



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 800-540-2583. 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 [MedMutual.com/SBC](https://www.MedMutual.com/SBC) or call 800-540-2583 to request a copy.

| Important Questions                                                 | Answers                                                                                                                                                      | Why This Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the overall <u>deductible</u> ?                             | \$0/single,\$0/family                                                                                                                                        | See the Common Medical Events chart below for your costs for services this <u>plan</u> covers.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Are there services covered before you meet your <u>deductible</u> ? | Yes. Certain <u>preventive care</u> and all services with <u>copayments</u> are covered and paid by the <u>plan</u> before you meet your <u>deductible</u> . | 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 <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .                                           |
| Are there other <u>deductibles</u> for specific services?           | No                                                                                                                                                           | You don't have to meet <u>deductibles</u> for specific services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| What is the <u>out-of-pocket 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 <u>out-of-pocket limit</u> ?            | This <u>plan</u> has no <u>out-of-pocket limit</u> .                                                                                                         | Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Will you pay less if you use a <u>network provider</u> ?            | Yes, See <a href="https://www.MedMutual.com/SBC">MedMutual.com/SBC</a> or call 800-540-2583 for a list of participating providers.                           | 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 <u>specialist</u> you choose without a <u>referral</u> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Common Medical Event                                          | Services You May Need                            | What You Will Pay | Limitations, Exceptions, & Other Important Information                                                                                                                                    |
|---------------------------------------------------------------|--------------------------------------------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>If you visit a health care provider's office or clinic</b> | Primary care visit to treat an injury or illness | Not Applicable    | None                                                                                                                                                                                      |
|                                                               | <u>Specialist</u> visit                          | Not Applicable    | None                                                                                                                                                                                      |
|                                                               | Other practitioner office visit (Chiropractic)   | Not Applicable    | None                                                                                                                                                                                      |
|                                                               | Other practitioner office visit (Acupuncture)    | Not Applicable    | None                                                                                                                                                                                      |
|                                                               | <u>Preventive care/ screening/ immunization</u>  | Not Applicable    | You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services you need are <u>preventive</u> . Then check what your <u>plan</u> will pay for. |
| <b>If you have a test</b>                                     | <u>Diagnostic test</u> (x-ray)                   | Not Applicable    | None                                                                                                                                                                                      |
|                                                               | <u>Diagnostic test</u> (blood work)              | Not Applicable    | None                                                                                                                                                                                      |
|                                                               | Imaging (CT/PET scans, MRIs)                     | Not Applicable    | None                                                                                                                                                                                      |

| Common Medical Event                                        | Services You May Need                            | What You Will Pay                                                                                   | Limitations, Exceptions, & Other Important Information                                                                                                                                                             |
|-------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>If you need drugs to treat your illness or condition</b> | Drug Out of Pocket Limit - Single                | \$6,850                                                                                             | None                                                                                                                                                                                                               |
|                                                             | Drug Out of Pocket Limit - Family                | \$13,700                                                                                            | None                                                                                                                                                                                                               |
|                                                             | Generic copay - retail Tier 1                    | \$5                                                                                                 | Covers up to a 34-day supply.                                                                                                                                                                                      |
|                                                             | Generic copay - home delivery Tier 1             | \$10                                                                                                | Covers up to a 90-day supply.                                                                                                                                                                                      |
|                                                             | Single source brand copay - retail Tier 2        | \$15                                                                                                | Covers up to a 34-day supply.                                                                                                                                                                                      |
|                                                             | Single source brand copay - home delivery Tier 2 | \$30                                                                                                | Covers up to a 90-day supply.                                                                                                                                                                                      |
|                                                             | Multi source brand copay - retail Tier 2         | \$50                                                                                                | Covers up to a 34-day supply.                                                                                                                                                                                      |
|                                                             | Multi source brand copay - home delivery Tier 2  | \$100                                                                                               | Covers up to a 90-day supply.                                                                                                                                                                                      |
|                                                             | <u>Specialty drugs</u>                           | Applicable drug tier copay applies or the max of any available manufacturer-funded copay assistance | Covers up to a 30 day supply. Certain <u>specialty drugs</u> are considered non-essential health benefits and therefore do not apply to the out-of-pocket maximum. They will also be subject to higher cost-share. |
| <b>If you have outpatient surgery</b>                       | Facility fee (e.g., ambulatory surgery center)   | Not Applicable                                                                                      | None                                                                                                                                                                                                               |
|                                                             | Physician/surgeon fees (Outpatient)              | Not Applicable                                                                                      | None                                                                                                                                                                                                               |
| <b>If you need immediate medical attention</b>              | <u>Emergency room care</u>                       | Not Applicable                                                                                      | None                                                                                                                                                                                                               |
|                                                             | <u>Emergency medical transportation</u>          | Not Applicable                                                                                      | None                                                                                                                                                                                                               |
|                                                             | <u>Urgent care</u>                               | Not Applicable                                                                                      | None                                                                                                                                                                                                               |
| <b>If you have a hospital stay</b>                          | Facility fee (e.g., hospital room)               | Not Applicable                                                                                      | None                                                                                                                                                                                                               |
|                                                             | Physician/ surgeon fee (inpatient)               | Not Applicable                                                                                      | None                                                                                                                                                                                                               |

| Common Medical Event                                                             | Services You May Need                                   | What You Will Pay | Limitations, Exceptions, & Other Important Information |
|----------------------------------------------------------------------------------|---------------------------------------------------------|-------------------|--------------------------------------------------------|
| <b>If you need mental health, behavioral health, or substance abuse services</b> | Mental/Behavioral health outpatient services            | Not Applicable    | None                                                   |
|                                                                                  | Mental/Behavioral health inpatient services             | Not Applicable    | None                                                   |
|                                                                                  | Substance use disorder outpatient services (alcoholism) | Not Applicable    | None                                                   |
|                                                                                  | Substance use disorder inpatient services (alcoholism)  | Not Applicable    | None                                                   |
|                                                                                  | Substance use disorder outpatient services (drug use)   | Not Applicable    | None                                                   |
|                                                                                  | Substance use disorder inpatient services (drug use)    | Not Applicable    | None                                                   |
|                                                                                  | Outpatient services                                     | Not Applicable    | None                                                   |
|                                                                                  | Inpatient services                                      | Not Applicable    | None                                                   |
|                                                                                  |                                                         |                   |                                                        |
| <b>If you are pregnant</b>                                                       | Childbirth/delivery professional services               | Not Applicable    | None                                                   |
|                                                                                  | Childbirth/delivery facility services                   | Not Applicable    | None                                                   |
| <b>If you need help recovering or have other special health needs</b>            | <u>Home health care</u>                                 | Not Applicable    | None                                                   |
|                                                                                  | <u>Rehabilitation services</u> (Physical Therapy)       | Not Applicable    | None                                                   |
|                                                                                  | <u>Habilitation services</u> (Occupational Therapy)     | Not Applicable    | None                                                   |
|                                                                                  | <u>Habilitation services</u> (Speech Therapy)           | Not Applicable    | None                                                   |
|                                                                                  | <u>Skilled nursing care</u>                             | Not Applicable    | None                                                   |
|                                                                                  | <u>Durable medical equipment</u>                        | Not Applicable    | None                                                   |
|                                                                                  | <u>Hospice services</u>                                 | Not Applicable    | None                                                   |
| <b>If your child needs dental or eye care</b>                                    | Children's eye exam                                     | Not Applicable    | None                                                   |
|                                                                                  | Children's glasses                                      | Not Applicable    | None                                                   |
|                                                                                  | Children's dental check-up                              | Not Applicable    | None                                                   |

Excluded Services & Other Covered Services:

| Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or <u>plan</u> document for more information and a list of any other <u>excluded services</u> .)         |                                                                                                                                                                                      |                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Acupuncture</li><li>• Bariatric Surgery</li><li>• Chiropractic Care</li><li>• Cosmetic Surgery</li><li>• Dental Care (Adult)</li></ul> | <ul style="list-style-type: none"><li>• Hearing Aids</li><li>• Infertility Treatment</li><li>• Long-Term Care</li><li>• Non-emergency care when traveling outside the U.S.</li></ul> | <ul style="list-style-type: none"><li>• Private-Duty Nursing</li><li>• Routine Eye Care (Adult)</li><li>• Routine Foot Care</li><li>• Weight Loss Programs</li></ul> |
|                                                                                                                                                                                |                                                                                                                                                                                      |                                                                                                                                                                      |

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 877-267-2323 x61565 or [cciio.cms.gov](https://www.cciio.cms.gov). Other coverage options may be available to you, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit [HealthCare.gov](https://www.HealthCare.gov) or call 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 your plan at 800-540-2583.

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

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

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

If your plan doesn't meet the Minimum Value 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 sample medical situations, see the next section*-----  
The coverage example numbers assume that the patient does not use an HRA or FSA. If you participate in an HRA or FSA and use it to pay for out-of-pocket expenses, then your costs may be lower.

## 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 \$0
- Specialist
- Hospital (facility)
- Other

**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*)

|                           |                 |
|---------------------------|-----------------|
| <b>Total Example Cost</b> | <b>\$12,700</b> |
|---------------------------|-----------------|

**In this example, Peg would pay:**

#### Cost Sharing

|                    |      |
|--------------------|------|
| <u>Deductibles</u> | \$0  |
| <u>Copayments</u>  | \$10 |
| <u>Coinsurance</u> | \$0  |

#### What isn't covered

|                      |          |
|----------------------|----------|
| Limits or exclusions | \$12,700 |
|----------------------|----------|

|                                   |                 |
|-----------------------------------|-----------------|
| <b>The total Peg would pay is</b> | <b>\$12,710</b> |
|-----------------------------------|-----------------|

### Managing Joe's Type 2 Diabetes

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

- The plan's overall deductible \$0
- Specialist
- Hospital (facility)
- Other

**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*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$5,600</b> |
|---------------------------|----------------|

**In this example, Joe would pay:**

#### Cost Sharing

|                    |       |
|--------------------|-------|
| <u>Deductibles</u> | \$0   |
| <u>Copayments</u>  | \$300 |
| <u>Coinsurance</u> | \$0   |

#### What isn't covered

|                      |         |
|----------------------|---------|
| Limits or exclusions | \$1,300 |
|----------------------|---------|

|                                   |                |
|-----------------------------------|----------------|
| <b>The total Joe would pay is</b> | <b>\$1,600</b> |
|-----------------------------------|----------------|

### Mia's Simple Fracture

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

- The plan's overall deductible \$0
- Specialist
- Hospital (facility)
- Other

**This EXAMPLE event includes services like:**

Emergency room care (*including medical supplies*)  
Diagnostic test (*x-ray*)  
Durable medical equipment (*crutches*)  
Rehabilitation services (*physical therapy*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$2,800</b> |
|---------------------------|----------------|

**In this example, Mia would pay:**

#### Cost Sharing

|                    |      |
|--------------------|------|
| <u>Deductibles</u> | \$0  |
| <u>Copayments</u>  | \$10 |
| <u>Coinsurance</u> | \$0  |

#### What isn't covered

|                      |         |
|----------------------|---------|
| Limits or exclusions | \$2,800 |
|----------------------|---------|

|                                   |                |
|-----------------------------------|----------------|
| <b>The total Mia would pay is</b> | <b>\$2,810</b> |
|-----------------------------------|----------------|

Note: These numbers assume the patient does not participate in the plan's wellness program. If you participate in the plan's wellness program, you may be able to reduce your costs. For more information about the wellness program, please contact: 800-540-2583.

The plan would be responsible for the other costs of these EXAMPLE covered services.

# Notice of Availability of Language Assistance and Auxiliary Aids and Services



## English

ATTENTION: If you speak [language], free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-382-5729 (TTY: 711) or speak to your provider.

## Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-382-5729 (TTY: 711) o hable con su proveedor.

## German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzen zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-800-382-5729 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.

## Italian

ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l' 1-800-382-5729 (TTY: 711) o parla con il tuo fornitore.

## Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-382-5729 (TTY: 1-711) или обратитесь к своему поставщику услуг.

## French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-382-5729 (TTY: 711) ou parlez à votre fournisseur.

## Chinese

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电 1-800-982-3117 (文本电话: 711) 或咨询您的服务提供商。

## Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-382-5729 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn."

## Arabic

،ةيبرعلا ةغللا ثدحت تنك اذا :هيبن تةيبرعلا امك .ةيناجملا ةيوغللا ةدعاسملا تامدخ كل رفوتت سف تامولعمل ريفوتل ةبسانم تامدخو ةدعاسم لئاسو رفوتت مقرلا ىلع لصتا .اناجم اهيلي لوصول نكمي تاقيسي سنتب 1-800-382-5729 (TTY: 711)

## Korean

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-382-5729 (TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

## Cushite/Oromo

HUBACHIISA: Yoo Afaan Oromoo dubbattu ta'e, tajaajiloonni gargaarsa afaanii bilisaa isiniif ni argamu. Deeggarsi dabalataa fi tajaajilootni mijaa'oo ta'an odeeffannoo bifa dhaqqabamaa ta'een kennuuf gargaaranis kaffaltii malee ni argamu. Gara 1-800-382-5729 (TTY: 711) tti bilbilaa ykn dhiyeessaa keessan haasofsiisaa.

## Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyon sa tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-800-382-5729 (TTY: 711) o makipag-usap sa iyong provider.

## Romanian

ATENȚIE: Dacă vorbiți Română, aveți la dispoziție servicii de asistență lingvistică gratuite. De asemenea, sunt disponibile gratuit materiale și servicii auxiliare adecvate pentru furnizarea de informații în formate accesibile. Sunați la 1-800-382-5729 (TTY: 711) sau contactați-vă furnizorul.

## Japanese

注: 日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル(誰もが利用できるよう配慮された)な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-800-382-5729(TTY:711)までお電話ください。または、ご利用の事業者にご相談ください。

## Dutch

LET OP: als je Nederlands spreekt, zijn er gratis taalhelpdiensten voor je beschikbaar. Passende hulpmiddelen en diensten om informatie in toegankelijke formaten te verstrekken, zijn ook gratis beschikbaar. Bel 1-800-382-5729 (TTY: 711) of spreek met je provider.

## Pennsylvania Dutch

WICHDIH: Wann du Deutsch schwetzscht un hoscht Druwwel fer Englisch verschtehe, kenne mer epper beigriege fer dich helfe unni as es dich ennich eppes koschte zeelt. Mir kenne dich helfe aa wann du Druwwel hoscht fer heere odder sehne. Mir kenne Schtofft lauder mache odder iesier fer lese un sell koscht dich aa nix. Ruf 1-800-382-5729 (TTY: 711) uff odder schwetz mit dei Provider.

## Ukrainian

УВАГА: Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-382-5729 (TTY: 711) або зверніться до свого постачальника.

## Navajo

SHOOH: Diné bee y1ni[ti'gogo, saad bee an1'awo' bee 1ka'an7da'awo'7t'11 jiik'eh n1 h0l=. Bee ahi[ hane'go bee nida'anish7 t'11 1kodaat'4h7g77 d00 bee 1ka'an7da'wo'7 1ko bee baa hane'7 bee hadadilyaa bich'8' ahoot'i'7g77 47 t'11 jiik'eh h0l=. Kohj8' 1-800-382-5729 (TTY: 711) hod7ilnih doodago nika'an1lwo'7 bich'8' hanidzihi.

## Notice of Nondiscrimination and Accessibility Requirements: Discrimination is Against the Law

Medical Mutual of Ohio complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Medical Mutual of Ohio does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Medical Mutual of Ohio:

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

**If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact our Civil Rights Coordinator at [CivilRightsCoordinator@MedMutual.com](mailto:CivilRightsCoordinator@MedMutual.com).**

If you believe that Medical Mutual of Ohio 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.

100 American Road  
Cleveland, OH 44144

Call: 1-800-382-5729 (TTY: 711)  
Email: [CivilRightsCoordinator@MedMutual.com](mailto:CivilRightsCoordinator@MedMutual.com)

You can file a grievance in person, by mail, or email. If you need help filing a grievance, our Civil Rights Coordinator (who is also our Section 1557 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, 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>
- This notice is available at Medical Mutual's website:  
[www.MedMutual.com](http://www.MedMutual.com)

**Questions about your benefits or other inquiries about your health insurance should be directed to Medical Mutual's Customer Care Department at 1-800-382-5729.**

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