Coverage for: Individual and Family | Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit <u>www.ACBLBenefits.com</u> or call 1-866-885-1033. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary from <u>ACBLBenefits@bargeacbl.com</u> call 1-866-885-1033 to request a copy.

Important Questions	Answers			Why This Matters:
What is the overall deductible?	Per participant:	\$750	\$1,500	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the
Are there services covered before you meet your deductible?	Yes. The following in-network services are covered before the in-network deductible is met: preventive care, emergency room facility services (in-network and non-network), urgent care services, well newborn baby care, outpatient therapy services, outpatient chemotherapy/radiation, chiropractic care, telemedicine services, outpatient mental health/substance use disorder services, and prescription drugs. Certain in-network services when performed in an office setting (advanced imaging, hearing exams, lab & x-rays, ostomy supplies) are also covered before the deductible is met.		ices are covered met: preventive ices (in-network vices, well rapy services, chiropractic tient mental vices, and ork services g (advanced ays, ostomy	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/ .
Are there other deductibles for specific services?	No.			You don't have to meet <u>deductibles</u> for specific services.
	Medical Out-of-Pocket		ket	
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?		Network	Non-Network	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If
	Per participant:	\$4,000	Unlimited	you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
	Per family:	\$8,000	Unlimited	

	Prescription	on Drug Out-o	f-Pocket	
		Network	Non-Network	
	Per participant:	\$4,000	Unlimited	
	Per family:	\$8,000	Unlimited	
What is not included in the <u>out-of-pocket limit?</u>	Premiums, balance Plan doesn't cover, maximums, charges allowed amounts, p non-medically nece Certain specialty ph non-essential health out-of-pocket limits (though reimbursed to you) will not be a out-of-pocket limits.	charges in exc s in excess of name-certification ssary services. narmacy drugs n benefits and f . The cost of the by the manufa pplied toward s	ess of benefit naximum penalties, and are considered fall outside the ese drugs acturer at no cost	Even though you pay these expenses, they don't count toward the <u>out-of-pocket</u> <u>limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes, for medical: A www.ACBLBenefits a list of network pro Yes, for prescripti For a list of retail ar www.express-script	s.com or call 1-6 viders. on drugs: Exp nd mail pharma	ress Scripts, Inc. cies, log on to	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan</u> 's <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider</u> 's charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.			You can see the specialist you choose without a referral.



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

Common	Common		ou Will Pay	Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	Information
If you visit a health care provider's office	Primary care visit to treat an injury or illness	\$25 copayment, deductible waived	ayment, e waived 50% coinsurance office visit and a	he office visit <u>co-payment</u> will apply to the ffice visit and all other office services, icluding lab and x-rays.
or clinic	Specialist visit	\$35 copayment, deductible waived	50% coinsurance	Home visits are covered.

^{*} For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.ACBLBenefits.com</u>.

Common		What Yo	ou Will Pay	Limitations, Exceptions, & Other Important	
Medical Event	Services You May Need	Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	Information	
	Preventive care/screening/ immunization	No Charge, deductible waived	50% coinsurance	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services you need are preventive. Then check what your <u>plan</u> will pay for.	
	Diagnostic test (x-ray, blood work)	20% coinsurance	50% coinsurance	none	
If you have a test	Imaging (CT/PET scans, MRIs)	20% co-insurance	50% coinsurance	Pre-certification is required for MRI/MRA and PET scans. Failure to obtain precertification may result in a \$500 reduction in benefits paid by the Plan.	
		Retail:		Retail: limited to a thirty-four (34) day supply.	
	Generic drugs	\$10 copayment/rx, deductible waived	Not Covered	Mail Order: limited to a one hundred (100) day supply.	
If you need drugs to treat your illness or condition More information about prescription drug		Mail Order: \$25 copayment/rx, deductible waived		Not all <u>prescription drugs</u> are covered. To determine if a specific drug is covered under your <u>plan</u> , log into your account at	
	Preferred brand drugs	Retail: \$40 copayment/rx, deductible waived Mail Order: \$100 copayment/rx, deductible waived	Not Covered	www.express-scripts.com. If you obtain prescription drugs from a nonnetwork pharmacy, you will be required to pay the full cost of the prescription. For maintenance medications, the Plan only covers the cost of the original prescription plus	
coverage is available at www.express-scripts.com	Non-preferred brand drugs	Retail: \$75 copayment/rx, deductible waived Mail Order: \$190 copayment/rx, deductible waived	Not Covered	two (2) retail pharmacy refills. Following the two (2) retail refills, plan participants must utilize mail order to obtain the medication. Some drugs may require prior authorization. If not obtained, the drug may not be covered. **Specialty drugs are only covered when obtained through Accredo Specialty	
	Specialty drugs	**Retail: 20% coinsurance, deductible waived up to	Not Covered	Pharmacies. Call 1-800-803-2523 for further information. Please see "Important Questions" regarding	

^{*} For more information about limitations and exceptions, see the $\underline{\text{plan}}$ or policy document at $\underline{\text{www.ACBLBenefits.com}}$.

Common		What Y	ou Will Pay	Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	Information
		\$150 **Mail Order: 20% coinsurance, deductible waived up to \$300		the Plan's out-of-pocket limit for additional information on Specialty drugs.
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	\$250 copayment/visit, deductible waived	50% coinsurance	Pre-certification is required. Failure to obtain pre-certification may result in a \$500 reduction in benefits paid by the Plan.
surgery	Physician/surgeon fees	20% coinsurance	50% coinsurance	none
	Emergency room care	m care \$250 copayment/visit, deductible waived		The emergency room care co-payment will apply to the emergency room care visit and all other services, including lab and x-rays. Copayment is waived if the plan participant is admitted to an inpatient stay.
If you need immediate medical attention	Emergency medical transportation	20% coinsurance		Network deductible applies to non-network services.
	Urgent care	\$35 copayment, deductible waived	50% coinsurance	The <u>urgent care</u> <u>co-payment</u> will apply to the <u>urgent care</u> visit and all other services, including lab and x-rays.
If you have a hospital stay	Facility fee (e.g., hospital room)	20% coinsurance	50% coinsurance	Retail clinics are covered. Pre-certification is required. Failure to obtain pre-certification may result in a \$500 reduction in benefits paid by the Plan.
	Physician/surgeon fees	20% coinsurance	50% coinsurance	none

 $[\]hbox{* For more information about limitations and exceptions, see the $\underline{\tt plan}$ or policy document at $\underline{\tt www.ACBLBenefits.com}$.}$

Common		What Y	ou Will Pay	Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	Information
If you need mental health, behavioral health, or substance	Outpatient services	\$10 copayment/visit, deductible waived	50% coinsurance	Pre-certification is required for intensive outpatient services and partial hospitalization services. Failure to obtain pre-certification may result in a \$500 reduction in benefits paid by the Plan.
use disorder services	Inpatient services	20% coinsurance	50% coinsurance	Pre-certification is required. Failure to obtain pre-certification may result in a \$500 reduction in benefits paid by the Plan.
	Office visits	First Visit Only: \$35 copayment, deductible waived	50% coinsurance	Routine pre-natal care is covered at no charge after initial visit. Cost sharing does not apply for preventive
	Office visits	All Other Visits: 20% co-insurance	30 % Comsurance	services. Depending on the type of services, a
If you are pregnant	Childbirth/delivery professional services	20% coinsurance	50% coinsurance	copayment, coinsurance, or deductible may apply. Maternity care may include tests and services
ii you are pregnant				described elsewhere in the SBC (i.e. ultrasound).
	Childbirth/delivery facility services	20% coinsurance	50% coinsurance	Pre-certification is required for inpatient stays longer than forty-eight (48) hours for vaginal delivery or ninety-six (96) hours for cesarean delivery. Failure to obtain precertification may result in a \$500 reduction in benefits paid by the Plan.
If you need help recovering or have	Home health care	20% coinsurance	50% coinsurance	Calendar Year Maximum: one hundred and twenty (120) visits. Home infusion services do not apply to the home health care calendar year maximum.
other special needs				Pre-certification is required. Failure to obtain pre-certification may result in a \$500 reduction in benefits paid by the Plan.

^{*} For more information about limitations and exceptions, see the $\underline{\text{plan}}$ or policy document at $\underline{\text{www.ACBLBenefits.com}}$.

Common		What You Will Pay		Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider (You will pay the least)	Non-Network Provider (You will pay the most)	Information
	Rehabilitation services	Inpatient Rehabilitation Services:		Calendar Year Maximum: thirty-six (36) visits for occupational therapy, thirty-six (36) visits for speech therapy, thirty-six (36) visits for cardiac rehabilitation, and thirty-six (36) visits for pulmonary rehabilitation.
	Habilitation services	20% coinsurance 50% coinsurance Outpatient: \$35 copayment/visit, deductible waived		Inpatient rehabilitation services apply to the skilled nursing care calendar year maximum. Therapy provided in the home when not rendered as part of a home health care plan applies to above maximums.
	Skilled nursing care	20% coinsurance	50% coinsurance	Calendar Year Maximum: one hundred and twenty (120) days combined with inpatient rehabilitation facilities. Pre-certification is required. Failure to obtain pre-certification may result in a \$500 reduction in benefits paid by the Plan.
	Durable medical equipment	20% coinsurance	50% coinsurance	Repair/replacement are covered. Pre-certification is required for all rentals and any purchase over \$1,500. Failure to obtain pre-certification may result in a \$500 reduction in benefits paid by the Plan.
	Hospice services	20% coinsurance	50% coinsurance	Lifetime Maximum: three hundred and sixty-five (365) days. Pre-certification is required. Failure to obtain pre-certification may result in a \$500 reduction in benefits paid by the Plan.
If your child needs dental or eye care	Children's eye exam Children's glasses Children's dental check-up	Not Covered Not Covered Not Covered	Not Covered Not Covered Not Covered	none

 $[\]hbox{* For more information about limitations and exceptions, see the $\underline{\tt plan}$ or policy document at $\underline{\tt www.ACBLBenefits.com}$.}$

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 (except for newborn children or when due to trauma or disease)
- Dental Care (Adult)

- Infertility Treatment
- Long-Term Care
- Non-Emergency Care When Traveling Outside the U.S. (except Global Core)
- Private-Duty Nursing

- Routine Eye Care
- Routine Foot Care (except for plan participants with diabetes)
- 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 (limited to a diagnosis of morbid obesity)
- Chiropractic Care [limited to twelve (12) visits per calendar year]
- Hearing Aids (limited to \$5,000 for all hearing services per calendar year)

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: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ebsa/healthreform. You may also contact the Plan's COBRA Administrator, Wex Health, at 1-866-451-3399. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

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

You may also contact the Care Coordinators for further information. The Care Coordinator's name, address, and telephone number are:

Quantum Health Care Coordinators 5240 Blazer Way Dublin OH 43017

1-866-885-1033

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 the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-866-885-1033.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-866-885-1033.

Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-866-885-1033.

^{*} For more information about limitations and exceptions, see the plan or policy document at www.ACBLBenefits.com.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-866-885-1033.

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

PRA Disclosure Statement: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1146. The time required to complete this information collection is estimated to average 0.08 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

^{*} For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.ACBLBenefits.com</u>.

About these Coverage Examples:



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

Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

■ The plan's overall <u>deductible</u>	\$750
■ Specialist copayment	\$35
■ Hospital (facility) cost sharing	20%
■ Other cost sharing	20%

This EXAMPLE event includes services like:

Specialist office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
Diagnostic tests (ultrasounds and blood work)
Specialist visit (anesthesia)

Total Example Cost

Limits or exclusions

The total Peg would pay is

In this example, Peg would pay:	
Cost Sharing	
Deductibles	\$750
Copayments	\$10
Coinsurance	\$2,300
What isn't covered	

Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

■ The plan's overall <u>deductible</u>	\$750
■ Specialist copayment	\$35
■ Hospital (facility) cost sharing	20%
■ Other cost sharing	20%

This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)
Diagnostic tests (blood work)

Prescription drugs

\$12,700

\$20

\$3,080

Durable medical equipment (glucose meter)

Total Example Cost	\$5,600

In this example, Joe would pay:

Cost Sharing	
Deductibles	\$0
Copayments	\$800
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$0
The total Joe would pay is	\$890

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

■ The plan's overall <u>deductible</u>	\$750
■ Specialist copayment	\$35
Hospital (facility) cost sharing	20%
Other cost sharing	20%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies)
Diagnostic test (x-ray)

Durable medical equipment (crutches)
Rehabilitation services (physical therapy)

Total Example Cost	\$2,800

In this example, Mia would pay:

Cost Sharing		
Deductibles	\$750	
Copayments	\$500	
Coinsurance	\$90	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$1,340	

We're here for you - in many languages

The law requires us to include a message in all of these different languages. Curious what they say? Here's the English version: "You have the right to get help in your language for free. Just call the Member Services number on your ID card." Visually impaired? You can also ask for other formats of this document.

Spanish

Usted tiene derecho a obtener asistencia en su idioma

sin cargo. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación ¿Tiene alguna deficiencia visual? También puede solicitar este documento en otros formatos.

Chinese

您有權免費獲得使用您的語言提供的協助。只需撥 打印於您的 ID

卡上的會員服務部電話號碼即可。視力障礙?您也 可以索取本文件的其他格式。

Vietnamese

Quý vị có quyền nhận trợ giúp bằng ngôn ngữ của mình, miễn phí. Quý vị chỉ cần gọi đến số điện thoại của Ban Dịch vụ Thành viên trên thẻ ID của quý vị. Quý vị bị khiếm thị? Quý vị cũng có thể yêu cầu các định dạng khác của tài liệu này.

Korean

귀하는 귀하의 언어로 된 도움을 무료로 받을 권리가 있습니다. 귀하의 ID 카드에 있는 가입자 서비스 번호로 전화하십시오. 시각 장애인이신가요? 다른 형식으로 된 이 문서를 요청하실 수 있습니다.

Tagalog

May karapatan kang makakuha ng tulong na nasa iyong wika nang libre. Tawagan lang ang numero ng Member Services na nasa iyong ID card. May kapansanan sa paningin? Maaari ka ring humingi ng iba pang mga format ng dokumentong ito.

Russian

У вас есть право на бесплатное получение помощи

на вашем родном языке. Просто позвоните в отдел обслуживания участников по номеру, указанному на вашей идентификационной карте. У вас проблемы

со зрением? Вы также можете запросить этот документ в других форматах.

French Creole

Ou gen dwa jwenn èd nan lang ou gratis. Jis rele nimewo Sèvis Manm ki sou Kat ID ou a gratis Gen pwoblèm vizyèl? Ou ka mande tou pou lòt fòma nan dokiman sa a.

Arabic

لك الحق في الحصول على هذه المعلومات والحصول على المساعدة بلغتك مجانًا. فقط اتصل برقم خدمات الأعضاء الموجود على بطاقة هويتك. هل تعاني من ضعف البصر؟ يمكنك أيضًا طلب تنسيقات أخرى لهذه الوثيقة.

French

Vous avez le droit d'obtenir de l'aide dans votre langue gratuitement. Appelez simplement le numéro du Services membres figurant sur votre carte d'identité. Vous êtes une personne malvoyante ? Vous pouvez également demander à accéder à ce document dans d'autres formats.

Persian

شما حق دارید به زبان خود به صورت رایگان کمک بگیرید. فقط با شماره خدمات اعضا مندرج در کارت عضویت خود تماس بگیرید. آیا دچار اختلال بینایی هستید؟ همچنین میتوانید فرمتهای دیگر این سند را درخواست کنید.

Armenian

Դուք իրավունք ունեք անվճար օգնություն ստանալու

ձեր լեզվով։ Պարզապես զանգահարեք ձեր ID քարտի վրա գտնվող Անդամների սպասարկման համարին։ Տեսողության խանգարում ունեցո՞ղ եք։ Կարող եք նաև խնդրել այս փաստաթղթի այլ ձևաչափեր։

Japanese

あなたにはあなたの言語で無料で支援を受ける 権利があります。IDカードに記載されている会 員サービス番号にお電話ください」視覚障害を お持ちですか?他の形式でこの文書を要求する こともできます。

Italian

Hai il diritto di ricevere assistenza gratuita nella tua lingua. Basta chiamare il numero del Servizio Membri presente sulla tua tessera identificativa. Hai problemi

di vista? È possibile richiedere anche altri formati di

questo documento.

German

Sie haben das Recht, kostenlose Hilfe in Ihrer Sprache

zu erhalten. Rufen Sie einfach die Nummer des Mitgliederservices auf Ihrer ID-Karte an. Sehbehindert?

Sie können dieses Dokument auch in anderen Formaten anfordern.

Polish

Masz prawo do bezpłatnej pomocy w swoim języku. Wystarczy zadzwonić pod numer Biura Obsługi Klienta podany na karcie identyfikacyjnej. Masz wadę wzroku? Możesz również poprosić o inne formaty tego dokumentu.

Pennsylvania Dutch

Du hoscht's Recht fer Hilf griege in dei Schprooch fer nix. Duh yuscht die Member Services Number uffrufe uff dei

ID Card. Hoscht Druwwel fer sehne? Du kannscht des

do Schreiwes in en differnter Weg griege so as du's

besser sehne kannscht.

It's important we treat you fairly

We follow federal civil rights laws in our health programs and activities. Members can get reasonable modifications-as well as free auxiliary aids and services if you have a disability. We don't discriminate, on the basis of race, color, national origin, sex, age or disability. For people whose

primary language isn't English (or have limited proficiency), we offer free language assistance services like interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711) or visit our website. If you think we failed in any areas or to learn more about grievance procedures, you can mail a complaint to: Compliance Coordinator, P.O. Box 7186 Boise, ID 83707, or directly to the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201. You can also call 1-800- 368-1019 (TDD: 1-800-537-7697) or visit https://ocrportal.hhs.gov/ocr/portal/lobby.jsf