



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 1-833-242-3330 or visit us at [www.carpentersfund.org](http://www.carpentersfund.org). For 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 <https://www.healthcare.gov/sbc-glossary/> or call 1-833-242-3330 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <a href="#">deductible</a> ?	\$350 person / \$700 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="#">In-Network preventive care</a> and any other services listed in SBC that indicate " <a href="#">Deductible waived</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="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://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 <a href="#">In-Network</a> and <a href="#">Out-of-Network providers</a> \$3,000 person / \$6,000 family. <a href="#">In-Network</a> pharmacy <a href="#">out-of-pocket limit</a> for <a href="#">prescription drugs</a> : \$3,600 person / \$7,200 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> , balance-bill charges, health care this <a href="#">plan</a> doesn't cover, and <a href="#">preauthorization</a> penalties.	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="https://provider.bcbs.com">https://provider.bcbs.com</a> or call: 1-833-242-3330 for a list of <a href="#">In-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 plan's <a href="#">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 provider's 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
		In-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</a> office or clinic	Primary care visit to treat an injury or illness	\$15 <a href="#">copay</a> per visit <a href="#">Deductible</a> waived	20% <a href="#">coinsurance</a>	---None---
	<a href="#">Specialist</a> visit	\$15 <a href="#">copay</a> per visit <a href="#">Deductible</a> waived	20% <a href="#">coinsurance</a>	---None---
	<a href="#">Preventive care/screening/immunization</a>	No Charge <a href="#">Deductible</a> waived	20% <a href="#">coinsurance</a>	You may have to pay for services that aren't <a href="#">preventive</a> . Ask your <a href="#">provider</a> if the services you need are preventive. Then check what your <a href="#">plan</a> will pay for. Age and frequency limitations apply.
If you have a test	<a href="#">Diagnostic test</a> (x-ray, blood work)	No Charge <a href="#">Deductible</a> waived	20% <a href="#">coinsurance</a>	---None---
	Imaging (CT/PET scans, MRIs)	CT scans/MRIs at freestanding facility and PET scans: no charge; <a href="#">deductible</a> waived. CT scans/MRIs at hospital: \$150 <a href="#">copay</a> per test; <a href="#">deductible</a> waived.	CT scans/MRIs at freestanding facility and PET scans: 20% <a href="#">coinsurance</a> . CT scans/MRIs at hospital: \$150 <a href="#">copay</a> per test, then 20% <a href="#">coinsurance</a>	<a href="#">Copay</a> for CT scans/MRIs at hospital waived if no freestanding facility within 30-mile radius of member's home.
If you need drugs to treat your illness or condition  More information about <a href="#">prescription drug coverage</a> is available at <a href="http://www.express-scripts.com">www.express-scripts.com</a>	Generic drugs	Retail: \$8 <a href="#">copay</a> per prescription Mail order: \$16 <a href="#">copay</a> per prescription	Not Covered	<a href="#">Deductible</a> does not apply. Retail limit: 34-day supply. Mail order limit: 90-day supply. You pay <a href="#">copay</a> plus difference in cost for brand name drugs where a generic is available. No charge for ACA-required preventive generic drugs (or a brand name preventive drug if the generic drug is not medically appropriate). Maintenance medication after 3 fills must use retail pick up (at CVS only) or mail order.
	Preferred brand drugs	30% <a href="#">coinsurance</a> Retail: \$25 minimum / \$50 maximum Mail order: \$63 minimum / \$125 maximum	Not Covered	
	Non-preferred drugs	30% <a href="#">coinsurance</a> Retail: \$40 minimum / \$80 maximum Mail order: \$100 minimum / \$200 maximum	Not Covered	
	<a href="#">Specialty drugs</a>	30% <a href="#">coinsurance</a> \$150 minimum / \$300 maximum	Not Covered	<a href="#">Deductible</a> does not apply. Information about <a href="#">specialty drugs</a> is available at <a href="http://www.acredo.com">www.acredo.com</a> .

\* For more information about limitations and exceptions, see the plan or policy document at [www.carpentersfund.org](http://www.carpentersfund.org)

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	\$250 <u>copay</u> per visit then 20% <u>coinsurance</u> <u>Deductible</u> waived	\$250 <u>copay</u> per visit then 20% <u>coinsurance</u> <u>Deductible</u> waived	Precertification is required for some outpatient surgeries. Coverage will be denied if precertification is not obtained when required.
	Physician/surgeon fees	No Charge for surgeon and anesthesia; <u>deductible</u> waived. Other services: 20% <u>coinsurance</u>	20% <u>coinsurance</u>	
If you need immediate medical attention	<u>Emergency room care</u>	\$100 <u>copay</u> per visit <u>Deductible</u> waived	\$100 <u>copay</u> per visit <u>Deductible</u> waived	<u>Copay</u> waived if admitted or observation stay
	<u>Emergency medical transportation</u>	20% <u>coinsurance</u>	20% <u>coinsurance</u>	---None---
	<u>Urgent care</u>	No Charge <u>Deductible</u> waived	20% <u>coinsurance</u>	---None---
If you have a hospital stay	Facility fee (e.g., hospital room)	\$250 <u>copay</u> per admission, then 20% <u>coinsurance</u> <u>Deductible</u> waived	\$250 <u>copay</u> per admission, then 20% <u>coinsurance</u> <u>Deductible</u> waived	Precertification is required. Coverage will be denied if precertification is not obtained.
	Physician/surgeon fees	No Charge for surgeon and anesthesia; <u>deductible</u> waived. Other services: 20% <u>coinsurance</u>	20% <u>coinsurance</u>	
If you need mental health, behavioral health, or substance abuse services	Outpatient services	\$15 <u>copay</u> per visit; <u>deductible</u> waived. Other outpatient services: 20% <u>coinsurance</u>	20% <u>coinsurance</u>	Precertification is required for some outpatient services. Coverage will be denied if precertification is not obtained when required.
	Inpatient services	\$250 <u>copay</u> per admission, then 20% <u>coinsurance</u> <u>Deductible</u> waived	\$250 <u>copay</u> per admission, then 20% <u>coinsurance</u> <u>Deductible</u> waived	Precertification is required. Coverage will be denied if precertification is not obtained.
If you are pregnant	Office visits	No Charge for prenatal care or postnatal care; <u>deductible</u> waived.	20% <u>coinsurance</u>	<u>Cost-sharing</u> does not apply for <u>preventive services</u> or certain prenatal services. Depending on the type of services, <u>coinsurance</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).
	Childbirth/delivery professional services	No Charge for delivery and anesthesia; <u>deductible</u> waived. Other services: 20% <u>coinsurance</u>	20% <u>coinsurance</u>	
	Childbirth/delivery facility services	\$250 <u>copay</u> per admission, then 20% <u>coinsurance</u> <u>Deductible</u> waived	\$250 <u>copay</u> per admission, then 20% <u>coinsurance</u> <u>Deductible</u> waived	

\* For more information about limitations and exceptions, see the plan or policy document at [www.carpentersfund.org](http://www.carpentersfund.org)

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you need help recovering or have other special health needs	<u>Home health care</u>	No Charge within 7 days of hospital discharge; <u>deductible</u> waived. Otherwise: 20% <u>coinsurance</u>	20% <u>coinsurance</u>	Precertification is required. Coverage will be denied if precertification is not obtained.
	<u>Rehabilitation services</u>	\$15 <u>copay</u> per visit for physical & occupational therapy; <u>deductible</u> waived. Speech therapy: 20% <u>coinsurance</u>	20% <u>coinsurance</u>	---None---
	<u>Habilitation services</u>			
	<u>Skilled nursing care</u>	\$250 <u>copay</u> per admission, then 20% <u>coinsurance</u>	\$250 <u>copay</u> per admission, then 20% <u>coinsurance</u>	Precertification is required. Coverage will be denied if precertification is not obtained.
	<u>Durable medical equipment</u>	20% <u>coinsurance</u>	20% <u>coinsurance</u>	Precertification is required. Coverage will be denied if precertification is not obtained.
If your child needs dental or eye care	<u>Hospice services</u>	No charge after meeting the <u>deductible</u>	15% <u>coinsurance</u> after meeting the deductible	Precertification is required. Coverage will be denied if precertification is not obtained.
	<u>Children's eye exam</u>	No Charge <u>Deductible</u> waived	Reimbursement of the <u>allowed amount</u> up to \$50	Limited to one exam per 12 months. Vision benefits are administered by EyeMed.
	<u>Children's glasses</u>	No Charge <u>Deductible</u> waived	Reimbursement up to the <u>allowed amount</u>	Limited to one pair per 12 months. Vision benefits are administered by EyeMed.
	<u>Children's dental check-up</u>	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.)

- Cosmetic surgery
- Dental care (Adult)
- Infertility Treatment
- Private-duty nursing
- Weight loss programs

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

- Acupuncture
- Bariatric surgery
- Chiropractic care (20 visits per calendar year)
- Hearing Aids (Limit of \$1,500 per ear per year for members up to age 19, \$1,500 per ear per 3 years for members over age 19. Administered by TRUHearing)
- Long Term Care
- Non-emergency care when traveling outside the U.S. (See [www.bcbsglobalcore.com](http://www.bcbsglobalcore.com))
- Routine eye care (Adult) (Administered by EyeMed)
- Routine foot care (only for patients with systemic circulatory disease)

\* For more information about limitations and exceptions, see the plan or policy document at [www.carpentersfund.org](http://www.carpentersfund.org)

**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: 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). 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 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: 1-833-242-3330 or [www.carpentersfund.org](http://www.carpentersfund.org). 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](#).

## Language Access Services:

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-864-4352 (TTY: 711).

Spanish: ATENCIÓN: Si usted habla inglés, tiene a su disposición servicios de asistencia de idiomas sin costo. Llame al 1-844-864-4352 (TTY: 711).

Chinese: 请注意: 如果您说[中文], 则可以免费使用语言协助服务。请致电 1-844-864-4352 (TTY: 711)。

Hmong: LUS CEEB TOOM: Yog tias koj hais LUS HMOOB, ces yuav muaj kev pab cuam txhais lus pub dawb rau koj. Hu rau tus xov tooj 1-844-864-4352 (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói [người việt nam], bạn sẽ được cung cấp các dịch vụ hỗ trợ ngôn ngữ miễn phí. Gọi 11-844-864-4352(TTY: 711).

Somali: FIIRO GAAR AH: Haddii aad ku hadashid luuqada Soomaaliga, adeegyada caawinta luuqada, oo bilaash ah, ayaa laguu helayaa. Soo wac '1-844-864-4352 (TTY: 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском, вам доступны бесплатные услуги переводчика. Позвоните 1-844-864-4352 (TTY: 711).

French : ATTENTION : Si vous parlez le français, des services d'assistance linguistique gratuits, vous sont proposés.appelez le 1-844-864-4352 (ATS : 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen ein kostenloser Sprachassistent zur Verfügung. Rufen Sie unter der Nummer 1-844-864-4352 (TTY: 711) an.

Korean: 저희 [한국어]를 사용하는 경우, 저희 언어 지원 서비스를 이용하실 수 있습니다. 1-844-864-4352로 전화해주세요. (1)

Tagalog: PANSININ: Kung nagsasalita ka ng Tagalog, libre na available sa iyo ang mga serbisyo sa tulong sa wika. Tumawag sa 1-844-864-4352 (TTY: 711).

Navajo: Áhéhee': T'áá ałníił niqíí bizaad yádaalhti'i nisin, yá'át'éehá ánida'áł nisin, ákót'éego bee hóló, bizaad yádaalhti'i nisin dah nishłí, yaaltsoh da t'áájí'ígíí ashkii. 1-844-864-4352 t'áá baa yáshti'. (TTY: 711).

Khmer: បេក្ខបាបយោត្ត ប្រជុំណើអ្នកទិន្នន័យភាសា [ខ្លួន] មានអ្នកលែងសេវាកម្ម ដើម្បីយកភាសាអីឡាតាមគេត្រួតពិនិត្យអ្នក យោច្ចោរសង្គមទៅលើលេខ 1-844-864-4352 (TTY: 711)<sup>4</sup>

Italian: ATTENZIONE: Per coloro che parlano italiano, sono disponibili i servizi di assistenza linguistica gratuiti. Chiamare al numero 1-844-864-4352 (TTY: 711).

Gujarati: ધ્યાન આપો: જો તમે ગુજરાતી બોલી છો, તો ભાષા સહાય સેવાઓ, તમારા માટે નિશ્ચિબુક ઉપલબ્ધ છે. 1-844-864-4352 (TTY: 711) પર કોણ કરો.

Polish: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnych usług pomocy językowej. Zadzwoń pod numer 1-844-864-4352 (telefon tekstowy: 711).

Creole: ATANSYON: Si ou pale kreyòl, sèvis asistans lang yo gratis, e yo disponib pou ou. Rele nan 1-844-864-4352 (TTY: 711).

Portuguese: ATENÇÃO: Se você fala português, os serviços de assistência linguística, gratuitos, estão disponíveis para você. Ligue 1-844-864-4352 (TTY: 711).

Japanese: 注記: [日本語] 話者向けの無料の言語支援サービスを利用できます。電話 1-844-864-4352 (TTY: 711)。

Farsi: توجہ: اگر زبان شما فارسی است، خدمات کمک زبانی، یہ صورت را پیش کن در نظر میں شما است. پاشمار ۱۷۰۶-۳۵۲-۸۴۴۰ نامیں پکھرید (TTT: ۷۱۱). Urdu: متوجہ یوں: اگر اب اردو یوگی ہیں، تو زبان کی معاونت کی خدمات، اب کے لئے مفت دستیاب ہیں۔ ۱۷۰۶-۳۵۲-۸۴۴۰ (TTT: ۷۱۱) پر کل کریں۔

Hindi: ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए नि:शुल्क भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-864-4352 (TY: 711) पर कॉल करें।

Telugu: ధార్మసు పెట్టండి: మీరు తెలుగు మాట్లాడగలిగితే, భావా సహాయక సేవలు మీకు ఉచితంగా లభిస్తాయి. 1-844-864-4352 (TTY: 711)కు కాల్చే చేయండి.

Swahili: KUMBUKA: Iwapo unazungumza Kiswahili, utapata huduma za usaidizi wa lugha bila malipo. Piga simu kwa 1-844-864-4352 (TTY: 711).

Ojibwe: AMBE: Giishipin wii'wiidookaagooyan ji-noondam Ojibwemowin, qanoozhishinaam 1-844-864-4352 (TTY: 711) Gawain qidaw-diba'anziiin.

--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

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

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$350
■ <a href="#">Specialist copayment</a>	\$15
■ <a href="#">Primary Care Physician copayment</a>	\$15
■ Hospital (facility) <a href="#">*cost sharing</a>	\$250
	<i>*Then 20% coinsurance</i>
■ Other <a href="#">cost sharing</a>	\$0

This EXAMPLE event includes services like:  
[Primary care physician](#) office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
[Diagnostic tests](#) (*ultrasounds and blood work*)  
[Specialist](#) visit (*anesthesia*)

Total Example Cost	\$12,700
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In this example, Peg would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$0
<u>Copayments</u>	\$260
<u>Coinsurance</u>	\$1,360
<i>What isn't covered</i>	
Limits or exclusions	\$20
The total Peg would pay is	\$1,640

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

### Managing Joe's type 2 Diabetes

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

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$350
■ Primary Care Physician <a href="#">copayment</a>	\$15
■ Hospital (facility) <a href="#">*cost sharing</a>	\$250
	<i>*Then 20% coinsurance</i>
■ Other <a href="#">cost sharing</a>	\$0

This EXAMPLE event includes services like:  
[Primary care physician](#) office visits (*including disease education*)  
[Diagnostic tests](#) (*blood work*)  
[Prescription drugs](#)  
[Durable medical equipment](#) (*glucose meter*)

Total Example Cost	\$5,600
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In this example, Joe would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$0
<u>Copayments</u>	\$450
<u>Coinsurance</u>	\$650
<i>What isn't covered</i>	
Limits or exclusions	\$0
The total Joe would pay is	\$1,100

### Mia's Simple Fracture

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

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$350
■ <a href="#">Specialist copayment</a>	\$15
■ Hospital (facility) <a href="#">*cost sharing</a>	\$250
	<i>*Then 20% coinsurance</i>
■ Other <a href="#">cost sharing</a>	\$0

This EXAMPLE event includes services like:  
[Emergency room care](#) (*including medical supplies*)  
[Diagnostic tests](#) (*x-ray*)  
[Durable medical equipment](#) (*crutches*)  
[Rehabilitation services](#) (*physical therapy*)

Total Example Cost	\$2,800
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In this example, Mia would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$350
<u>Copayments</u>	\$230
<u>Coinsurance</u>	\$120
<i>What isn't covered</i>	
Limits or exclusions	\$0
The total Mia would pay is	\$700

## Nondiscrimination Notice and Notice of Availability of Auxiliary Aids and Services

Independence Administrators complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Independence Administrators does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Independence Administrators:

- Provides free aids and services to people with disabilities to communicate effectively with us and written information in other formats, such as large print
- Provides free language services to people whose primary language is not English and information written in other languages

If you need these services, contact our Civil Rights Coordinator.

If you believe that Independence Administrators 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 file a grievance with our Civil Rights Coordinator.

There are four ways to file a grievance directly with Independence Administrators:

- by mail: Independence Administrators,  
ATTN: Civil Rights Coordinator, 1900 Market Street, Philadelphia, PA 19103;
- by phone: 844-864-4352 (TTY 711);
- by fax: 215-761-0920; or
- by email: [IACivilRightsCoordinator@ibxtpa.com](mailto:IACivilRightsCoordinator@ibxtpa.com).

If you need help filing a grievance, our Civil Rights 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, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.