

## Geisinger Funding Alternative All-Access Extra HMO

Coverage for: Individual and Family | Plan Type: HMO

 The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. NOTE: Information about the cost of this [plan](#) (called the [premium](#)) will be provided separately. This is only a **summary**. For more information about your coverage, or to get a copy of the complete terms of coverage, call 1-800-504-0443 or visit [www.GeisingerHealthPlan.com](http://www.GeisingerHealthPlan.com). For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other underlined terms see the Glossary. You can view the Glossary at [www.healthcare.gov/sbc-glossary](http://www.healthcare.gov/sbc-glossary) or call 1-800-504-0443 to request a copy.

| Important Questions                                                             | Answers                                                                                                                                                                       | Why This Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall <a href="#">deductible</a> ?                                | \$500 individual/ \$1,000 family.                                                                                                                                             | Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .                                                                                                                                                                                                            |
| Are there services covered before you meet your <a href="#">deductible</a> ?    | Yes. <a href="#">Preventive care</a> and primary care services are covered before you meet your <a href="#">deductible</a> .                                                  | This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="http://www.healthcare.gov/coverage/preventive-care-benefits">www.healthcare.gov/coverage/preventive-care-benefits</a> .                                                                                  |
| Are there other <a href="#">deductibles</a> for specific services?              | No.                                                                                                                                                                           | You don't have to meet <a href="#">deductibles</a> for specific services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ? | \$9,450 individual/ \$18,900 family.                                                                                                                                          | The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a> , they have to meet their own <a href="#">out-of-pocket limit</a> s until the overall family <a href="#">out-of-pocket limit</a> has been met.                                                                                                                                                                                                                                                                                                                                                            |
| What is not included in the <a href="#">out-of-pocket limit</a> ?               | <a href="#">Copayments</a> for certain services, <a href="#">premiums</a> , <a href="#">balance billing</a> charges, and health care this <a href="#">plan</a> doesn't cover. | Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Will you pay less if you use a <a href="#">network provider</a> ?               | Yes. See <a href="http://www.GeisingerHealthPlan.com">www.GeisingerHealthPlan.com</a> or call 1-800- 504-0443 for a list of <a href="#">network providers</a> .               | This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services. |
| Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?    | No.                                                                                                                                                                           | You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

| Common Medical Event                                                                                                                                                                                                   | Services You May Need                                   | What You Will Pay                                                                   |                                                       | Limitations, Exceptions, & Other Important Information                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                        |                                                         | Participating Provider<br>(You will pay the least)                                  | Non-Participating Provider<br>(You will pay the most) |                                                                                                                                                                                                                             |
| If you visit a health care <a href="#">provider's</a> office or clinic                                                                                                                                                 | Primary care visit to treat an injury or illness        | \$20/Extra site: \$10/visit<br><a href="#">Deductible</a> does not apply.           | Not covered                                           | None.                                                                                                                                                                                                                       |
|                                                                                                                                                                                                                        | <a href="#">Specialist</a> visit                        | \$40 <a href="#">copayment</a> /visit<br><a href="#">Deductible</a> does not apply. | Not covered                                           | None.                                                                                                                                                                                                                       |
|                                                                                                                                                                                                                        | <a href="#">Preventive care/screening</a> /immunization | No charge<br><a href="#">Deductible</a> does not apply.                             | Not covered                                           | You may have to pay for services that aren't <a href="#">preventive</a> . Ask your <a href="#">provider</a> if the services needed are <a href="#">preventive</a> . Then check what your <a href="#">plan</a> will pay for. |
| If you have a test                                                                                                                                                                                                     | <a href="#">Diagnostic test</a> (x-ray, blood work)     | No charge                                                                           | Not covered                                           | Diagnostic: None.<br>Imaging: <a href="#">Precertification/prior authorization</a> required.                                                                                                                                |
|                                                                                                                                                                                                                        | Imaging (CT/PET scans, MRIs)                            | No charge                                                                           | Not covered                                           |                                                                                                                                                                                                                             |
| If you need drugs to treat your illness or condition<br>More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.GeisingerHealthPlan.com">www.GeisingerHealthPlan.com</a> | Generic drugs (Tier 1)                                  | \$20 <a href="#">copayment</a><br><a href="#">Deductible</a> does not apply.        | Not covered                                           | Covers up to a 34-day supply.                                                                                                                                                                                               |
|                                                                                                                                                                                                                        | Preferred brand drugs (Tier 2)                          | \$40 <a href="#">copayment</a><br><a href="#">Deductible</a> does not apply.        | Not covered                                           |                                                                                                                                                                                                                             |
|                                                                                                                                                                                                                        | Non-preferred brand drugs (Tier 3)                      | \$60 <a href="#">copayment</a><br><a href="#">Deductible</a> does not apply.        | Not covered                                           |                                                                                                                                                                                                                             |
|                                                                                                                                                                                                                        | <a href="#">Specialty drugs</a>                         | <a href="#">Copayment</a> varies by drug based on above                             | Not covered                                           |                                                                                                                                                                                                                             |
| If you have outpatient surgery                                                                                                                                                                                         | Facility fee (e.g., ambulatory surgery center)          | No charge                                                                           | Not covered                                           | <a href="#">Precertification/prior authorization</a> may be required.                                                                                                                                                       |
|                                                                                                                                                                                                                        | Physician/surgeon fees                                  | No charge                                                                           | Not covered                                           | <a href="#">Precertification/prior authorization</a> may be required.                                                                                                                                                       |

| Common Medical Event                                                      | Services You May Need                            | What You Will Pay                                                                    |                                                                                      | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                           |                                                  | Participating Provider<br>(You will pay the least)                                   | Non-Participating Provider<br>(You will pay the most)                                |                                                                                                                                                                                                                                                                               |
| If you need immediate medical attention                                   | <a href="#">Emergency room care</a>              | \$150 <a href="#">copayment</a> /visit<br><a href="#">Deductible</a> does not apply. | \$150 <a href="#">copayment</a> /visit<br><a href="#">Deductible</a> does not apply. | <a href="#">Emergency services</a> : Copay waived if admitted to the hospital.<br><a href="#">Emergency medical transportation</a> : None.<br><a href="#">Urgent care</a> : Mental health & substance abuse urgent care visit \$0. <a href="#">Deductible</a> does not apply. |
|                                                                           | <a href="#">Emergency medical transportation</a> | No charge<br><a href="#">Deductible</a> does not apply.                              | No charge<br><a href="#">Deductible</a> does not apply.                              |                                                                                                                                                                                                                                                                               |
|                                                                           | <a href="#">Urgent care</a>                      | \$20 <a href="#">copayment</a> /visit<br><a href="#">Deductible</a> does not apply.  | \$20 <a href="#">copayment</a> /visit<br><a href="#">Deductible</a> does not apply.  |                                                                                                                                                                                                                                                                               |
| If you have a hospital stay                                               | Facility fee (e.g., hospital room)               | No charge                                                                            | Not covered                                                                          | <a href="#">Precertification/prior authorization</a> required. 90 days/non par/benefit period.                                                                                                                                                                                |
|                                                                           | Physician/surgeon fees                           | No charge                                                                            | Not covered                                                                          | <a href="#">Precertification/prior authorization</a> required                                                                                                                                                                                                                 |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                              | \$20 <a href="#">copayment</a> /visit<br><a href="#">Deductible</a> does not apply.  | Not covered                                                                          | Outpatient Services: None.<br>Inpatient Services: <a href="#">Precertification/prior authorization</a> required, 90 days/non par/benefit period.                                                                                                                              |
|                                                                           | Inpatient services                               | No charge                                                                            | Not covered                                                                          |                                                                                                                                                                                                                                                                               |

| Common Medical Event                                           | Services You May Need                     | What You Will Pay                                                                   |                                                       | Limitations, Exceptions, & Other Important Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                |                                           | Participating Provider<br>(You will pay the least)                                  | Non-Participating Provider<br>(You will pay the most) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| If you are pregnant                                            | Office visits                             | No charge for prenatal exams<br><a href="#">Deductible</a> does not apply.          | Not covered                                           | <p>Pregnancy office visits: None.<br/><a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a>. Maternity care may include tests and services as described elsewhere in the SBC (i.e., ultrasound). Depending on the type of services, a <a href="#">copayment</a>, <a href="#">coinsurance</a> or <a href="#">deductible</a> may apply.</p> <p>Inpatient professional and facility services:<br/><a href="#">Precertification/prior authorization</a> required, 90 days/non par/benefit period.</p> |
|                                                                | Childbirth/delivery professional services | No charge                                                                           | Not covered                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                | Childbirth/delivery facility services     | No charge                                                                           | Not covered                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| If you need help recovering or have other special health needs | <a href="#">Home health care</a>          | No charge<br><a href="#">Deductible</a> does not apply.                             | Not covered                                           | None.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                | <a href="#">Rehabilitation services</a>   | \$40 <a href="#">copayment</a> /visit<br><a href="#">Deductible</a> does not apply. | Not covered                                           | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                                | <a href="#">Habilitation services</a>     | \$40 <a href="#">copayment</a> /visit<br><a href="#">Deductible</a> does not apply. | Not covered                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                | <a href="#">Skilled nursing care</a>      | No charge                                                                           | Not covered                                           | 60 days/period of confinement/person                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                                | <a href="#">Durable medical equipment</a> | No charge<br><a href="#">Deductible</a> does not apply.                             | Not covered                                           | None.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                | <a href="#">Hospice services</a>          | No charge<br><a href="#">Deductible</a> does not apply.                             | Not covered                                           | None.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| If your child needs dental or eye care                         | Children's eye exam                       | No charge<br><a href="#">Deductible</a> does not apply.                             | Not covered                                           | 1 exam/member/benefit period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                                | Children's glasses                        | Not covered                                                                         | Not covered                                           | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                                | Children's dental check-up                | Not covered                                                                         | Not covered                                           | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

### Excluded Services & Other Covered Services:

#### Services Your [Plan](#) Generally Does NOT Cover (Check your policy or [plan](#) document for more information and a list of any other [excluded services](#).)

- Acupuncture
- Cosmetic Surgery
- Dental Care (Adult)
- Hearing Aids
- Infertility Treatment
- Long-Term Care
- Non-Emergency Care When Traveling Outside the U.S.
- Private-Duty Nursing
- Routine Foot Care
- Weight Loss Programs

#### Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your [plan](#) document.)

- Bariatric Surgery
- Chiropractic Care
- Routine Eye Care (Adult)

**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: The U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform), or the U.S Department of Health and Human Services at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov). 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](http://www.HealthCare.gov) or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help you if you have a complaint against your [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information on how to submit a [claim](#), [appeal](#), or a [grievance](#) for any reason to your [plan](#). For more information about your rights, this notice, or assistance, contact the Department of Labor's Employee Benefits Security Administration at 1-866-444 EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform), or the Pennsylvania Insurance Department at 1-877-881-6388 or [www.insurance.pa.gov/Consumers](http://www.insurance.pa.gov/Consumers).

**Does this plan provide Minimum Essential Coverage? Yes.**

[Minimum Essential Coverage](#) generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of [Minimum Essential Coverage](#), you may not be eligible for the premium tax credit.

**Does this plan meet Minimum Value Standards? Yes.**

If your [plan](#) doesn't meet the [Minimum Value Standard](#), you may be eligible for a [premium tax credit](#) to help you pay for a [plan](#) through the [Marketplace](#).

### Language Access Services:

To access our Language helpline, please call 1-800-447-4000.

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

About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the [cost sharing](#) amounts ([deductibles](#), [copayments](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). Use this information to compare the portion of costs you might pay under different health [plans](#). Please note these coverage examples are based on self-only coverage.

| Peg is Having a Baby<br>(9 months of in-network pre-natal care and a hospital delivery)                                                                                                                                                                                                                                                                                                                         |                 | Managing Joe's type 2 Diabetes<br>(a year of routine in-network care of a well-controlled condition)                                                                                                                                                                                                                                            |                | Mia's Simple Fracture<br>(in-network emergency room visit and follow up care)                                                                                                                                                                                                                                                                     |                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| ■ The <a href="#">plan's</a> overall <a href="#">deductible</a>                                                                                                                                                                                                                                                                                                                                                 | \$500           | ■ The <a href="#">plan's</a> overall <a href="#">deductible</a>                                                                                                                                                                                                                                                                                 | \$500          | ■ The <a href="#">plan's</a> overall <a href="#">deductible</a>                                                                                                                                                                                                                                                                                   | \$500          |
| ■ <a href="#">Specialist copayment</a>                                                                                                                                                                                                                                                                                                                                                                          | \$40            | ■ <a href="#">Specialist copayment</a>                                                                                                                                                                                                                                                                                                          | \$40           | ■ <a href="#">Specialist copayment</a>                                                                                                                                                                                                                                                                                                            | \$40           |
| ■ Hospital (facility) <a href="#">coinsurance</a>                                                                                                                                                                                                                                                                                                                                                               | 0%              | ■ Hospital (facility) <a href="#">coinsurance</a>                                                                                                                                                                                                                                                                                               | 0%             | ■ Hospital (facility) <a href="#">coinsurance</a>                                                                                                                                                                                                                                                                                                 | 0%             |
| ■ Other <a href="#">coinsurance</a>                                                                                                                                                                                                                                                                                                                                                                             | 0%              | ■ Other <a href="#">coinsurance</a>                                                                                                                                                                                                                                                                                                             | 0%             | ■ Other <a href="#">coinsurance</a>                                                                                                                                                                                                                                                                                                               | 0%             |
| <p><b>This EXAMPLE event includes services like:</b><br/>                     Specialist office visits (<i>prenatal care</i>)<br/>                     Childbirth/Delivery Professional Services<br/>                     Childbirth/Delivery Facility Services<br/>                     Diagnostic tests (<i>ultrasounds and blood work</i>)<br/>                     Specialist visit (<i>anesthesia</i>)</p> |                 | <p><b>This EXAMPLE event includes services like:</b><br/>                     Primary care physician office visits (<i>including disease education</i>)<br/>                     Diagnostic tests (<i>blood work</i>)<br/>                     Prescription drugs<br/>                     Durable medical equipment (<i>glucose meter</i>)</p> |                | <p><b>This EXAMPLE event includes services like:</b><br/>                     Emergency room care (<i>including medical supplies</i>)<br/>                     Diagnostic test (<i>x-ray</i>)<br/>                     Durable medical equipment (<i>crutches</i>)<br/>                     Rehabilitation services (<i>physical therapy</i>)</p> |                |
| <b>Total Example Cost</b>                                                                                                                                                                                                                                                                                                                                                                                       | <b>\$12,700</b> | <b>Total Example Cost</b>                                                                                                                                                                                                                                                                                                                       | <b>\$5,600</b> | <b>Total Example Cost</b>                                                                                                                                                                                                                                                                                                                         | <b>\$2,800</b> |
| <b>In this example, Peg would pay:</b>                                                                                                                                                                                                                                                                                                                                                                          |                 | <b>In this example, Joe would pay:</b>                                                                                                                                                                                                                                                                                                          |                | <b>In this example, Mia would pay:</b>                                                                                                                                                                                                                                                                                                            |                |
| <i>Cost Sharing</i>                                                                                                                                                                                                                                                                                                                                                                                             |                 | <i>Cost Sharing</i>                                                                                                                                                                                                                                                                                                                             |                | <i>Cost Sharing</i>                                                                                                                                                                                                                                                                                                                               |                |
| Deductibles                                                                                                                                                                                                                                                                                                                                                                                                     | \$500           | Deductibles                                                                                                                                                                                                                                                                                                                                     | \$250          | Deductibles                                                                                                                                                                                                                                                                                                                                       | \$250          |
| Copayments                                                                                                                                                                                                                                                                                                                                                                                                      | \$10            | Copayments                                                                                                                                                                                                                                                                                                                                      | \$1,840        | Copayments                                                                                                                                                                                                                                                                                                                                        | \$360          |
| Coinsurance                                                                                                                                                                                                                                                                                                                                                                                                     | \$0             | Coinsurance                                                                                                                                                                                                                                                                                                                                     | \$0            | Coinsurance                                                                                                                                                                                                                                                                                                                                       | \$0            |
| <i>What isn't covered</i>                                                                                                                                                                                                                                                                                                                                                                                       |                 | <i>What isn't covered</i>                                                                                                                                                                                                                                                                                                                       |                | <i>What isn't covered</i>                                                                                                                                                                                                                                                                                                                         |                |
| Limits or exclusions                                                                                                                                                                                                                                                                                                                                                                                            | \$0             | Limits or exclusions                                                                                                                                                                                                                                                                                                                            | \$0            | Limits or exclusions                                                                                                                                                                                                                                                                                                                              | \$0            |
| <b>The total Peg would pay is</b>                                                                                                                                                                                                                                                                                                                                                                               | <b>\$510</b>    | <b>The total Joe would pay is</b>                                                                                                                                                                                                                                                                                                               | <b>\$2,090</b> | <b>The total Mia would pay is</b>                                                                                                                                                                                                                                                                                                                 | <b>\$610</b>   |

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.

# Discrimination is against the law

Geisinger Health Plan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Geisinger Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation.

Geisinger Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call Geisinger Health Plan at 800-447-4000 or TTY: 711.

If you believe that Geisinger Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with:

Civil Rights Grievance Coordinator  
Geisinger Health Plan Appeals Department  
100 North Academy Avenue, Danville, PA 17822-3220  
Phone: 866-577-7733, TTY: 711  
Fax: 570-271-7225  
GHPCivilRights@thehealthplan.com

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

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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

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

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 800-447-4000 or TTY: 711.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (TTY: 711).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 800-447-4000 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-447-4000 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (телетайп: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-447-4000 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-447-4000 (TTY: 711) 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-447-4000 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-447-4000 (رقم هاتف الصم والبكم: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-447-4000 (ATS: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-447-4000 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 800-447-4000 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-447-4000 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-447-4000 (TTY: 711).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-447-4000 (TTY: 711)។

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-447-4000 (TTY: 711).