Coverage for: Individual/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, contact AultCare at 330-363-6360 or go to <u>www.aultcare.com</u>. 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 at www.aultcare.com or call 330-363-6360 or 1-800-344-8858 to request a copy.

| Important Questions  | Answers   | Why This Matters:   |
|--|---|---|
| What is the overall deductible?                                      | \$0   | See the Common Medical Events chart below for your costs for services this plan covers.   |
| Are there services covered before you meet your deductible?          | Yes.  | 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</u> <u>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 <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .                                     |
| Are there other deductibles for specific services?                   | No.   | You don't have to meet deductibles for specific services.   |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | Not applicable.   | This <u>plan</u> does not have an <u>out-of-pocket limit</u> on your expenses.  |
| What is not included in the out-of-pocket limit?                     | Not applicable.   | This <u>plan</u> does not have an <u>out-of-pocket limit</u> on your expenses.  |
| Will you pay less if you use a <u>network provider</u> ?             | Yes. See <u>www.aultcare.com</u> or call 330-363-6360 or 1-800-344-8858 for a list of <u>network providers.</u> | 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's 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's</u> 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 <u>copayment</u> and <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

|  |   | What You Will Pay                         |   | Limitations Evacutions 9 Other   |
|--|---|---|---|--|
| Common Medical Event   | Services You May Need   | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information   |
| If you visit a health care provider's office or clinic   | Primary care visit to treat an injury or illness  | No charge                                 | No charge                                       | If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance billing</u> ).   |
|  | Specialist visit  | No charge                                 | No charge                                       |  |
|  | Preventive care/screening/<br>immunization  | No charge                                 | No charge                                       | You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.  |
| If you have a test   | <u>Diagnostic test</u> (x-ray, blood work)  | No charge                                 | No charge                                       | If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may be  |
| ii you nave a test   | Imaging (CT/PET scans, MRIs)  | No charge                                 | No charge                                       | required to pay the difference ( <u>balance</u> <u>billing</u> ).  |
| If you need drugs to treat your illness or condition  More information about prescription drug coverage is available at www.aultcare.com | Generic drugs<br>(Tier 2 - Preferred Generic<br>drugs)  | Retail and Mail order:<br>No charge       | Retail and Mail order:<br>No charge             | A 34-day supply is available at the retail pharmacy for generic and brand name prescription drugs. You may obtain up to a 60-day supply of Tier 1 and Tier 2 prescription drugs at the retail pharmacy for the mail order amount. A 90-day supply of Preventive/Generic/Brand drugs are available through the mail order program. Specialty drugs are limited to a 30-day fill and must be obtained from AultCare's Preferred Specialty Pharmacies.  If a prescription is purchased without using your card, the plan will pay up to the allowed amount. Certain prescription drug coupon, discount, or assistance programs will not apply toward your Deductible or Out-of-Pocket Maximum. Certain classes of medications require a Prior Authorization or Step Therapy. For a complete list of these medications, please |
|  | Preferred Brand drugs<br>(Tier 3 - Non-Preferred<br>Generic / Preferred Brand<br>drugs)         | Retail and Mail order:<br>No charge       | Retail and Mail order:<br>No charge             |  |
|  | Non-Preferred Brand drugs<br>(Tier 4 - Non-Preferred<br>Generic /<br>Non-Preferred Brand drugs) | Retail and Mail order:<br>No charge       | Retail and Mail order:<br>No charge             |  |
|  | Specialty drugs (Tier 5 and 6 – Preferred Generic Specialty and Preferred Brand Specialty)      | Retail and Mail order:<br>No charge       | Retail and Mail order:<br>No charge             |  |

|  |  | What You Will Pay                         |   | Limitations, Exceptions, & Other  |  |
|--|--|---|---|---|--|
| Common Medical Event   | Services You May Need                          | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Important Information   |  |
|  |  |   |   | visit the AultCare website at <a href="https://www.aultcare.com">www.aultcare.com</a> .   |  |
| If you have outpatient surgery   | Facility fee (e.g., ambulatory surgery center) | No charge                                 | No charge                                       | If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance billing</u> ).          |  |
|  | Physician/surgeon fees                         | No charge                                 | No charge                                       | If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance</u> <u>billing</u> ).   |  |
|  | Emergency room care                            | No charge                                 | No charge                                       | If an out-of-network provider charges more  |  |
| If you need immediate medical attention  | Emergency medical transportation               | No charge                                 | No charge                                       | than the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance</u> billing).   |  |
|  | <u>Urgent care</u>                             | No charge                                 | No charge                                       | <u>oming</u> ).   |  |
| If you have a hospital   | Facility fee (e.g., hospital room)             | No charge                                 | No charge                                       | Preauthorization is recommended. If an out-of-network provider charges more than the allowed amount, you may be required to pay the difference (balance billing). |  |
| stay   | Physician/surgeon fees                         | No charge                                 | No charge                                       | If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance billing</u> ).          |  |
| If you need mental<br>health, behavioral<br>health, or substance<br>abuse services | Outpatient services                            | No charge                                 | No charge                                       | Services for Mental Health, Behavioral<br>Health, or Substance Abuse are payable on<br>the same basis as any other illness.                                       |  |
|  | Inpatient services                             | No charge                                 | No charge                                       | <u>Preauthorization</u> is recommended. If an<br><u>out-of-network provider</u> charges more than   |  |

<sup>[\*</sup> For more information about limitations and exceptions, see the  $\underline{\text{plan}}$  or policy document at  $\underline{\text{www.aultcare.com.}}$ .]

|   | Services You May Need                     | What You Will Pay                         |   | Limitations Evacutions 9 Other  |
|---|---|---|---|---|
| Common Medical Event  |   | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information  |
|   |   |   |   | the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance billing</u> ).   |
|   | Office visits                             | No charge                                 | No charge                                       | Cost sharing does not apply to certain preventive services. If an out-of-network provider charges more than the allowed amount, you may be required to pay the  |
| If you are pregnant   | Childbirth/delivery professional services | No charge                                 | No charge                                       |   |
|   | Childbirth/delivery facility services     | No charge                                 | No charge                                       | difference (balance billing).   |
|   | Home health care                          | No charge                                 | No charge                                       | Preauthorization is recommended. Coverage is limited to 100 visits per calendar year. If an out-of-network provider charges more than the allowed amount, you may be required to pay the difference (balance billing).  |
| If you need help<br>recovering or have<br>other special health<br>needs | Rehabilitation services                   | No charge                                 | No charge                                       | Must be illness/injury related. Coverage for outpatient cardiac rehabilitation is limited to 36 visits per calendar year. Outpatient speech therapy is limited to 20 visits per calendar year; outpatient occupational and physical therapy is limited to 40 visits combined per calendar year. Manipulation therapy is limited to 12 treatments per calendar year. If an outof-network provider charges more than the allowed amount, you may be required to pay the difference (balance billing). |

|                      | Services You May Need     | What You Will Pay                            |   | Limitations, Exceptions, & Other  |
|----------------------|---------------------------|--|---|---|
| Common Medical Event |                           | Network Provider<br>(You will pay the least) | Out-of-Network Provider (You will pay the most) | Important Information   |
|                      | Habilitation services     | No charge                                    | No charge                                       | Coverage includes, but is not limited to Autism Spectrum Disorder. Services are limited to the following:  Speech/Language/Occupational Therapy - 20 visits per calendar year for each service; and Clinical Therapeutic Intervention including ABA at 20 hours per week; and Mental/ Behavioral Health Outpatient Services. If an out-of-network provider charges more than the allowed amount, you may be required to pay the difference (balance billing). |
|                      | Skilled nursing care      | No charge                                    | No charge                                       | Preauthorization is recommended. Coverage is limited to 90 days per calendar year. If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance billing</u> ).   |
|                      | Durable medical equipment | No charge                                    | No charge                                       | Preauthorization is recommended for a single item with a purchase price over \$2,500. If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance billing</u> ).  |
|                      | Hospice services          | No charge                                    | No charge                                       | Preauthorization is recommended. If an out-of-network provider charges more than the allowed amount, you may be required to pay the difference (balance billing).   |

|   |                            | What You Will Pay                         |   | Limitations, Exceptions, & Other  |
|---|----------------------------|---|---|---|
| Common Medical Event                      | Services You May Need      | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | Important Information   |
| If your child needs<br>dental or eye care | Children's eye exam        | No charge                                 | No charge                                       | Coverage limited to one visit/year to age 19. If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance billing</u> ).  |
|   | Children's glasses         | No charge                                 | No charge                                       | Coverage limited to standard frames and lenses up to one pair per calendar year. In lieu of glasses, contacts are covered and limited to 1 prescription/calendar year to age 19. If an <u>out-of-network provider</u> charges more than the <u>allowed amount</u> , you may be required to pay the difference ( <u>balance billing</u> ). |
|   | Children's dental check-up | No charge                                 | No charge                                       | Covered to age 19. If an <u>out-of-network</u> <u>provider</u> charges more than the <u>allowed</u> <u>amount</u> , you may be required to pay the difference ( <u>balance billing</u> ).   |

#### **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.)

- Abortion (except in cases of rape, incest, or when the life of the mother is endangered, as allowed under applicable law)
- Acupuncture
- Bariatric Surgery

- Cosmetic Surgery
- Dental Care (adult)
- Hearing Aids
- Infertility Treatment
- Long Term Care

- Non-Emergency care when traveling outside the U.S.
- Routine Eye Care (adult)
- 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.)

• Chiropractic Care

Habilitation Services

Private Duty Nursing

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: for group health coverage subject to ERISA, contact Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA(3272) or <a href="https://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>; for non-federal governmental group health plans, contact Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or <a href="https://www.cciio.cms.gov">www.cciio.cms.gov</a>. Church plans are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact their State insurance regulator regarding their possible rights to continuation coverage under

State law. 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 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 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: for group health coverage subject to ERISA, contact Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA(3272) or www.dol.gov/ebsa/healthreform or call the Ohio Department of Insurance 1-800-686-1526; for non-federal governmental group health plans and church plans that are group health plans, contact AultCare at 1-800-344-8858 or call the Ohio Department of Insurance 1-800-686-1526.

# 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? Not Applicable

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 330-363-6360 / 1-800-344-8858.]

[Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 330-363-6360 / 1-800-344-8858.]

[Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 330-363-6360 / 1-800-344-8858.]

[Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 330-363-6360 / 1-800-344-8858.]

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

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## **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

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

■ The plan's overall deductible No charge ■ Specialist copayment No charge

Hospital (facility) coinsurance

Other coinsurance

No charge

No charge

■ Other coinsurance

■ Specialist copayment

No charge

No charge

No charge

No charge

# No charge

### 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)

| \$12,700                        |  |  |
|---------------------------------|--|--|
| In this example, Peg would pay: |  |  |
|                                 |  |  |
| \$0                             |  |  |
| \$0                             |  |  |
| \$0                             |  |  |
|                                 |  |  |
| \$60                            |  |  |
| \$60                            |  |  |
|                                 |  |  |

Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-

controlled condition)

This EXAMPLE event includes services like: Primary care physician office visits (including disease education)

Diagnostic tests (blood work)

■ The plan's overall deductible

■ Hospital (facility) coinsurance

Prescription drugs

Durable medical equipment (glucose meter)

| Total Example Cost              | \$5,600 |
|---------------------------------|---------|
| In this example, Joe would pay: |         |
| Cost Sharing                    |         |
| <u>Deductibles</u>              | \$0     |
| Copayments                      | \$0     |
| Coinsurance                     | \$0     |
| What isn't covered              |         |
| Limits or exclusions            | \$20    |
| The total Joe would pay is      | \$20    |

# **Mia's Simple Fracture**

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

■ The plan's overall deductible No charge

■ Specialist copayment

No charge No charge

■ Hospital (facility) coinsurance

■ Other coinsurance

### 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                    |         |  |
| <u>Deductibles</u>              | \$0     |  |
| Copayments                      | \$0     |  |
| Coinsurance                     | \$0     |  |
| What isn't covered              |         |  |
| Limits or exclusions            | \$0     |  |
| The total Mia would pay is      | \$0     |  |

## AultCare/Aultra Notice Tag Lines for the State of Ohio

#### **English**

This Notice has Important Information. This notice has important information about your application or coverage through **AultCare** /**Aultra.** Look for key dates in this notice. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. **Call Local: 330.363.6360 Outside Stark County: 1.800.344.8858 TTY Local: 711 Outside Stark County: 711** 

#### Spanish

Español

Este Aviso contiene información importante. Este aviso contiene información importante acerca de su solicitud o cobertura a través AultCare/Aultra. Preste atención a las fechas clave que contiene este aviso. Es posible que deba tomar alguna medida antes de determinadas fechas para mantener su cobertura médica o ayuda con los costos. Usted tiene derecho a recibir esta información y ayuda en su idioma sin costo alguno. Llame al Local: 330.363.6360 Fuera del condado de Stark: 1.800.344.8858 TTY Local: 711 Fuera del condado de Stark: 711

#### Chinese

中文

本通知有重要的訊息。本通知有關於您透過 AultCare/Aultra 保险公司 提交的申請或保險的重要訊息。請留意本通知內的重要日期。您可能需要在截止日期之前採取行動,以保留您的健康保險或者費用補貼。您有權利免費以您的母語得到本訊息和幫助。請撥電話本地: 330.363.6360 斯塔克縣外: 1.800.344.8858 TTY線本地:711 斯塔克縣外:711。

#### German

Deutsche

Diese Benachrichtigung enthält wichtige Informationen. Diese Benachrichtigung enthält wichtige Informationen bezüglich Ihres Antrags auf Krankenversicherungsschutz durch AultCare/Aultra. Suchen Sie nach wichtigen Terminen in dieser Benachrichtigung. Sie könnten bis zu bestimmten Stichtagen handeln müssen, um Ihren Krankenversicherungsschutz oder Hilfe mit den Kosten zu behalten. Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Rufen Sie an unter Local: 330.363.6360 Außerhalb von Stark County: 1.800.344.8858 TTY –Linie Local: 711 Außerhalb von Stark County: 711

#### **Arabic**

العربية

يحوي هذا الاشعار معلومات هامة. يحوي هذا الاشعار معلومات مهمة بخصوص طلبك للحصول على النغطية من خلا شركة التأمين AultCare/Aultra ابحث عن التواريخ الهامة في هذا الاشعار. قد تحتاج لاتخاذ اجراء في تواريخ معينة للحفاظ على تغطيتك الصحية او للمساعدة في دفع التكاليف. لك الحق في الحصور على المعلومات والمساعدة بلغتك من دون أي تكلفة. اتصل بـ330.363.6360 خارج مقاطعة ستارك :1.800.344.8858 لخط TTYالمحلى: 711 خارج مقاطعة ستارك :711

#### Pennsylvania Dutch

Deitsch

Die Bekanntmaching gebt wichdichi Auskunft. Die Bekanntmaching gebt wichdichi Auskunft baut dei Application oder Coverage mit AultCare/Aultra. Geb Acht fer wichdiche Daadem in die Bekanntmachung. Es iss meeglich, ass du ebbes duh muscht, an beschtimmde Deadlines, so ass du dei Health Coverage bhalde kannscht, odder bezaahle helfe kannscht. Du hoscht es Recht fer die Information un Hilf in deinre eegne Schprooch griege, un die Hilf koschtet nix Local: 330.363.6360 Außerhalb von Stark County: 1.800.344.8858 TTY – Linie Local: 711 Außerhalb von Stark County: 711.

#### Russian

русский

Настоящее уведомление содержит важную информацию. Это уведомление содержит важную информацию о вашем заявлении или страховом покрытии через Страховая компания AultCare/Aultra. Посмотрите на ключевые даты в настоящем уведомлении. Вам, возможно, потребуется принять меры к определенным предельным срокам для сохранения страхового покрытия или помощи с расходами. Вы имеете право на бесплатное получение этой информации и помощь на вашем языке. Звоните по телефону Местный: 330.363.6360 Вне Старка County: 1.800.344.8858 ТТУ линия Местный: 711 Вне Старка County: 711.

#### **French**

Français

Cet avis a d'importantes informations. Cet avis a d'importantes informations sur votre demande ou la couverture par l'intermédiaire de Compagnie d'Assurance AultCare/Aultra. Rechercher les dates clés dans le présent avis. Vous devrez peut-être prendre des mesures par certains délais pour maintenir votre couverture de santé ou d'aide avec les coûts. Vous avez le droit d'obtenir cette information et de l'aide dans votre langue à aucun coût. Appelez Locale: 330.363.6360 En dehors du comté de Stark: 1.800.344.8858 ligne ATS Local: 711 En dehors du comté de Stark: 711

#### Vietnamese

Viêt Nam

Thông báo này cung cấp thông tin quan trong. Thông báo này có thông tin quan trọng bàn về đơn nộp hoặc hợp đồng bảo hiểm qua chương trình **Công ty Bảo hiểm AultCare/Aultra**. Xin xem ngày then chốt trong thông báo này. Quý vị có thể phải thực hiện theo thông báo đúng trọng thời hạn để duy trì bảo hiểm sức khỏe hoặc được trợ trúp thêm về chi phí. Quý vị có quyền được biết thông tin này và được trợ giúp bằng ngôn ngữ của mình miễn phí. Xin gọi số **Địa phương: 330.363.6360 Bên ngoài của Stark County: 1.800.344.8858 TTY đường dây Địa phương: 711 Bên ng oài của Stark County: 711.** 

#### **Cushite-Oromo**

Beeksisni kun odeeffannoo barbaachisaa qaba. Beeksisti kun sagantaa yookan karaa AultCare/Aultra tiin tajaajila keessan ilaalchisee odeeffannoo barbaachisaa qaba. Guyyaawwan murteessaa ta'an beeksisa kana keessatti ilaalaa. Tarii kaffaltiidhaan deeggaramuuf yookan tajaajila fayyaa keessaniif guyyaa dhumaa irratti wanti raawwattan jiraachuu danda'a. Kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabaattu. Lakkoofsa bilbilaa Local: 330.363.6360 Outside of Stark County: 1.800.344.8858 TTY Line Local: 711 Outside of Stark County: 711 tii bilbilaa.

Korean 한국어 본 통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 신청에 관하여 그리고 AultCare/Aultra 보험 회사계획 을 통한 커버리지 에 관한 정보를 포함하고 있습니다. 본 통지서에서 핵심이 되는 날짜들을 찾으십시오. 귀하는 귀하의 건강 커버리지를 계속 유지하거나 비용을 절감하기 위해서 일정한 마감일까지 조치를 취해야 할 필요가 있을 수 있습니다. 귀하는 이러한 정보와 도움을 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 지역: 330.363.6360 스타크 카운티 의 외부: 1.800.344.8858 TTY 라인 지역: 711 스타크 카운티 의 외부: 711 로 전화하십시오.

#### Italian

Italiano

Questo avviso contiene informazioni importanti sulla tua domanda o copertura attraverso AultCare/Aultra. Cerca le date chiave in questo avviso. Potrebbe essere necessario un tuo intervento entro una scadenza determinata per consentirti di mantenere la tua copertura o sovvenzione. Hai il diritto di ottenere queste informazioni e assistenza nella tua lingua gratuitamente. Chiama Locale: 330.363.6360 Al di fuori di Stark County: 1.800.344.8858 TTY linea Locale: 711 Al di fuori di Stark County: 711.

#### **Japanese**

日本語

この通知には重要な情報が含まれています。この通知には AultCare/Aultra 保険会社 の申請または補償範囲に関する重要な 情報が含まれています。この通知に記載されている重要な日付をご確認ください。健康保険や有料サポートを維持するには、 特定の期口までに行動を取らなければならない場合があります。ご差望の言語による情報とサポートが無料で提供されます。 330.363.6360 スターク郡の外: 1.800.344.8858 TTY ライン ローカル: 711 スターク郡の外: 711 までお電話ください。

#### Dutch

Nederlands

Deze mededeling heeft belangrijke informatie. Deze mededeling heeft belangrijke informatie over uw aanvraag of dekking via AultCare /Aultra. Kijk naar belangrijke datums in deze mededeling. Het kan nodig zijn om actie te ondernemen binnen bepaalde termijnen om uw zorgverzekering te behouden of hulp met kosten te kriigen. U heeft het recht op deze informatie en hulp in uw taal zonder kosten. Bel Local: 330.363.6360 Buiten Stark County: 1.800.344.8858 TTY Line Local: 711 Buiten Stark County: 711.

#### Ukrainian

український

Це повідомлення містить важливу інформацію. Це повідомлення містить важливу інформацію про Ваше звернення щодо страхувального покриття через Страхова компанія AultCare/Aultra. Зверніть увагу на ключові дати, вказані у цьому повідомленні. Існує імовірність того, що Вам треба буде здійснити певні кроки у конкретні кінцеві строки для того, щоб зберегти Ваше медичне страхування або отримати фінансову допомогу. У Вас є право на отримання цієї інформації та допомоги безкоштовно на Вашій рідній мові. Дзвоніть за номером телефону Місцевий: 330.363.6360 Поза Старка County: 1.800.344.8858 TTY лінія Місцевий : 711 Поза Старка County : 711.

#### Romanian

Română

Prezenta notificare conține informații importante. Această notificare conține informații importante privind cererea sau acoperirea asigurării dumneavoastre de sănătate prin Compania de Asigurari AultCare/Aultra. Căutați datele cheie din această notificare. Este posibil să fie nevoie să acționați până la anumite termene limită pentru a vă menține acoperirea asigurării de sănătate sau asistența privitoare la costuri. Aveti dreptul de a obține gratuit aceste informații și ajutor în limba dumneavoastră. Sunați la Locale: 330.363.6360 În afara Stark Judet : 1.800.344.8858 TTY linie Locale : 711 In afara Stark Judet : 711.

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If you need these services, or if you believe that AultCare/Aultra has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can contact or file a grievance with the: AultCare/Aultra Civil Rights Coordinator, 2600 6th St. S.W. Canton, OH 44710, 330-363-7456, CivilRightsCoordinator@aultcare.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights staff 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, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.