network Pharmacy, an out-of-Network Pharmacy, a mail order Network Pharmacy or a Designated Pharmacy.

Certain Prescription Drug Products for which Benefits are described under the Prescription Drug Rider are subject to step therapy requirements. In order to receive Benefits for such Prescription Drug Products you must use a different Prescription Drug Product(s) or pharmaceutical product(s) for which Benefits are provided as described under the Certificate first. You may find out whether a Prescription Drug Product is subject to step therapy requirements by contacting us at myuhc.com or the telephone number on your ID card.

Before certain Prescription Drug Products are dispensed to you, your Physician, your pharmacist or you are required to obtain prior authorization from us or our designee to determine whether the Prescription Drug Product is in accordance with our approved guidelines and it meets the definition of a Covered Health Care Service and is not an Experimental or Investigational or Unproven Service. We may also require you to obtain prior authorization from us or our designee so we can determine whether the Prescription Drug Product, in accordance with our approved guidelines, was prescribed by a Specialist.

If you require certain Prescription Drug Products, we may direct you to a Designated Pharmacy with whom we have an arrangement to provide those Prescription Drug Products. If you are directed to a Designated Pharmacy and you choose not to obtain your Prescription Drug Product from the Designated Pharmacy, you will be subject to the Out-of-Network Benefit for that Prescription Drug Product.

Certain Preventative Care Medications may be covered at zero costshare. You can get more information by contacting us at myuhc.com or the telephone number on your ID card.

Benefits are provided for certain Prescription Drug Products dispensed by a mail order Network Pharmacy or Preferred 90 Day Retail Network Pharmacy. The Outpatient Prescription Drug Schedule of Benefits will tell you how mail order Network Pharmacy and Preferred 90 Day Retail Network Pharmacy supply limits apply. Please contact us at myuhc.com or the telephone number on your ID card to find out if Benefits are provided for your Prescription Drug Product and for information on how to obtain your Prescription Drug Product through a mail order Network Pharmacy or Preferred 90 Day Retail Network Pharmacy.

Other important information about your benefits

Pharmacy Exclusions

The following exclusions apply. In addition see your Pharmacy Rider and SBN for additional exclusions and limitations that may apply.

- A Prescription Drug Product with either: an approved biosimilar, a biosimilar and Therapeutically Equivalent to another covered Prescription Drug Product.
- Certain Prescription Drug Products for tobacco cessation.
- General vitamins, except Prenatal vitamins, vitamins with fluoride, and single entity vitamins when accompanied by a Prescription Order or Refill.
- Any product dispensed for the purpose of appetite suppression or weight loss.
- Prescription Drug Products, including New Prescription Drug Products or new dosage forms, that we determine do not meet the definition of a Covered Health Care Service.
- Certain compounded drugs.
- Medications used for cosmetic purposes.
- Diagnostic kits and products, including associated services.
- Durable Medical Equipment, including insulin pumps and related supplies for the management and treatment of diabetes, for which Benefits are provided in your Certificate. Prescribed and non-prescribed outpatient supplies. This does not apply to diabetic supplies and inhaler spacers specifically stated as covered.
- Prescription Drug Products dispensed outside the United States, except as required for Emergency treatment.
- Experimental or Investigational or Unproven Services and medications. This exclusion will apply to any off-label drug that is excluded from coverage under this Rider as well as any drug that the U.S. Food and Drug Administration (FDA) has determined to be contraindicated for the treatment of the disease or condition. This exclusion will not apply to drugs prescribed to treat a chronic, disabling, or life-threatening disease or condition if the drug meets certain conditions.
- Certain Prescription Drug Products that are FDA approved as a package with a device or application, including smart package sensors and/or embedded drug sensors. This exclusion does not apply to a device or application that assists you with the administration of a Prescription Drug Product.
- Growth hormone for children with familial short stature (short stature based upon heredity and not caused by a diagnosed medical condition).
- Prescription Drug Products when prescribed to treat infertility. This exclusion does not apply to Prescription Drug Products prescribed to treat Iatrogenic Infertility and Preimplantation Genetic Testing (PGT) as described in the Certificate.
- Drugs which are prescribed, dispensed or intended for use during an Inpatient Stay.
- Any Prescription Drug Product to the extent payment or benefits are provided or available from the local, state or federal government (for example, Medicare).
- Certain New Prescription Drug Products and/or new dosage forms until the date they are reviewed and placed on a tier by our PDL Management Committee.
- Any product for which the primary use is a source of nutrition, nutritional supplements, or dietary management of disease, and prescription medical food products even when used for the treatment of Sickness or Injury. This exclusion does not apply to: nutritional supplements for the treatment of Autism Spectrum Disorders, as described in your Certificate; amino acid-based elemental formulas as described under Enteral Nutrition in your Certificate; and formulas for phenylketonuria (PKU) or other heritable diseases. Enteral formulas and other modified food products.
- Drugs available over-the-counter. This exclusion does not apply to over-the-counter items for which Benefits are available as described in the Certificate under Diabetes Services in Section 1: Covered Health Care Services.
- A Pharmaceutical Product for which Benefits are provided in your Certificate.
- Publicly available software applications and/or monitors that may be available with or without a Prescription Order or Refill.
- Certain Prescription Drug Products for which there are Therapeutically Equivalent alternatives available.

UnitedHealthcare does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you weren't treated fairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator:

Online: UHC_Civil_Rights@uhc.com

Mail: Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608, Salt Lake City, UT 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free phone number listed on your ID card, TTY 711, Monday through Friday, 8 a.m. to 8 p.m. You can also file a complaint with the U.S. Dept. of Health and Human Services.

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, 1-800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services,
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

We provide free services to help you communicate with us such as letters in others languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call the toll-free phone number listed on your identification card.

ATENCIÓN: Si habla español (**Spanish**), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

XIN LƯU Ý: Nếu quý vị nói tiếng Việt (**Vietnamese**), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

알림: 한국어 (**Korean**)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

PAALALA: Kung nagsasalita ka ng Tagalog (**Tagalog**), may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является русский (**Russian**). Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

تویوغللا تددع اسم الما تامدخ ناف، (Arabic) ةيبرعل اشدحت تنك اذا :هينبت
ىل ع جردملا ين اجملا فتا امل مقرب لاصتال اىجرى. اقل ةحاتم ةين اجملا
كئب فص اخل افي رعتلا فاطب

ATANSYON: Si w pale Kreyòl ayisyen (**Haitian Creole**), ou kapab benefisyè sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w.

ATTENTION : Si vous parlez français (**French**), des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification.

UWAGA: Jeżeli mówisz po polsku (**Polish**), udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie identyfikacyjnej.

ATENÇÃO: Se você fala português (**Portuguese**), contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação.

ATTENZIONE: in caso la lingua parlata sia l'italiano (**Italian**), sono disponibili servizi di assistenza linguistica gratuiti. Per favore chiamate il numero di telefono verde indicato sulla vostra tessera identificativa.

ACHTUNG: Falls Sie Deutsch (**German**) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an.

注意事項：日本語 (**Japanese**) を話される場合、無料の言語支援サービスをご利用いただけます。健康保険証に記載されているフリーダイヤルにお電話ください。

توجه: اگر زبان شما فارسی (**Farsi**) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفا با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده تماس بگیرید.

ध्यान दें: यदि आप हिंदी (**Hindi**) बोलते हैं, आपको भाषा सहायता सेवाएं, नःशुल्क उपलब्ध हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फ्री फोन नंबर पर काल करें।

CEEB TOOM: Yog koj hais Lus Hmoob (**Hmong**), muaj kev pab txhais lus pub dawb rau koj. Thov hu rau tus xov tooj hu deb dawb uas teev muaj nyob rau ntawm koj daim yuaj cim qhia tus kheej.

ΠΡΟΣΟΧΗ : Αν μιλάτε Ελληνικά (**Greek**), υπάρχει δωρεάν βοήθεια στη γλώσσα σας. Παρακαλείστε να καλέσετε το δωρεάν αριθμό που θα βρείτε στην κάρτα ταυτότητας μέλους.

PAKDAAR: Nu saritaem ti llocano (**Ilocano**), ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyan. Maidawat nga awagan iti toll-free a numero ti telepono nga nakalista ayan iti identification card mo.

DÍI BAA' ÁKONÍNÍZIN: Diné (**Navajo**) bizaad bee yánilti'go, saad bee áka'anída'awo'ígíí, t'áá jíik'eh, bee ná'ahóót'i'. T'áá shqódí ninaaltsoos nitl'izi bee nééhozinígíí bine'déé' t'áá jíik'ehgo béesh bee hane'í biká'ígíí bee hodíilnih.

OGOW: Haddii aad ku hadasho Soomaali (**Somali**), adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac lambarka telefonka khadka bilaashka ee ku yaalla kaarkaaga aqoonsiga.

ગુજરાતી (Gujarati): ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો આપને ભાષાકીય મદદરૂપ સેવા વવના મૂલ્યે પરાપ્ય છે. મહેરબાની કરી તમારા આઈડી કાર્ડની સૂચિપર આપેલા સભ્ય માટેના ટોલ-ફ્રી નંબર ઉપર કોલ કરો.