# **Medi-Pak Application**

# Before completing this application, please read the following instructions:

- This application is a legal document. If you are approved for coverage, it will become part of your contract. Therefore, it is very important that you provide all requested information and that it is accurate and legible.
- Some people have guaranteed rights into some Medicare supplement plans. If this applies to you, you are **not** required to complete the health questions (Sections 12, 13, or 14) or the Authorization to Disclose Protected Health Information (next page). If you do not have these guaranteed rights, please make sure you complete the health questions and the Authorization form.
- This application must be completed in dark blue or black ink. No pencil please.
- If you make a mistake, please mark through the incorrect information, initial it and then provide the correct information.
- Do not use liquid paper, correction tape or "white out" to correct any mistakes you make on this application.
- Any attached sheets must be signed and dated.
- Please ensure that you sign and date the application.
- Please do not send money with this application.
- We strongly encourage you to make a photocopy of this completed application for your records.

# **Policy Effective Dates:**

The policy can become effective on either the 1st or the 15th of the month. Once your application is approved, we will attempt to contact you to find out what effective date you would like. Rules for effective dates are:

- You cannot have an effective date prior to your Medicare Part A and Part B effective dates.
- You cannot have an effective date prior to your termination from a Medicare Advantage plan.
- You **cannot** have an effective date prior to your application submit date.

# What Is Open Enrollment?

State and federal laws guarantee that for a period of six months from the date you are both enrolled in Medicare Part B and are age 65 or older, you have a right to buy the Medicare supplement policy of your choice, regardless of any health problems you may have. Your open enrollment period begins with the first day of your birth month and continues for six months. If your birthday falls on the first day of the month, your Medicare coverage will begin the first day of the previous month, while you are age 64. Your open enrollment period will also begin at that time.



#### **AUTHORIZATION TO DISCLOSE PROTECTED HEALTH INFORMATION**

As a condition of coverage and of my enrollment in the policy, I authorize any medical professional, medical care institution, pharmacy related service organization, pharmacy benefits manager, or other provider of health care services or supplies, as well as any individual, company or prior insurance carrier possessing relevant medical, health, treatment or payment information, to provide Arkansas Blue Cross and Blue Shield and its affiliates or agents information concerning services, supplies, benefits or payments provided or denied to me or to any family member listed in my application, including but not limited to any and all protected health information related to treatments where a restriction was requested for any health care item or service in relation to the health care provider having been paid in full out-of-pocket. I understand that information obtained as a result of this authorization will be used for the purpose of determining eligibility for coverage. This information may also be used by Arkansas Blue Cross and Blue Shield in investigating and adjudicating claims for benefits. I understand that in the course of its business operations, Arkansas Blue Cross and Blue Shield may disclose this information to others as required or permitted by law and as set out in the Arkansas Blue Cross and Blue Shield Notice of Privacy Practices. I understand that information re-disclosed may no longer be protected by federal privacy regulations. This authorization does not provide for the disclosure of psychotherapy notes as defined in 45 CFR §164.501. I understand that I may terminate this authorization by sending a written revocation to Arkansas Blue Cross and Blue Shield, 601 Gaines, Little Rock, AR 72201. However, if I revoke this authorization before I am enrolled in the policy(ies), my application for coverage will be denied. Unless I revoke this authorization, it shall be valid for 30 months from the date of my signature for information collected in connection with review of this application; it is valid for the duration of the coverage for information collected in connection with investigation of claims. Both the federal government and the State of Arkansas have enacted electronic signature laws, which allow the use of electronic signatures in all areas of commerce. See the Electronic Signatures in Global and National Commerce Act 15 USC §§ 7001 et seq., the Arkansas Electronic Records and Signatures Act A.C.A. §§25-31-101 et seg. and the Uniform Electronic Transaction Act, A.C.A. §§25-31-101 et seg. Electronic signatures are specifically authorized in the business of insurance. See 15 USC §§ 7001(i).

This authorization must be signed by the proposed insured.					
Proposed Insured's Name Please Print	Signature	Date			

# Medi-Pak Application

1 WHO IS APPLYING	G							
First Name	M.I.	Last Name		Suffix	Sex	Birth Date	Social	Security No.
2 CONTACT INFOR	MAT	ION						
Primary Phone Number ( )	Alterna (	ite Phone Number )	Best AM	Γime to PM		E-Mail Addı	ress	
3 RESIDENTIAL AD	DRE	SS						
Street Address		City				ate .R	Zip	County
4 MAILING ADDRES	SS (C	complete only if	f diffe	erent	than	residenti	al addr	ess)
Street or P.O. Box		City			St	ate	Zip	
5 BILLING ADDRES	S (C	omplete only if	diffe	rent t	han	residentia	al addre	ess)
Street or P.O. Box		City			St	ate	Zip	
6 MEDI-PAK PLAN (	Cho	ose One)						
	lF	□ <b>F</b> High D	educ	tible		□G	$\square$ N	
7 REQUESTED EFF	<b>ECT</b>	IVE DATE						
What would you like your effective date to be? (NOTE: Policies can only become effective on the 1st or 15th of the month. Please see the "Policy Effective Dates" section on the front cover for more details.)  Month  Day  Year								
8 BILLING MODE (Check One Only)								
How do you want to be billed?  Monthly  Monthly  Quarterly  Invoice								
9 CURRENT BLUE CROSS COVERAGE								
Do you now have Blue Cross and Blue Shield Coverage?   YES   NO  Your Blue Cross I.D. No.:  City/State of Blue Cross Plan:								
							TION	
10 PLEASE PROVIDE YOUR MEDICARE INSURANCE INFORMATION  Please fill in these blanks so they match your red, white and blue Medicare card. You must have both Medicare Hospital (Part A) and Medicare (Part B) coverage to apply for Medi-Pak.								
Medicare Claim Number:						Name: Jane D  Medicare Claim N	lumber:	Sex: _F
Hospital (Part A) Effective Dat	te:	01				123- Is Entitled To	<u>-45-6789 T</u>	Effective Date:
	M	onth Day	Yea	ar		HOSPITAL (Pai		09-01-2000
Medical (Part B) Effective Dat		onth Day	Yea	ar		MEDICAL (Par	t B)	<u>09-01-2000</u>
FOR OFFICE USE O	ONL		N THIS	SPACI	Ε)			
□Approved □ Denied		I.D.#			ı İ	EFFECTIVE D	DATE	PKG
DateICU		GROUP#			1			
HOME OFFICE ENDORSE	EMEN	ITS:			I			

saying you were eligible for guaranteed issue of a Medicare supplement insurance policy, or that you had certain rights to buy such a policy, you may be guaranteed acceptance in one or more of our Medicare supplement plans. Please include a copy of the notice from your prior insurer with your application.							
Please	Please mark Yes or No below with an "X" To the best of your knowledge:						
□ Yes	□ No	1.	a. Did you turn age 65 in the last 6 months?				
□ Yes	□ No		b. Did you enroll in Medicare Part B in the last 6 months?				
			c. If you answered Yes to 1b, what is the effective date?//				
□ Yes		2.	Are you covered for medical assistance through the state Medicaid program?  Note to Applicant: If you are participating in a "Spend-Down Program" and have not met your "Share of Cost," please answer "NO" to this question.  If you answered No to 2, please go to 3a.  If you answered Yes to 2, please answer 2a and 2b.  a. Will Medicaid pay your premiums for this Medicare supplement policy?				
□ Yes	_		b. Do you receive any benefits from Medicaid OTHER THAN payments toward				
L 163			your Medicare Part B premium?				
□ Yes	□ No	3.	a. Have you had coverage from a <b>Medicare Advantage</b> (HMO, PPO or PFFS) plan within the past 63 days?  If you answered <b>No</b> to 3a, please go to 4a.  If you answered <b>Yes</b> to 3a, please fill in your start and end dates below.  START/ END/				
□ Yes	□ No		b. If you are still covered under the <b>Medicare Advantage</b> plan, do you intend to replace your current coverage with this new <b>Medicare supplement</b> policy?				
□ Yes	□ No		c. Was this your first time in this type of <b>Medicare Advantage</b> plan?				
□ Yes	□ No		d. Did you drop a <b>Medicare supplement</b> policy to enroll in the <b>Medicare</b> <b>Advantage</b> plan?				
□ Yes	□ No		e. Did you move out of the service area of your Medicare Advantage plan?				
□ Yes	□ No		f. Did your Medicare Advantage plan terminate its contract with CMS, cease to				
			provide all services, violate its contract or otherwise notify you that you were				
			losing coverage and eligible for guarantee issue into a Medigap policy?				
□ Yes	□ No	4.	a. Do you have another <b>Medicare supplement</b> policy in force?     If you answered <b>No</b> to 4a, please go to 5.				
			If you answered <b>Yes</b> to 4a, please answer 4b and 4c.				
			b. If so, with what company, and what plan do you have?				
□ Yes	□ No		c. If so, do you plan to replace your current <b>Medicare supplement</b> policy with this policy?				
□ Yes	□ No	5.	Have you had health insurance coverage under an employer/group or union (including COBRA), or Blue Cross Individual plan within the past 63 days? If you answered Yes to 3 or 4, please answer No to 5. If you answered Yes to 5, please answer 5a and 5b.				
			a. If so, with what company and what kind of policy?				
			<ul> <li>b. What are your dates of coverage under the other policy? Please fill in your start and end dates below.</li> <li>START/ END//</li></ul>				

If you lost or are losing other health insurance coverage and received a notice from your prior insurer

11 ELIGIBILITY QUESTIONS



During your Medicare Supplement Open Enrollment (see cover page for "What is Open Enrollment?"), you are not required to complete the health questions (Sections 12, 13 or 14) or the Authorization To Disclose Protected Health Information (located after cover page). If you are in your Medicare Supplement Open Enrollment, please skip to Section 15.

If you are NOT in your Medicare Supplement Open Enrollment, please answer ALL of the following health questions. Acceptance or rejection of your application is subject to your enrollment in Medicare Hospital (Part A) and Medical (Part B) coverage and our review of your answers to the medical questions. Applications cannot be processed unless all questions are answered.

### 12 MEDICAL QUESTIONNAIRE

☐ None of the above

For each question checked below, give full details in the ADDITIONAL MEDICAL INFORMATION section which follows.

In the last 10 years, have you been told you had: (Each section must have at least one box checked.)

(Each section must have at least one box checked.	)
A. BRAIN OR NERVOUS SYSTEM DISORDERS	C. DIGESTIVE
☐ Alzheimer's disease or senile dementia	☐ Cirrhosis
☐ Amyotrophic lateral sclerosis (Lou Gehrig's disease)	☐ Crohn's disease
☐ Convulsions, epilepsy or seizures	☐ Gastric bypass surgery or other weight loss procedure
☐ Meningitis	□ Gastric or duodenal ulcer
☐ Multiple sclerosis, muscular dystrophy or myasthenia gravis	☐ Hepatitis
□ Neuritis	☐ Irritable bowel syndrome or gastric esophageal reflux disorder (GERD)
☐ Paralysis or palsy	□ Pancreatitis
☐ Parkinson's disease	
☐ Polyneuritis	☐ Pyloric stenosis
☐ Vertigo, fainting or dizziness	☐ Ulcerative colitis
☐ Any other disorder of the brain or nervous system	☐ Any other disorder of stomach, intestines, liver, gallbladder or rectum
□ None of the above	□ None of the above
B. RESPIRATORY	D. EAR/EYES/NOSE/THROAT
☐ Chronic obstructive pulmonary disease or asthma	☐ Cataracts or glaucoma
☐ Obstructive or reactive airway disorder	☐ Meniere's disease
☐ Sleep apnea	
☐ Any other disorder of the lungs, bronchial tubes or respiratory system	☐ Any other disorder of the eyes, ears, nose, throat or esophagus

□ None of the above

12 MEDICAL QUESTIONNAIRE (continued)				
E. CIRCULATORY  ☐ Angina, heart attack, myocardial infarction	I. KIDNEY, URINARY, REPRODUCTIVE  ☐ Abnormal pap smear			
☐ Arteriosclerosis, coronary artery disease, shunt placement and/or angioplasty	☐ Bladder or renal stones			
☐ Cerebrovascular accident (stroke), including	☐ Dialysis			
transient ischemic attack (TIA)	☐ Nephritis			
☐ Chest pain, shortness of breath, heart murmur, palpitation of the heart, rheumatic fever	☐ Nephrotic syndrome, renal disease or failure			
☐ Heart bypass surgery, pacemaker implant	☐ Sexually transmitted disease			
☐ Heart surgery	☐ Sugar, blood or protein in urine			
☐ High blood pressure	☐ Any other disorder of the kidneys or			
☐ Hemophilia	urinary tract			
☐ Any other disorder of the heart, blood, blood vessels or circulatory system	☐ Any other disorder of the reproductive organs, including prostate, ovaries or breasts			
☐ None of the above	☐ None of the above			
F. CANCERS, LYMPHATIC SYSTEM, BLOOD OR SKIN DISORDERS  ☐ Anemia ☐ Cancer ☐ Hodgkin's disease ☐ Leukemia ☐ Melanoma, neoplasm or tumor ☐ Any other disorder of the lymphatic system ☐ Any other disorder of the skin ☐ None of the above	J. MENTAL/EMOTIONAL OR SUBSTANCE ABUSE  □ Anxiety, depression, emotional problems or nervous disorder □ Drug overdose □ Eating disorder □ Psychiatric treatment □ Any other mental, emotional disorder or situation □ None of the above			
G.GLANDULAR DISORDERS  □ Adrenal disorders □ Diabetes, abnormal glucose □ Any other disorder of the pancreas, thyroid, pituitary, adrenal or other glands □ None of the above	<ul> <li>K. OTHER</li> <li>□ Current patient in a hospital or nursing home</li> <li>□ Sarcoidosis</li> <li>□ Any other implant(s), prosthetic device(s), internal fixation device(s) or retained hardware</li> </ul>			
H. MUSCULOSKELETAL	(i.e.: pins, wires, screws, shunts, stents)			
<ul> <li>□ Arthritis</li> <li>□ Chronic fatigue</li> <li>□ Connective tissue disorder</li> <li>□ Fracture(s) or broken bone(s)</li> </ul>	☐ Acquired immune deficiency syndrome (AIDS), or AIDS-related complex or immune deficiency disorder or HIV			
Exposed bone □ Yes □ No □ Fibromyalgia	☐ Transplant recipient			
☐ Lupus, systemic	☐ Any injury, deformity, incapacitation, disease or			
☐ Any other disorder of the muscles, bones or joints	condition not listed elsewhere			
☐ None of the above	☐ None of the above			

# 12 MEDICAL QUESTIONNAIRE (continued)

### ADDITIONAL MEDICAL INFORMATION

Give full details to conditions checked for questions A thru K.

• Under "Specific Condition/Illness and Type of Treatment" below, in addition to **condition/illness**, please provide the **type of treatment** provided or planned. For example:

Surgery Nursing Home confinement

Hospitalization Doctor visits

Emergency room visit Rehabilitation therapy — (e.g. speech, physical,

Chiropractic treatments occupational)

- Please ensure you include all the treatments that apply.
- Please indicate the name(s) that would have been given at the time of the physician visit e.g., a maiden name.

Question Number(s)	Condition/Illness and	Date of First	Date of Last	Total #		of Red		Complete Name and Address
indiffiber(5)	Type of Treatment	Visit	Visit	Visits	inone	Partiai	Full	of Physician
н	Specific Condition/Illness: Arthritis Type of Treatment: Doctor Visit	01 / 05 mo year	<b>07</b> / <b>09</b> mo year	20	P	X		Dr. Jones 123 Main Street Anytown, AR 72221
	Specific Condition/Illness:  Type of Treatment:							
	Specific Condition/Illness:	mo year	mo year					
	Type of Treatment:	/ _moyear	mo year					
	Specific Condition/Illness:  Type of Treatment:							
	Specific Condition/Illness:	mo year	mo year					
	Type of Treatment:	/ moyear	/ 					
	Specific Condition/Illness:		,					
	Type of Treatment:	/ _moyear	/ _moyear					
	Specific Condition/Illness:							
	Type of Treatment:	mo year	/ _moyear					

12 MEDICAL O	QUESTIONNAIRE (continued)					
Height/Weight 1.	Height Weight					
□ <b>Yes</b> □ <b>No</b> 2.	Are you Medicare Disabled?					
	If Yes, please indicate disability condition(s):					
□ <b>Yes</b> □ <b>No</b> 3.	Have you ever been declined or rated for the issuance of life, accident, health or long-term care insurance?					
	If <b>Yes</b> , please explain:					
☐ Yes ☐ No 4.	Have you used any form of tobacco within the last 12 months?					
	If <b>Yes</b> , please indicate:					
	Type of tobacco					
	Amount					
5.	In the last 10 years, have you:					
□ Yes □ No	a. chronically or habitually used an alcoholic beverage(s) to the extent that your normal faculties are impaired; and/or been voluntarily or involuntarily committed to an alcohol abuse treatment facility; and/or been convicted of (2) or more offences related to the use of alcohol; and/or been found to have blood alcohol concentrations of 0.08% (federal presumptive level of intoxication for driving) or greater? If <b>Yes</b> , please explain:					
□ Yes □ No	<ul> <li>b. used any addictive or non-addictive drug or substance except as provided by a physician? If Yes, please explain:</li> </ul>					
□ Yes □ No	<ul> <li>c. had unexplained or unintentional weight loss of 10 pounds or more? If Yes, please explain:</li> </ul>					
□ Yes □ No	d. required the assistance of any other individual for performances of any activities of daily living? If <b>Yes</b> , please check all that apply:					
	☐ Bathing ☐ Dressing ☐ Transferring ☐ Eating ☐ Toileting ☐ Continence					

13 PRIMARY PHYSICIAN INFORMATION								
	Complete Name and Address of Physician  Date of Reason Last Visit* for Visit							
*Please writ	e NO VI	SIT in this box if the	applicant h	as nev	er seei	n the p	hysician.	
14 PRES	CRIPT	ION QUESTIONN	IAIRE					
□ Yes □ N	☐ Yes ☐ No Are you currently taking any prescription medication, or have you taken prescription medication in the last 3 years?							
If you answe	ered <b>Yes</b>	s, please provide full d	letails belov	v. A prii	nt out fr	om the	pharmacy is i	not acceptable.
Name of Drug	Dosage	Specific Condition or Illness	Start Date/ Stop Date		e of Red Partial		Comple Address	ete Name and s of Physician
			mo year					
			mo year					
			mo year					
			mo year					
			mo year					
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			mo year					
15 IMPORTANT: DI EASE READ AND SIGN								

#### 15 IMPORTANT: PLEASE READ AND SIGN

# SEND NO MONEY WITH THIS APPLICATION. YOU WILL BE BILLED.

- 1. You do not need more than one Medicare supplement policy.
- 2. If you purchase this policy, you may want to evaluate your existing health coverage and decide if you need multiple coverages.
- 3. You may be eligible for benefits under Medicaid and may not need a Medicare supplement policy.

## 15 IMPORTANT: PLEASE READ AND SIGN (continued)

- 4. If, after purchasing this policy you become eligible for Medicaid, the benefits and premiums under your Medicare supplement policy can be suspended, if requested, during your entitlement to benefits under Medicaid for 24 months. You must request this suspension within 90 days of becoming eligible for Medicaid. If you are no longer entitled to Medicaid, your suspended Medicare supplement policy (or if that is no longer available, a substantially equivalent policy) will be reinstituted if requested within 90 days of losing Medicaid eligibility. If the Medicare supplement policy provided coverage for outpatient prescription drugs and you enrolled in Medicare Part D while your policy was suspended, the reinstituted policy will not have outpatient prescription drug coverage, but will otherwise be substantially equivalent to your coverage before the date of suspension.
- 5. If you are eligible for, and have enrolled in a Medicare supplement policy by reason of disability and you later become covered by an employer or union-based group health plan, the benefits and premiums under your Medicare supplement policy can be suspended, if requested, while you are covered under the employer or union-based group health plan. If you suspend your Medicare supplement policy under these circumstances, and later lose your employer or union-based group health plan, your suspended Medicare supplement policy (or, if that is no longer available, a substantially equivalent policy) will be reinstituted if requested within 90 days of losing your employer or union-based group health plan. If the Medicare supplement policy provided coverage for outpatient prescription drugs and you enrolled in Medicare Part D while your policy was suspended, the reinstituted policy will not have outpatient prescription drug coverage, but will otherwise be substantially equivalent to your coverage before the date of the suspension.
- 6. Counseling services may be available in your state to provide advice concerning your purchase of Medicare supplement insurance and concerning medical assistance through the state Medicaid program, including benefits as a Qualified Medicare Beneficiary (QMB) and a Specified Low-Income Medicare Beneficiary (SLMB).

In signing below, I represent that the statements and answers given in this application and any signed and dated addendum to this application are true, complete and correctly recorded. I authorize and release to Arkansas Blue Cross and Blue Shield Title XVIII Medicare claims information needed to coordinate benefits with this policy at any time I am eligible for Medicare benefits. I (a) agree that this authorization shall be valid without time limit; (b) agree that a photocopy of this authorization shall be as valid as the original and I understand that a copy is available to me upon request. Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be

X Sign Here (must be signed by proposed insured)  Date							
THIS SECTION TO BE COM	PLETED BY SALES REPRESENTATIVE						
	List any other health insurance policies you have sold to this applicant.  (1) List policies sold which are still in force.						
(2) List policies sold in the pas	st five (5) years which are no longer in force						
Sales Rep License #	Sales Representative's Name (Please Print)	Telephone No.					
Agency Federal Tax ID # Sales Representative's Signature Date Signed  X							
COMMENTS:							

subject to fines and confinement in prison.

# Pre-Authorized Bank Draft

# Monthly Program Sign-up Form

Our monthly bank draft service makes premium payments easy and convenient for you. Completing this simple form helps assure your payments are made accurately and timely.

Depending on the health insurance plan you are applying for and the date your application is approved, we may be able to draft your first month's premium. If so, you will be notified prior to the draft. Once the bank draft is in effect, you will not receive a billing statement.

Complete the information below.

Proposed Insured's I	nformation		
First Name:		Last Name:	
Address:			
Street			Apt. No.
City		State	Zip
Bank Account Inform	ation		
Bank Name:		Name on Account:	
Routing Number:		oroposed insured) Checking □ Savings	
	J. L. Webb 123 Main Street Anytown, USA 12345  PAY TO THE ORDER OF  MEMO   : 123456789  :	\$ pour 1234567890123   1175	
	Bank Routing Number	Bank Account Number	Check Number
Important: Please De		Dank Account Hamber	C. C

#### Important: Please Read Before Signing

I authorize Arkansas Blue Cross and Blue Shield and the BANK indicated above, to debit my Arkansas Blue Cross premium from my checking or savings account indicated above. This authority is to remain in full force and effect until my BANK has received written notification from me of the Pre-Authorized Bank Draft Program termination in such time and manner as to afford the BANK a reasonable opportunity to act on it, or until the BANK has sent me ten (10) days' written notice of the BANK's termination of this agreement.

I understand that by revoking the Pre-Authorized Bank Draft Program after I have agreed to it, I also will be terminating my Arkansas Blue Cross coverage, UNLESS Arkansas Blue Cross has received written notice from me of my desire to continue coverage at least twenty (20) days prior to the next Pre-Authorized Bank Draft Program withdrawal date.

I understand that an insufficient check fee will be assessed for any payment returned to Arkansas Blue Cross as a result of insufficient funds

as a result of insufficient funds.		
Signature		
Signature_		Date
Signature of Ba	nk Account Holder For Office Use Only (pleat	se do not write in this space)
Arkansas  PluoCross PluoShield	ID NO.	EFFECTIVE DATE
BlueCross BlueShield		

An Independent Licensee of the Blue Cross and Blue Shield Association

#### Please keep for your records

### Fair Credit Reporting Act Notice — Notice to Proposed Insured

In connection with your application for insurance, an investigative consumer report may be prepared. Information may be obtained through personal interviews with your family, friends, neighbors, business associates, financial sources, or others with whom you are acquainted. This inquiry includes information as to your character and general reputation. If an investigative consumer report is prepared in connection with your application, you may receive a copy of that report upon written request to Arkansas Blue Cross and Blue Shield. Your written request should be forwarded to Arkansas Blue Cross and Blue Shield, Individual Underwriting Division, P.O. Box 2181, Little Rock, Arkansas 72203-2181.



P.O. Box 2181, Little Rock, AR 72203-2181 www.ArkansasBlueCross.com

#### NON-DISCRIMINATION AND LANGUAGE ASSISTANCE NOTICE

**NOTICE:** Our Company complies with applicable federal and state civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, or sex.

We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters, written information in various formats (large print, audio, accessible electronic formats, other formats), and 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 our Civil Rights Coordinator.

If you believe that we have 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:

## **Civil Rights Coordinator**

601 Gaines Street, Little Rock, AR 72201 Phone: 1-844-662-2276; TDD: 1-844-662-2275

You can file a grievance in person, by mail, or by email. 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 <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>, 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 Phone: 1-800-368-1019; TDD: 1-800-537-7697

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1- 844-662-2276.

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-662-2276.

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 1-844-662-2276.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-662-2276

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-662-2276 번으로 전화해 주십시오.

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-662-2276.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-662-2276.

ملاحظة: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانا. دعوة 2276-662-1-844 العدد.

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-662-2276.

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-662-2276.

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-662-2276.

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-662-2276.

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-662-2276.

**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。1-844-662-2276 まで、お電話にてご連絡ください。

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-662-2276.

ملاحظة: إذا كنت تتحدث باللغة الفارسية، والخدمات اللغوية المقدمة مجانا بالنسبة لك. يرجى الاتصال 2276-662-844-1

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહ્યય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-662-2276.

**ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-662-2276 पर कॉल करें।

**LUS CEEV:** Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-844-662-2276.

انتباه: آب ار دو بولتے ہیں تو، زبان کی مدد کی خدمات بلا معاوضہ دستیاب مفت ہیں. کال کریں 2276-662-844-1

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-844-662-2276.

**LALE:** Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbal in jipañ ilo kajin ne am ejjelok wōṇāān. Kaalok 1-844-662-2276