

# Highlights of your Health Care Coverage

Green Diamond Resource Company

Group Number: 1012195

Effective Date: 07/01/2025

Any deductibles, copays, and coinsurance percentages shown are amounts for which you're responsible.

Medical Benefits apply after the calendar-year deductible is met unless otherwise noted, or if the cost share is a copay.

MEDICAL PLAN		YOUR FUTURE - \$2800 AGG/EMB \$3300/\$5600 20/40% \$4500/\$9000 - \$2000 HEARING HARDWARE - PV CORE PLUS OPT 1:1	
	HERITAGE IN-NETWORK	OUT-OF-NETWORK	
MEDICAL COST SHARES			
Individual Deductible PPY (Embedded Fam; Ind \$3,300 replaces \$2,800 IND Agg Fam Ded \$5,600)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY	\$5,600 PPY Individual / \$11,200 Family	
Coinsurance (Member's percentage of costs after deductible based on allowable charges)	20%	40%	
Individual Out of Pocket Maximum PPY, includes deductible, coinsurance, copay and pharmacy if applicable (Family embedded OOP max 2X Individual)	\$4,500 PPY / \$9,000 PPY	\$9,000 PPY / \$18,000 PPY	
Office Visit Cost Share	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Kinwell Connect Cost Share Waiver (Excluded)	All services rendered and billed by any Kinwell clinic are subject to standard cost shares	Not Applicable	
PREVENTIVE CARE OPTIONS AND HEALTH EDUCATION			
Preventive Office Visit (Unlimited, subject to standard medical guidelines)	Covered in Full	Not Covered	
Immunizations (Unlimited, subject to standard medical guidelines)	Covered in Full	Not Covered	
Health Education (HE) (Unlimited)	Covered in Full	Not Covered	
Nicotine Dependency Programs (ND) (Unlimited)	Covered in Full	Not Covered	
Diabetes Health Education (DE) (Unlimited)	Covered in Full	Covered in Full	
CHRONIC CONDITION MANAGEMENT PROGRAMS			
Diabetes Management Plus	Excluded	Excluded	
Diabetes Prevention Plus	Excluded	Excluded	
Hypertension Plus	Excluded	Excluded	
Weight Management	Excluded	Excluded	
PROFESSIONAL CARE			

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	HERITAGE IN-NETWORK	OUT-OF-NETWORK	
Professional Office Visit	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Telemedicine with Traditional Providers - General Medical	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
VIRTUAL CARE SERVICES			
Telemedicine - General Medical (Virtual Care Only)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Not Covered	
Telemedicine - Mental Health (Virtual Care Only)	Subject to Mental Health Outpatient Professional Care In-Network Cost Share	Not Covered	
Telemedicine - Mental Health for Children (Virtual Care Only)	Subject to Mental Health Outpatient Professional Care In-Network Cost Share	Not Covered	
Telemedicine - Chemical Dependency (Virtual Care Only)	Subject to Chemical Dependency Outpatient Office Visit	Not Covered	
Telemedicine - Outpatient Rehab (Virtual Care Only) (Shared with Rehab Outpatient Care)	Subject to Rehab Outpatient Care In-Network Cost Share	Not Covered	
DIAGNOSTIC SERVICES			
Preventive Imaging and Laboratory	Covered in Full	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Diagnostic Laboratory	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Basic Diagnostic Imaging	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Major Diagnostic Imaging	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	

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	HERITAGE IN-NETWORK	OUT-OF-NETWORK	
Preventive Mammography	Covered in Full	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Diagnostic Mammography	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Supplemental Breast Exam	Covered as any other service	Covered as any other service	
FACILITY CARE			
Inpatient Facility	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Inpatient Professional Services	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Outpatient Surgery Facility	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Skilled Nursing Facility (60 days PPY; includes room and board, and facility billed professional and ancillary fees)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
HOSPICE & HOME HEALTH CARE			
Hospice Inpatient Facility (Unlimited Hospice days & Respite care/visits hours. Coverage for 6 months of care with add 6 mos pos)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Hospice Care (Unlimited Hospice days & Respite care/visits hours. Coverage for 6 months of care with add 6 mos pos)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
MATERNITY & REPRODUCTIVE CARE			
Contraceptive Management Services (Unlimited)	Covered in Full	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	

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Sterilization - Female (Unlimited)	Covered in Full	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Sterilization - Male (Unlimited)	Subject to the IRS Minimum Deductible, then 0% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
PREMERA DESIGNATED CENTERS OF EXCELLENCE			
Centers of Excellence for Knee & Hip Total Joint Replacement (Including Partial & Revisions) (Included)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, 0% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Not Applicable	
Centers of Excellence for Spine Surgery (Included)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, 0% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Not Applicable	
Centers of Excellence for Cardiac Care (Included)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, 0% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Not Applicable	
MEDICAL TRANSPORTATION BENEFITS			
Centers of Excellence Travel and Care Coordination (Limited to IRS Guidelines)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, 0% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, 0% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	
Transplant Travel & Lodging (\$7,500 per transplant)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, 0% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, 0% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	
EMERGENCY CARE AND TRANSPORTATION			
Emergency Care	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	
Emergency Room Physician	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	

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	HERITAGE IN-NETWORK	OUT-OF-NETWORK	
Urgent Care Center	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Ambulance Transportation (Unlimited)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	
ALTERNATIVE CARE			
Acupuncture (12 visits PPY)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Manipulations (Spinal and other) (24 visits PPY)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
CHEMICAL DEPENDENCY & MENTAL HEALTH			
Chemical Dependency Inpatient Facility Care (Unlimited)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Chemical Dependency Outpatient Professional Care (Unlimited)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Mental Health Inpatient Facility Care (Unlimited)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Mental Health Outpatient Professional Care (Unlimited)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
PHARMACY			
Formulary Drug List	E1 Essentials Formulary; No Tiers	E1 Essentials Formulary; No Tiers	
Prescription Drugs - Retail (Retail: 90 Days, if applicable one copay every 30 day supply; Mail: 90 Days; Specialty: 30 Days)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Specialty Drugs: Not Covered; All other Drugs: Same as In-network cost share	

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	HERITAGE IN-NETWORK	OUT-OF-NETWORK	
Prescription Drugs - Mail (Retail: 90 Days, if applicable one copay every 30 day supply; Mail: 90 Days; Specialty: 30 Days)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Not Covered	
REHABILITATION & NEURO			
Rehab Inpatient Facility (30 days PPY combined limit for inpatient services)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Rehab Outpatient Care, Including Physical, Occupational, Speech and Massage Therapy, and Chronic Pain (45 visits PPY combined limit for outpatient services)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Rehab Outpatient Care Chronic Conditions, Including Cardiac, Pulmonary Rehab, and Cancer	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
OTHER SERVICES			
Allergy/Therapeutic Injections	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Medical Supplies, Equipment, Prosthetics (Unlimited)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	\$5,600 PPY Individual / \$11,200 Family Deductible, then 40% Coinsurance, applies to \$9,000 PPY / \$18,000 PPY Out of Pocket Maximum	
Transplants (Unlimited)	Covered as any other service	Not Covered	
SUPPLEMENTAL BENEFITS			
Routine Vision Exam (1 PPY)	\$30 Copay	\$30 Copay	
Vision Hardware (\$300 PPY)	Covered in Full	Covered in Full	
Pediatric Vision Exam (1 PPY under age 19)	\$30 Copay, applies to the Out of Pocket Maximum	\$30 Copay, applies to the Out of Pocket Maximum	
Pediatric Vision Hardware (<19 1 pair glasses PPY frames & lenses. 12 MO supp contacts PPY, in lieu of glasses frames & lenses)	Covered in Full	Covered in Full	
Routine Hearing Exam (1 PPY)	Exam & Test: Deductible; then 20% coinsurance	Exam & Test: Deductible; then 20% coinsurance	

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	HERITAGE IN-NETWORK	OUT-OF-NETWORK	
Hearing Hardware (\$2,000 per 24 Consecutive Months)	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	Individual Only: \$2,800 (agg) PPY Individual + Family: \$3,300 / \$5,600 PPY Deductible, then 20% Coinsurance, applies to \$4,500 PPY / \$9,000 PPY Out of Pocket Maximum	
ANNUAL PLAN MAXIMUM			
Annual Plan Maximum	Unlimited		Unlimited

Prior Authorization is required for many services to be covered. For more information please refer to your benefit booklet.

PPY = Per Plan Year. Balance billing may apply if a provider is not contracted with Premera Blue Cross. Members are responsible for amounts in excess of the allowable charge.

*This is not a complete explanation of covered services, exclusions, limitations, reductions or the terms of the plan. This benefit highlight is not a contract and may change. Please see your benefit booklet or call Customer Service for full coverage information including a description of waiting periods, limitations, and exclusions.*

### Discrimination is Against the Law

Premera Blue Cross (Premera) complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, Fax: 425-918-5592, TTY: 711, Email [AppealsDepartmentInquiries@Premera.com](mailto:AppealsDepartmentInquiries@Premera.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the 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 Ave 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>. You can also file a civil rights complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint Portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/online-services/cc/pub/complaintinformation.aspx>.

### Language Assistance

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-722-1471 (TTY: 711).

**注意：**如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-722-1471 (TTY：711)。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-722-1471 (TTY: 711).

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-722-1471 (TTY: 711) 번으로 전화해 주십시오.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-722-1471 (телетайп: 711).

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-722-1471 (TTY: 711).

**УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.

Телефонуйте за номером 800-722-1471 (телетайп: 711).

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរទូរស័ព្ទ 800-722-1471 (TTY: 711)។

**注意事項：**日本語を話される場合、無料の言語支援をご利用いただけます。800-722-1471 (TTY:711) まで、お電話にてご連絡ください。

**ማሳሰቢያ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-722-1471 (መስማት ለተሳናቸው: 711)።

**XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 800-722-1471 (TTY: 711).

**ملحوظة:** إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-722-1471 (رقم هاتف الصم والبكم: 711).

**ਪਿਆਰ ਦਿਉ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤਾਜ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 800-722-1471 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-722-1471 (TTY: 711).

**ໂປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຢູ່ພ້ອມໃຫ້ທ່ານ. ໂທ 800-722-1471 (TTY: 711).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-722-1471 (TTY: 711).

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-722-1471 (ATS : 711).

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-722-1471 (TTY: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-722-1471 (TTY: 711).

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-722-1471 (TTY: 711).

**توجه:** اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-722-1471 (TTY: 711) تماس بگیرید.

037378 (07-01-2021)