




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, visit [www.bcbsla.com](http://www.bcbsla.com) or call 1-800-495-2583. 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 [www.healthcare.gov/sbc-glossary](http://www.healthcare.gov/sbc-glossary) or call 1-800-363-9150 to request a copy.

Important Questions	Answers	Why This Matters:
<b>What is the overall <u>deductible</u>?</b>	Enhanced St. Tammany Health System (Enhanced STHS): \$500 individual or \$1,000 family; Blue Connect (BC) Providers: \$1,200 individual or \$2,400 family; <u>network providers</u> \$1,200 individual or \$2,400 family; for <u>out-of-network providers</u> \$9,200 individual or \$18,400 family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
<b>Are there services covered before you meet your <u>deductible</u>?</b>	Yes. <u>Preventive Care</u> and <u>Wellness</u> are covered 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> .
<b>Are there other <u>deductibles</u> for specific services?</b>	Yes. \$100 individual for <u>prescription drug coverage</u> . There are no other specific deductibles.	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
<b>What is the <u>out-of-pocket limit</u> for this <u>plan</u>?</b>	Enhanced STHS: \$3,500 individual or \$7,000 family; BC Providers: \$6,000 individual or \$12,000 family; <u>network providers</u> \$6,000 individual or \$12,000 family; for <u>out-of-network providers</u> Unlimited	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
<b>What is not included in the <u>out-of-pocket limit</u>?</b>	<u>Premiums</u> , <u>Balance Billing</u> Charges, and Health Care this	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .

	<u>plan</u> doesn't cover.	
<b>Will you pay less if you use a <u>network provider</u>?</b>	Yes. See <a href="http://www.bcbsla.com">www.bcbsla.com</a> or call 1-800-495-2583 for a list of <u>network providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
<b>Do you need a <u>referral</u> to see a <u>specialist</u>?</b>	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .

 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
		Enhanced STHS EPO Provider (You will pay the least)	Blue Connect EPO Provider	PPO Network Provider	Out-of-Network Provider (You will pay the most)	
<b>If you visit a health care <u>provider's</u> office or clinic</b>	Primary care visit to treat an injury or illness	\$15 <u>Copayment</u>	\$25 <u>Copayment</u>	\$25 <u>Copayment</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
	<u>Specialist</u> visit	\$15 <u>Copayment</u>	\$40 <u>Copayment</u>	\$40 <u>Copayment</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
	<u>Other practitioner office visit</u>	\$15 <u>Copayment</u>	\$40 <u>Copayment</u>	\$40 <u>Copayment</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
	<u>Preventive care/screening/immunization</u>	No Cost	No Cost	No Cost	50% <u>Coinsurance</u> after <u>deductible</u>	None
<b>If you have a test</b>	<u>Diagnostic test</u> (x-ray, blood work)	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
	Imaging (CT/PET scans, MRIs)	10% <u>Coinsurance</u> after <u>deductible</u>	\$100 <u>Copayment</u> then 20% <u>Coinsurance</u> after <u>deductible</u>	\$100 <u>Copayment</u> then 20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Must obtain authorization.

Questions: Call 1-800-363-9150

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at [www.bcbsla.com](http://www.bcbsla.com) or [www.healthcare.gov](http://www.healthcare.gov) or call 1-800-363-9150 to request a copy.

Common Medical Event	Services You May Need	What You Will Pay				Limitations, Exceptions, & Other Important Information
		Enhanced STHS EPO Provider (You will pay the least)	Blue Connect EPO Provider	PPO Network Provider	Out-of-Network Provider (You will pay the most)	
<b>If you need drugs to treat your illness or condition</b> More information about <b>prescription drug coverage</b> is available at <a href="http://www.medimpact.com">http://www.medimpact.com</a> or by calling 844-826-3443.	Tier 1 – Preferred Generic Drugs	\$10/\$20 <u>Copayment</u> retail	\$10/\$20 <u>Copayment</u> retail; \$20 <u>Copayment</u> mail order	\$10/\$20 <u>Copayment</u> retail; \$20 <u>Copayment</u> mail order	Not Covered	Retail: 30-day supply or 90-day supply Mail Order: 90-day supply
	Tier 2 – Preferred Brand Drugs	\$35/\$75 <u>Copayment</u> retail	\$40/\$80 <u>Copayment</u> retail; \$80 <u>Copayment</u> mail order	\$40/\$80 <u>Copayment</u> retail; \$80 <u>Copayment</u> mail order	Not Covered	Retail: 30-day supply or 90-day supply Mail Order: 90-day supply
	Tier 3 – Non-Preferred Brand/Generic Drugs	\$55/\$110 <u>Copayment</u> retail	\$60/\$120 <u>Copayment</u> retail; \$120 <u>Copayment</u> mail order	\$60/\$120 <u>Copayment</u> retail; \$120 <u>Copayment</u> mail order	Not Covered	Retail: 30-day supply or 90-day supply Mail Order: 90-day supply
	Tier 4 - Specialty Drugs	20% <u>Coinsurance</u> up to \$250 maximum	Not Covered	Not Covered	Not Covered	To receive benefits for specialty drugs, members must utilize STHS Employee Pharmacy.
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
	Physician/surgeon fees	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
<b>If you need</b>	<u>Emergency</u>	\$150 <u>Copayment</u>	\$150 <u>Copayment</u>	\$150	\$150 <u>Copayment</u>	

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Common Medical Event	Services You May Need	What You Will Pay				Limitations, Exceptions, & Other Important Information
		Enhanced STHS EPO Provider (You will pay the least)	Blue Connect EPO Provider	PPO Network Provider	Out-of-Network Provider (You will pay the most)	
immediate medical attention	<u>room care</u>			<u>Copayment</u>		Copayment waived if admitted. Facility fee only- Separate billing may apply for physician services, lab, imaging, etc. as applicable. Appropriate provider tier coinsurance will apply after deductible for additional services.
	<u>Emergency medical transportation</u>	Ground & Air: 10% <u>Coinsurance</u> after <u>STHS deductible</u>	Ground & Air: 10% <u>Coinsurance</u> after <u>STHS deductible</u>	Ground & Air: 10% <u>Coinsurance</u> after <u>STHS deductible</u>	Ground & Air: 10% <u>Coinsurance</u> after <u>STHS deductible</u>	What you will pay for OON emergency ambulance services may be less in some cases. Balance billing may be prohibited.
	<u>Urgent care</u>	\$25 <u>Copayment</u>	\$50 <u>Copayment</u>	\$50 <u>Copayment</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
If you have a hospital stay	Facility fee (e.g., hospital room)	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Must obtain authorization.
	Physician/surgeon fees	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
If you need mental health, behavioral health, or substance abuse services	Mental/Behavioral outpatient services	\$15 <u>Copayment</u>	\$15 <u>Copayment</u>	\$25 <u>Copayment</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
	Mental/Behavioral inpatient services	10% <u>Coinsurance</u> ; <u>deductible</u> waived	10% <u>Coinsurance</u> ; <u>deductible</u> waived	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Must obtain authorization.
	Substance use disorder outpatient services	\$15 <u>Copayment</u>	\$15 <u>Copayment</u>	\$25 <u>Copayment</u>	50% <u>Coinsurance</u> after <u>deductible</u>	None
	Substance use disorder	10% <u>Coinsurance</u> ;	10% <u>Coinsurance</u> ;	20% <u>Coinsurance</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Must obtain authorization.

Questions: Call 1-800-363-9150

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Common Medical Event	Services You May Need	What You Will Pay				Limitations, Exceptions, & Other Important Information
		Enhanced STHS EPO Provider (You will pay the least)	Blue Connect EPO Provider	PPO Network Provider	Out-of-Network Provider (You will pay the most)	
	inpatient services	<u>deductible</u> waived	<u>deductible</u> waived	after <u>deductible</u>		
If you are pregnant	Office visits	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Dependent maternity is covered under this Benefit Plan.
	Childbirth/delivery professional services	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Authorization required if the mother's length of stay exceeds 48 hours following a vaginal delivery or 96 hours following a caesarean section.
	Childbirth/delivery facility services	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	
If you need help recovering or have other special health needs	<u>Home health care</u>	0% <u>Coinsurance</u> ; <u>deductible</u> waived	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Must obtain authorization. 40 visit limits per Benefit Period.
	<u>Rehabilitation services</u>	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Physical, Occupational & Speech Therapy have a combined 90 visit limit per Calendar Year.
	<u>Habilitation services</u>	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Physical, Occupational & Speech Therapy have a combined 90 visit limit per Calendar Year.
	<u>Skilled nursing care</u>	10% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Must obtain authorization.
	<u>Durable medical equipment</u>	10% <u>Coinsurance</u> after <u>deductible</u>	10% <u>Coinsurance</u> after STHS <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Authorization required for \$300 or greater.
	<u>Hospice services</u>	0% <u>Coinsurance</u> ; <u>deductible</u> waived	20% <u>Coinsurance</u> after <u>deductible</u>	20% <u>Coinsurance</u> after <u>deductible</u>	50% <u>Coinsurance</u> after <u>deductible</u>	Must obtain authorization.

Questions: Call 1-800-363-9150

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Common Medical Event	Services You May Need	What You Will Pay				Limitations, Exceptions, & Other Important Information
		Enhanced STHS EPO Provider (You will pay the least)	Blue Connect EPO Provider	PPO Network Provider	Out-of-Network Provider (You will pay the most)	
If your child needs dental or eye care	Children's eye exam	Not Covered	Not Covered	Not Covered	Not Covered	Not Covered
	Children's glasses	Not Covered	Not Covered	Not Covered	Not Covered	Not Covered
	Children's dental check-up	Not Covered	Not Covered	Not Covered	Not Covered	Not Covered

### 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.)

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Cosmetic Surgery</li> <li>• Dental Care</li> </ul> | <ul style="list-style-type: none"> <li>• Long-Term Care</li> <li>• Routine Eye Care</li> </ul> | <ul style="list-style-type: none"> <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 plan document.)

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Bariatric Surgery</li> <li>• Chiropractic Care</li> </ul> | <ul style="list-style-type: none"> <li>• Hearing Aids</li> <li>• Infertility Treatment</li> <li>• Non-emergency care when traveling outside the United States</li> </ul> | <ul style="list-style-type: none"> <li>• Private-Duty Nursing (Outpatient)</li> </ul> |
|---|--|---|

Questions: Call 1-800-363-9150

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**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) or Louisiana Department of Insurance, Office of Consumer Services, P.O. Box 94214, Baton Rouge La 70804-9214 or call 1-800-259-5300. 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 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 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) or Louisiana Department of Insurance, Office of Consumer Services, P.O. Box 94214, Baton Rouge La 70804-9214 or call 1-800-259-5300.

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

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

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

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

**Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-495-2583

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-495-2583

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码1-800-495-2583

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne'1-800-495-2583

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

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## About these Coverage Examples:



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

### Peg is Having a Baby

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

■ The plan's overall <u>deductible</u>	\$1,200
■ <u>Specialist copayment</u>	\$40
■ Hospital (facility) <u>coinsurance</u>	20%
■ Other <u>coinsurance</u>	20%

#### This EXAMPLE event includes services like:

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

<b>Total Example Cost</b>	<b>\$12,700</b>
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#### In this example, Peg would pay:

<i>Cost Sharing</i>	
Deductibles	\$1,210
Copayments	\$0
Coinsurance	\$2,270
<i>What isn't covered</i>	
Limits or exclusions	\$60
<b>The total Peg would pay is</b>	<b>\$3,540</b>

### Managing Joe's type 2 Diabetes

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

■ The plan's overall <u>deductible</u>	\$1,200
■ <u>Specialist copayment</u>	\$40
■ Hospital (facility) <u>coinsurance</u>	20%
■ Other <u>coinsurance</u>	20%

#### 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>
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#### In this example, Joe would pay:

<i>Cost Sharing</i>	
Deductibles	\$240
Copayments	\$1,330
Coinsurance	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$60
<b>The total Joe would pay is</b>	<b>\$1,630</b>

### Mia's Simple Fracture

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

■ The plan's overall <u>deductible</u>	\$1,200
■ <u>Specialist copayment</u>	\$40
■ Hospital (facility) <u>coinsurance</u>	20%
■ Other <u>coinsurance</u>	20%

#### This EXAMPLE event includes services like:

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

<b>Total Example Cost</b>	<b>\$2,800</b>
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#### In this example, Mia would pay:

<i>Cost Sharing</i>	
Deductibles	\$1,210
Copayments	\$230
Coinsurance	\$90
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$1,530</b>





Blue Cross and Blue Shield of Louisiana  
HMO Louisiana  
Southern National Life

## Nondiscrimination Notice

### Discrimination Is Against the Law

Blue Cross and Blue Shield of Louisiana and its subsidiaries, HMO Louisiana, Inc. and Southern National Life, comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. Louisiana Blue does not exclude people or treat them less favorably because of race, color, national origin, age, disability or sex.

Louisiana Blue and its subsidiaries:

- Provide 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)
- Provide free language 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, you can call the Customer Service number on the back of your ID card or email [MeaningfulAccessLanguageTranslation@lablue.com](mailto:MeaningfulAccessLanguageTranslation@lablue.com). If you are hearing impaired call 1-800-711-5519 (TTY 711).

If you believe that Louisiana Blue or one of its subsidiaries failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you have the right to take the following steps:

1. **If you are fully insured through Louisiana Blue or one of its subsidiaries, file a grievance in person or by mail, fax or email.**

Section 1557 Coordinator  
In Person: 5525 Reitz Ave. Baton Rouge, LA 70809  
Mail: P. O. Box 98012, Baton Rouge, LA 70898-9012  
Phone: (225) 298-7238 or 1-800-711-5519 (TTY 711)  
Fax: (225) 298-7240  
Email: [Section1557Coordinator@lablue.com](mailto:Section1557Coordinator@lablue.com)

2. **If your employer sponsors a self-funded health plan and Louisiana Blue only serves as the Claims Administrator, contact your employer or your company's Human Resources Department. To determine if your plan is fully insured by Louisiana Blue or self-funded and sponsored by your employer, go to [www.lablue.com/checkmyplan](http://www.lablue.com/checkmyplan).**

Whether you are fully insured or covered by a self-funded health plan, you can 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:

Mail: 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201  
Phone: 1-800-368-1019, 1-800-537-7697 (TDD)

This notice is available at [www.lablue.com](http://www.lablue.com).

# NOTICE

Free language assistance services and auxiliary aids are available. If needed, please call the Customer Service number at 1-800-495-2583. Hearing-impaired customers call 1-800-711-5519 (TTY 711).

Tiene a su disposición servicios de asistencia lingüística y ayudas auxiliares gratuitas. Si necesita ayuda, llame al Servicio de Atención al Cliente al 1-800-495-2583. Los clientes con discapacidad auditiva pueden llamar al 1-800-711-5519 (TTY 711).

Des services d'assistance linguistique gratuits et des aides auxiliares sont disponibles. Si nécessaire, veuillez appeler le numéro du service client au 1-800-495-2583. Les clients malentendants peuvent appeler le 1-800-711-5519 (ATS 711).

Có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí và các phương tiện hỗ trợ. Nếu cần, vui lòng gọi Dịch vụ khách hàng theo số 1-800-495-2583. Khách hàng khiếm thính vui lòng gọi 1-800-711-5519 (TTY 711).

免费提供语言协助服务和辅助工具。如有需要，请拨打客户服务电话 1-800-495-2583。听障客户请拨打 1-800-711-5519 (TTY 711)。

تتوفر خدمات مساعدة لغوية ووسائل مساعدة إضافية مجانية. وفي حال الحاجة إلى هذه الخدمات، يُرجى الاتصال بخدمة العملاء على الرقم 1-800-495-2583. يُرجى من العملاء ذوي الإعاقة السمعية الاتصال على الرقم 1-800-711-5519 (خدمة الهاتف النصي 711).

Mayroong mga libreng serbisyo sa tulong sa wika at karagdagang tulong. Kung kailangan ito, mangyaring tawagan ang numero ng Serbisyo sa Customer sa 1-800-495-2583. Para sa mga customer na may kapansanan sa pandinig, tumawag sa 1-800-711-5519 (TTY 711).

무료 언어 지원 서비스와 보조 도구를 이용하실 수 있습니다. 필요한 경우 고객 서비스 번호 1-800-495-2583으로 전화해 주시기 바랍니다. 청각 장애가 있는 고객은 1-800-711-5519(TTY 711)로 전화하십시오.

Serviços de assistência de idioma e demais auxílios disponíveis gratuitamente. Se necessário, ligue para o Atendimento ao Cliente no telefone 1-800-495-2583. Clientes com deficiência auditiva devem ligar para 1-800-711-5519 (TTY 711).

ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ເຄື່ອງຊ່ວຍເສີມພຣີ. ຖ້າຕ້ອງການ, ກະລຸນາໂທຫາບໍລິການລູກຄ້າ ທີ່ເບີ 1-800-495-2583. ລູກຄ້າທີ່ມີການຫຼຸ ໃຫ້ໂທຫາ 1-800-711-5519 (TTY 711).

無料の言語アシスタンスサービスと介助用補助具をご利用いただけます。必要な場合は、カスタマーサービス番号1-800-495-2583までお電話ください。聴覚に障害のあるお客様は、1-800-711-5519 (TTY 711)までお電話ください。

زبان کے سلسلے میں مفت معاونت کی سہولیات اور اضافی معاونتیں دستیاب ہیں۔ ضرورت پڑنے پر کسٹمر سروس سے ان نمبر پر رابطہ کریں: 1-800-495-2583. سماعت کی کمی کے شکار افراد اس نمبر پر کال کریں: 1-800-711-5519 (TTY 711)

Bei Bedarf stehen Ihnen kostenlose Sprachhilfen und andere unterstützende Dienste zur Verfügung. Bitte wenden Sie sich dazu telefonisch an den Kundenservice unter 1-800-495-2583. Sollten Sie schwerhörig sein, wählen Sie bitte die 1-800-711-5519 (TTY 711).

خدمات کمک زبانی رایگان و ابزارهای کمکی جانبی در دسترس هستند. در صورت نیاز، لطفاً با «خدمات مشتریان» به شماره 1-800-495-2583 تماس بگیرید. مشتریان کمشنوا با 1-800-711-5519 (TTY 711) بگیرند.

Мы предоставляем бесплатные услуги языковой поддержки и вспомогательное оборудование. При необходимости позвоните в службу поддержки клиентов по номеру 1-800-495-2583. Телефон для клиентов с нарушениями слуха — 1-800-711-5519 (TTY 711).

มีบริการช่วยเหลือด้านภาษาและเครื่องสนับสนุนฟรี หากจำเป็น โปรดโทรติดต่อฝ่ายบริการลูกค้าได้ที่หมายเลข 1-800-495-2583 ลูกค้าที่มีความบกพร่องทางการได้ยิน โปรดโทรไปที่หมายเลข 1-800-711-5519 (TTY 711)