




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.** Benefits may change upon renewal. For more information about your coverage, or to get a copy of the complete terms of coverage, visit Member Online Services at [www.HorizonBlue.com/members](http://www.HorizonBlue.com/members) or by calling 1-800-355-BLUE (2583). If you do not currently have coverage with Horizon BCBSNJ you can view a sample policy here, [HorizonBlue.com/sample-benefit-booklets](http://HorizonBlue.com/sample-benefit-booklets). 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.cciio.cms.gov](http://www.cciio.cms.gov) or call 1-800-355-BLUE (2583) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <a href="#">deductible</a> ?	<b>\$3,500.00</b> Individual/ <b>\$7,000.00</b> Family for in-network <a href="#">providers</a> . True family aggregate.	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 policy, the overall family <a href="#">deductible</a> must be met before the <a href="#">plan</a> begins to pay.
Are there services covered before you meet your <a href="#">deductible</a> ?	Yes. <a href="#">Preventive care</a> is 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> ?	For in-network Health/Pharmacy <a href="#">providers</a> <b>\$7,000.00</b> Individual / <b>\$14,000.00</b> Family. Aggregate 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 limits</a> 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="#">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. For a list of in- <a href="#">network providers</a> , see <a href="http://www.HorizonBlue.com">www.HorizonBlue.com</a> or call 1-800-355-BLUE (2583). Benefits provided by in- <a href="#">network providers</a> and BlueCard PPO <a href="#">providers</a> are at the in-network level of benefits.	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
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you visit a health care <a href="#">provider's office</a> or clinic	Primary care visit to treat an injury or illness	\$30.00 <a href="#">Copayment</a> per visit. \$15.00 <a href="#">Copayment</a> per visit for Telemedicine services.	Not Covered.	Applies to selected PCP. Horizon CareOnline telemedicine services is an additional telemedicine feature provided through Horizon BCBSNJ's telemedicine vendor.
	<a href="#">Specialist</a> visit	\$50.00 <a href="#">Copayment</a> per visit. \$15.00 <a href="#">Copayment</a> per visit for Telemedicine services.	Not Covered.	Applies to non-selected PCP. Horizon CareOnline telemedicine services is an additional telemedicine feature provided through Horizon BCBSNJ's telemedicine vendor.
	<a href="#">Preventive care/screening</a> /immunization	No Charge. <a href="#">Deductible</a> does not apply.	Not Covered.	One per calendar year. 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)	<a href="#">Deductible</a> applies for Home, Office, Independent Laboratory.  50% <a href="#">Coinsurance</a> for Outpatient Hospital.	Not Covered.	Molecular and genomic testing are subject to pre-service and post-service medical necessity review.
	Imaging (CT/PET scans, MRIs)	50% <a href="#">Coinsurance</a> for Outpatient Facility.	Not Covered.	Requires <a href="#">pre-approval</a> ; 20% penalty applies for non-compliance.
If you need drugs to treat your illness or condition	Generic drugs	50% <a href="#">Coinsurance</a> Retail/Mail order.	Not Covered.	<a href="#">Prior authorization</a> may be required. Covers up to a 30 day supply (retail) and a 90 day supply (mail order).
	Preferred brand drugs	50% <a href="#">Coinsurance</a> Retail/Mail order.	Not Covered.	

\* For more information about limitations and exceptions, see the [plan](#) or policy document at

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
More information about <a href="#">prescription drug coverage</a> is available at Prime Therapeutics LLC (Prime) Service Center <a href="http://www.MyPrime.com">www.MyPrime.com</a> or 1-800-370-5088.	Non-preferred brand drugs	50% <a href="#">Coinsurance</a> Retail/Mail order.	Not Covered.	<a href="#">Prior authorization</a> may be required. Covers up to a 30 day supply (retail) and a 90 day supply (mail order).
	<a href="#">Specialty drugs</a>	Covered at retail benefit in above applicable categories.	Not Covered.	
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	50% <a href="#">Coinsurance</a> for Ambulatory Surgical Center, Outpatient Facility.	Not Covered.	Procedures related to spine surgery are subject to pre-service and post-service utilization management review.
	Physician/surgeon fees	50% <a href="#">Coinsurance</a> for Ambulatory Surgical Center, Outpatient Facility.	Not Covered.	Procedures related to spine surgery are subject to pre-service and post-service utilization management review. 50% <a href="#">Coinsurance</a> for in-network anesthesia.
<b>If you need immediate medical attention</b>	<a href="#">Emergency room care</a>	\$100.00 <a href="#">Copayment</a> and 50% <a href="#">Coinsurance</a> for Outpatient Hospital.	\$100.00 <a href="#">Copayment</a> and 50% <a href="#">Coinsurance</a> for Outpatient Hospital.	<a href="#">Copayment</a> waived if admitted within 24 hours. Out-of-network payment at the in-network level of benefits applies only to true <a href="#">medical emergencies</a> and accidental injuries.
	<a href="#">Emergency medical transportation</a>	50% <a href="#">Coinsurance</a> .	Not Covered.	_____none_____
	<a href="#">Urgent care</a>	\$50.00 <a href="#">Copayment</a> per visit for <a href="#">Specialist</a> .	Not Covered.	_____none_____
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	50% <a href="#">Coinsurance</a> for Inpatient Hospital.	Not Covered.	Requires <a href="#">pre-approval</a> ; 20% penalty applies for non-compliance. In-network separation period is limited to 90 days in-network.
	Physician/surgeon fees	50% <a href="#">Coinsurance</a> for Inpatient Hospital.	Not Covered.	50% <a href="#">Coinsurance</a> for in-network anesthesia.
<b>If you need mental health, behavioral</b>	Outpatient services	50% <a href="#">Coinsurance</a> for Outpatient Hospital.	Not Covered.	_____none_____

\* For more information about limitations and exceptions, see the [plan](#) or policy document at

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
health, or substance abuse services	Inpatient services	50% <a href="#">Coinsurance</a> for Inpatient Hospital.	Not Covered.	Requires <a href="#">pre-approval</a> ; 20% penalty applies for non-compliance. In-network separation period is limited to 90 days in-network.
If you are pregnant	Office visits	\$30.00 <a href="#">Copayment</a> per visit for Office. \$50.00 <a href="#">Copayment</a> per visit for <a href="#">Specialist</a> .	Not Covered.	<a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a> . Maternity care may include tests and services described elsewhere in the SBC (i.e. Ultrasound.) Dependent child maternity services are not covered.
	Childbirth/delivery professional services	50% <a href="#">Coinsurance</a> for Inpatient Hospital.	Not Covered.	Dependent child maternity services are not covered.
	Childbirth/delivery facility services	50% <a href="#">Coinsurance</a> for Inpatient Hospital.	Not Covered.	In-network separation period is limited to 90 days in-network. Dependent child maternity services are not covered.
If you need help recovering or have other special health needs	<a href="#">Home health care</a>	\$15.00 <a href="#">Copayment</a> per visit.	Not Covered.	Requires <a href="#">pre-approval</a> ; 20% penalty applies for non-compliance.
	<a href="#">Rehabilitation services</a>	50% <a href="#">Coinsurance</a> for Inpatient Hospital.	Not Covered.	Requires <a href="#">pre-approval</a> ; 20% penalty applies for non-compliance. In-network separation period is limited to 90 days.
	<a href="#">Habilitation services</a>	50% <a href="#">Coinsurance</a> for Inpatient Hospital.	Not Covered.	In-network inpatient physical rehabilitation day limit is limited to 60 days.
	<a href="#">Skilled nursing care</a>	50% <a href="#">Coinsurance</a> for Inpatient Facility.	Not Covered.	Requires <a href="#">pre-approval</a> ; 20% penalty applies for non-compliance. In-network inpatient skilled nursing facility day limit is limited to 100 days.
	<a href="#">Durable medical equipment</a>	50% <a href="#">Coinsurance</a> .	Not Covered.	<a href="#">Prior authorization</a> required for DME purchases; 20% penalty applies for non-compliance.
	<a href="#">Hospice services</a>	50% <a href="#">Coinsurance</a> for Inpatient Facility.	Not Covered.	Requires <a href="#">pre-approval</a> ; 20% penalty applies for non-compliance.
If your child needs dental or eye care.	Children's eye exam	Not Covered.	Not Covered.	_____ none _____
	Children's glasses	Not Covered.	Not Covered.	_____ none _____

\* For more information about limitations and exceptions, see the [plan](#) or policy document at

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	Children's dental check-up	Not Covered.	Not Covered.	_____none_____

### Excluded Services & Other Covered Services:

Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or <a href="#">plan</a> document for more information and a list of any other <a href="#">excluded services</a> .)		
<ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Bariatric surgery</li> <li>• Cosmetic Surgery</li> </ul>	<ul style="list-style-type: none"> <li>• Dental care (Adult)</li> <li>• Long Term Care</li> <li>• Private-duty nursing</li> </ul>	<ul style="list-style-type: none"> <li>• Routine eye care (Adult)</li> <li>• Routine foot care</li> <li>• Weight Loss Programs</li> </ul>
Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <a href="#">plan</a> document.)		
<ul style="list-style-type: none"> <li>• Chiropractic care</li> <li>• Hearing Aids (Only covered for Members age 15 or younger)</li> <li>• Infertility treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Most coverage provided outside the United States. See <a href="http://www.HorizonBlue.com">www.HorizonBlue.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• Non-emergency care when traveling outside the U.S. See <a href="http://www.HorizonBlue.com">www.HorizonBlue.com</a></li> </ul>

\* For more information about limitations and exceptions, see the [plan](#) or policy document at

## 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](http://www.dol.gov/ebsa/healthreform). 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.getcovered.nj.gov](http://www.getcovered.nj.gov) or call 1-833-677-1010.

## 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: 1-800-355-BLUE (2583) or visit [www.Horizonblue.com](http://www.Horizonblue.com). You may also 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).

## 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](#).

-----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.

<b>Peg is Having a Baby</b> (9 months of in-network pre-natal care and a hospital delivery)	<b>Managing Joe's type 2 Diabetes</b> (a year of routine in-network care of a well-controlled condition)	<b>Mia's Simple Fracture</b> (in-network emergency room visit and follow up care)																																										
<ul style="list-style-type: none"> <li>■ The <a href="#">plan's</a> overall <a href="#">deductible</a> \$7,000.00</li> <li>■ <a href="#">Specialist Copayment</a> \$50.00</li> <li>■ Hospital (facility) <a href="#">Coinsurance</a> 50%</li> <li>■ Other <a href="#">Coinsurance</a> 50%</li> </ul>	<ul style="list-style-type: none"> <li>■ The <a href="#">plan's</a> overall <a href="#">deductible</a> \$7,000.00</li> <li>■ <a href="#">Specialist Copayment</a> \$50.00</li> <li>■ Hospital (facility) <a href="#">Coinsurance</a> 50%</li> <li>■ Other <a href="#">Coinsurance</a> 50%</li> </ul>	<ul style="list-style-type: none"> <li>■ The <a href="#">plan's</a> overall <a href="#">deductible</a> \$7,000.00</li> <li>■ <a href="#">Specialist Copayment</a> \$50.00</li> <li>■ Hospital (facility) <a href="#">Coinsurance</a> 50%</li> <li>■ Other <a href="#">Coinsurance</a> 50%</li> </ul>																																										
<p>This EXAMPLE event includes services like:  <a href="#">Specialist</a> office visits (<i>prenatal care</i>)                      Childbirth/Delivery Professional Services                      Childbirth/Delivery Facility Services  <a href="#">Diagnostic tests</a> (<i>ultrasounds and blood work</i>)  <a href="#">Specialist</a> visit (<i>anesthesia</i>)</p>	<p>This EXAMPLE event includes services like:  <a href="#">Primary care physician</a> office visits (<i>including disease education</i>)  <a href="#">Diagnostic tests</a> (<i>blood work</i>)  <a href="#">Prescription drugs</a>  <a href="#">Durable medical equipment</a> (<i>glucose meter</i>)</p>	<p>This EXAMPLE event includes services like:  <a href="#">Emergency room care</a> (<i>including medical supplies</i>)  <a href="#">Diagnostic test</a> (<i>x-ray</i>)  <a href="#">Durable medical equipment</a> (<i>crutches</i>)  <a href="#">Rehabilitation services</a> (<i>physical therapy</i>)</p>																																										
<table border="1"> <tr> <td><b>Total Example Cost</b></td> <td style="text-align: right;"><b>\$12,700.00</b></td> </tr> </table>	<b>Total Example Cost</b>	<b>\$12,700.00</b>	<table border="1"> <tr> <td><b>Total Example Cost</b></td> <td style="text-align: right;"><b>\$5,600.00</b></td> </tr> </table>	<b>Total Example Cost</b>	<b>\$5,600.00</b>	<table border="1"> <tr> <td><b>Total Example Cost</b></td> <td style="text-align: right;"><b>\$2,800.00</b></td> </tr> </table>	<b>Total Example Cost</b>	<b>\$2,800.00</b>																																				
<b>Total Example Cost</b>	<b>\$12,700.00</b>																																											
<b>Total Example Cost</b>	<b>\$5,600.00</b>																																											
<b>Total Example Cost</b>	<b>\$2,800.00</b>																																											
<p><b>In this example, Peg would pay:</b></p> <table border="1"> <tr> <td colspan="2" style="text-align: center;"><i>Cost Sharing</i></td> </tr> <tr> <td><a href="#">Deductibles</a></td> <td style="text-align: right;">\$7,000.00</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td colspan="2" style="text-align: center;"><i>What isn't covered</i></td> </tr> <tr> <td>Limits or <a href="#">exclusions</a></td> <td style="text-align: right;">\$60.00</td> </tr> <tr> <td><b>The total Peg would pay is</b></td> <td style="text-align: right;"><b>\$7,060.00</b></td> </tr> </table>	<i>Cost Sharing</i>		<a href="#">Deductibles</a>	\$7,000.00	<a href="#">Copayments</a>	\$0.00	<a href="#">Coinsurance</a>	\$0.00	<i>What isn't covered</i>		Limits or <a href="#">exclusions</a>	\$60.00	<b>The total Peg would pay is</b>	<b>\$7,060.00</b>	<p><b>In this example, Joe would pay:</b></p> <table border="1"> <tr> <td colspan="2" style="text-align: center;"><i>Cost Sharing</i></td> </tr> <tr> <td><a href="#">Deductibles</a></td> <td style="text-align: right;">\$5,400.00</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td colspan="2" style="text-align: center;"><i>What isn't covered</i></td> </tr> <tr> <td>Limits or <a href="#">exclusions</a></td> <td style="text-align: right;">\$20.00</td> </tr> <tr> <td><b>The total Joe would pay is</b></td> <td style="text-align: right;"><b>\$5,420.00</b></td> </tr> </table>	<i>Cost Sharing</i>		<a href="#">Deductibles</a>	\$5,400.00	<a href="#">Copayments</a>	\$0.00	<a href="#">Coinsurance</a>	\$0.00	<i>What isn't covered</i>		Limits or <a href="#">exclusions</a>	\$20.00	<b>The total Joe would pay is</b>	<b>\$5,420.00</b>	<p><b>In this example, Mia would pay:</b></p> <table border="1"> <tr> <td colspan="2" style="text-align: center;"><i>Cost Sharing</i></td> </tr> <tr> <td><a href="#">Deductibles</a></td> <td style="text-align: right;">\$2,400.00</td> </tr> <tr> <td><a href="#">Copayments</a></td> <td style="text-align: right;">\$100.00</td> </tr> <tr> <td><a href="#">Coinsurance</a></td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td colspan="2" style="text-align: center;"><i>What isn't covered</i></td> </tr> <tr> <td>Limits or <a href="#">exclusions</a></td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td><b>The total Mia would pay is</b></td> <td style="text-align: right;"><b>\$2,500.00</b></td> </tr> </table>	<i>Cost Sharing</i>		<a href="#">Deductibles</a>	\$2,400.00	<a href="#">Copayments</a>	\$100.00	<a href="#">Coinsurance</a>	\$0.00	<i>What isn't covered</i>		Limits or <a href="#">exclusions</a>	\$0.00	<b>The total Mia would pay is</b>	<b>\$2,500.00</b>
<i>Cost Sharing</i>																																												
<a href="#">Deductibles</a>	\$7,000.00																																											
<a href="#">Copayments</a>	\$0.00																																											
<a href="#">Coinsurance</a>	\$0.00																																											
<i>What isn't covered</i>																																												
Limits or <a href="#">exclusions</a>	\$60.00																																											
<b>The total Peg would pay is</b>	<b>\$7,060.00</b>																																											
<i>Cost Sharing</i>																																												
<a href="#">Deductibles</a>	\$5,400.00																																											
<a href="#">Copayments</a>	\$0.00																																											
<a href="#">Coinsurance</a>	\$0.00																																											
<i>What isn't covered</i>																																												
Limits or <a href="#">exclusions</a>	\$20.00																																											
<b>The total Joe would pay is</b>	<b>\$5,420.00</b>																																											
<i>Cost Sharing</i>																																												
<a href="#">Deductibles</a>	\$2,400.00																																											
<a href="#">Copayments</a>	\$100.00																																											
<a href="#">Coinsurance</a>	\$0.00																																											
<i>What isn't covered</i>																																												
Limits or <a href="#">exclusions</a>	\$0.00																																											
<b>The total Mia would pay is</b>	<b>\$2,500.00</b>																																											

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

\* For more information about limitations and exceptions, see the [plan](#) or policy document at





## Notice of Nondiscrimination

Horizon Blue Cross Blue Shield of New Jersey complies with applicable Federal civil rights laws and does not discriminate against nor does it exclude people or treat them differently on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations. Horizon BCBSNJ provides free aids and services to people with disabilities (e.g. qualified sign language interpreters and information in other formats) and to those whose primary language is not English (e.g. information in other languages) to communicate effectively with us.

### Contacting Member Services

Please call Member Services at **1-800-355-BLUE (2583) (TTY 711)** or the phone number on the back of your member ID card, if you need the free aids and services noted above and for **all other Member Services issues**.

### Filing a Section 1557 Grievance

If you believe that Horizon BCBSNJ has failed to provide the free communication aids and services or discriminated against you for one of the reasons described above, you can file a discrimination complaint also known as a Section 1557 Grievance. **Horizon BCBSNJ's Civil Rights Coordinator** can be reached by calling the Member Services number on the back of your member ID card or by writing to the following address:

**Horizon BCBSNJ  
Civil Rights Coordinator  
PO Box 820, Newark, NJ 07101.**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal, online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail at **U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201** or by phone at **1-800-368-1019** or **1-800-537-7697 (TDD)**. OCR Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

### Language assistance

Si habla un idioma diferente al inglés, hay ayuda disponible gratis. Llame al número que aparece al reverso de su tarjeta de identificación.

如果您讲英语以外的语言，可获取免费帮助。请拨打您的身份证背面的号码。

영어 이외의 언어를 사용하는 경우, 무료 지원 서비스를 받을 수 있습니다. ID 카드 뒷면에 있는 번호로 전화하십시오.

Se você fala um idioma diferente do inglês, a ajuda está disponível gratuitamente. Ligue para o número no verso do seu bilhete de identidade.

જો તમે અંગ્રેજી સિવાયની ભાષા બોલતા હોવ, તો મફતમાં મદદ ઉપલબ્ધ છે. તમારા આઇડી કાર્ડની પાછળ આપેલા નંબર પર કોલ.

Jeśli mówisz w języku innym niż angielski, pomoc udzielana jest bezpłatnie. Zadzwoń pod numer podany na odwrocie dowodu osobistego.

Se parli una lingua diversa dall'inglese, è disponibile un servizio di assistenza gratuito. Chiama il numero sul retro della tua carta d'identità.

Kung nagsasalita ka ng isang wika maliban sa Ingles, magagamit ang tulong nang walang bayad. Tumawag sa numerong nasa likod ng iyong ID card.

Если вы не говорите по-английски, вам помогут бесплатно. Позвоните по телефону, указанному на обратной стороне вашей ID-карты.

Si ou pale on lòt lang ke Anglè, gen èd ki disponib gratis. Rele nan nimewo ki ekri nan do kat idantifyan w lan.

यदि आप अंग्रेज़ी से भिन्न कोई अन्य भाषा बोलते हैं, तो निःशुल्क सहायता उपलब्ध है। अपने आईडी कार्ड के पीछे दिए गए नंबर पर।

Nếu bạn nói ngôn ngữ khác ngoài tiếng Anh, thì chúng tôi có thể giúp bạn miễn phí. Hãy gọi số ở mặt sau thẻ ID của bạn.

Si vous parlez une langue autre que l'anglais, l'aide est gratuite. Appelez le numéro au dos de votre carte d'identité.

إذا كنت تتحدث لغة أخرى غير الإنجليزية، نوفر لك المساعدة مجاناً. يُمكنك الاتصال بالرقم الموجود على ظهر بطاقة الهوية  
اگر آپ انگریزی کے علاوہ کوئی دوسری زبان بول سکتے ہیں تو مفت مدد دستیاب ہے۔ براہ مہربانی شناختی کارڈ کی پچھلی طرف درج شدہ نمبر پر کال کریں۔