

MyDoc HMO Gold 2000

Effective Date 1/1/2017

Summary of Benefits Chart

Your Minuteman Health HMO Plan

This chart provides a summary of key services offered by your plan. Your Policy/Member Agreement has a full description of your plan's benefits and provisions.

Note about Prior Authorization:

Some services require Prior Authorization. These services are marked with “#” in the chart. In some cases, if you do not obtain Prior Authorization, benefits may be denied and you may be responsible for all costs.

	In-Plan
Deductible per Year You must pay this amount for Covered Services before MHI will begin to pay benefits. As indicated in the chart below, some services are not subject to the deductible. No one Member is responsible for more than the individual deductible. All members accumulate to the family deductible.	Combined Medical and Dental \$2,000 per individual \$4,000 per family
Based on a Policy Year Benefit	
Maximum Out-of-Pocket You are protected by an Out-of-Pocket Maximum each year. Once you reach this amount you will not have to pay Copays, Coinsurance, Deductibles for the remainder of the year. Included in your Out-of-Pocket Maximum are your Deductible, Copays and Coinsurance. No one Member is responsible for more than the Individual Maximum Out-of-Pocket. All Members accumulate to the family Maximum Out-of-Pocket.	Combined Medical, Dental and Prescription Drugs: \$2,500 per individual \$5,000 per family

If you have further questions, please call the Minuteman Member Services Line at 1-855-MHI-1776, Monday – Friday, 8 a.m. to 6 p.m. or visit www.minutemanhealth.org

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Benefit	Deductible Applies	Copay or Coinsurance
Prescription Drugs Contraceptive methods approved by FDA and prescribed for a woman by her health care provider, subject to reasonable medical management, will be covered without cost sharing requirements.	Please see the Prescription Drug section in your Policy for details about your prescription drug coverage	
<i>In-Plan Pharmacy (up to 30-day supply)</i>		
Tier 1 Generics	No	\$15 Copay
Tier 2 Brand Name (Preferred)	No	\$30 Copay
Tier 3 Brand Name (Non-Preferred)	No	\$50 Copay
Affordable Care Act (ACA) Preventive Drugs	No	\$0 Copay
<i>Mail Service Pharmacy (up to 90-day supply)</i>		
Tier 1 Generics	No	\$30 Copay
Tier 2 Brand Name (Preferred)	No	\$60 Copay
Tier 3 Brand Name (Non-Preferred)	No	\$150 Copay
Affordable Care Act (ACA) Preventive Drugs	No	\$0 Copay
Oral Oncology Drugs# Please see the Prescription Drug Rider to your EOC for details about your coverage.	Your payment responsibilities for prescribed oral oncology medications will be covered at the same level as intravenously administered or injected cancer medications that are covered as medical benefits.	
<i>Preventive Care</i>		
Adult Routine Exams (limited to one per Calendar Year)	No	\$0
Preventive Screenings (listed under "Outpatient Preventive Care" in the Covered Benefits Section of the EOC)	No	\$0
Routine Child and Adult Immunizations	No	\$0
Routine Eye Exams for Adults (limited to one per Calendar Year)	No	\$0
Routine Pediatric Vision Services for Children under age 19 described later in the chart		
Routine Prenatal and Postpartum Care	No	\$0
Routine Mammograms (limited to one per Calendar Year)	No	\$0
Screening Colonoscopy or Sigmoidoscopy (limited to one every five Calendar Years, office visits prior to the procedure are subject to applicable Deductible and Copays/Coinsurance)	No	\$0
Well Child Care	No	\$0
Women's Preventive Services including one routine gynecological exam per Calendar Year	No	\$0
<i>Outpatient Care</i>		
Primary Care Office Visit (Non-Routine)	Yes	\$0 Copay after you have met the deductible
Specialist Office Visit	Yes	\$0 Copay after you have met the deductible
Allergy Injections	Yes	\$0 Copay after you have met the deductible
Allergy Testing	Yes	\$0 Copay after you have met the deductible
Cardiac Rehabilitation	Yes	\$0 Copay after you have met the deductible

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Benefit	Deductible Applies	Copay or Coinsurance
Chemotherapy and Radiation Therapy	Yes	\$0 Copay after you have met the deductible
Chiropractic Services	Yes	\$0 Copay after you have met the deductible
Early Intervention Services (Covered for children from birth to age 3)	No	\$0 Copay
Hearing Tests	Yes	\$0 Copay after you have met the deductible
Nutritional Counseling	Yes	\$0 Copay after you have met the deductible
Short-Term Rehabilitation Services# (limited to 60 visits per member per Calendar Year for a combination of physical and occupational therapies). Benefit limit does not apply for covered services to treat Autism spectrum disorders.	Yes	\$0 Copay after you have met the deductible
Outpatient Habilitation Services# (limited to 60 visits per member per Calendar Year for a combination of physical and occupational therapies). Benefit limit does not apply for covered services to treat Early Intervention.	Yes	\$0 Copay after you have met the deductible
Outpatient Surgical Services and Procedures # (some services require Prior Authorization; cost sharing varies by location of service)		
<ul style="list-style-type: none"> • Facility Fees from Hospital, Ambulatory Surgical Center or other approved facility 	Yes	\$0 Copay after you have met the deductible
<ul style="list-style-type: none"> • Physician/Surgeon Fees for services rendered in Hospital, Ambulatory Surgical Center or other approved facility 	Yes	\$0 Copay after you have met the deductible
<ul style="list-style-type: none"> • Services rendered in Specialist Office 	Yes	\$0 Copay after you have met the deductible
Second Opinions	Yes	\$0 Copay after you have met the deductible
Third Opinions	Yes	\$0 Copay after you have met the deductible
<i>Emergency & Urgent Care</i>		
Ambulance and Transportation Services # (non-emergency transportation requires Prior Authorization. If Prior Authorization is not obtained for non-emergency transportation, member pays all costs)	Yes	\$0 Copay after you have met the deductible
Emergency Room Care	Yes	\$0 Copay after you have met the deductible
Urgent Care Center or Facilities	Yes	\$0 Copay after you have met the deductible
<i>Labs, Tests and Imaging</i>		
Diagnostic Imaging# - CT Scans, MRIs, MRAs, PET Scans, Nuclear Cardiac Imaging (Prior Authorization Required. Nuclear Cardiac Imaging requires Prior Authorization only when done in doctor's office)	Yes	\$0 Copay after you have met the deductible.
Lab Services	Yes	\$0 Copay after you have met the deductible

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Other Diagnostic Testing (some services such as sigmoidoscopies, endoscopies, colonoscopies, arthroscopies, needle aspirations, and biopsies are covered under the Outpatient Surgical Services and Procedures Copay/Coinsurance benefit)	Yes	\$0 Copay after you have met the deductible
Radiological Services – Ultrasound, X-rays, Non-Routine Mammograms	Yes	\$0 Copay after you have met the deductible
Sleep Study (maximum of two per Calendar Year)		
<ul style="list-style-type: none"> • Approved Facility 	Yes	\$0 Copay after you have met the deductible
<ul style="list-style-type: none"> • Home sleep study 	Yes	\$0 Copay after you have met the deductible
<i>Inpatient Care</i>		
Facility Fees for Acute Hospital Care#	Yes	\$0 Copay after you have met the deductible
Facility Fees for Acute Inpatient Rehabilitation # (limited to up to 60 days per Calendar Year)	Yes	\$0 Copay after you have met the deductible
Facility Fees for Bariatric Surgery#	Yes	\$0 Copay after you have met the deductible
Facility Fees for Human Organ Transplants and Bone Marrow Transplants#	Yes	\$0 Copay after you have met the deductible
Facility Fees for Skilled Nursing Facility# (limited to 100 days per Calendar Year)	Yes	\$0 Copay after you have met the deductible
Physician/Surgeon Fees for Inpatient Services	Yes	\$0 Copay after you have met the deductible
<i>Mental Health and Substance Abuse Services</i>		
Facility Fees for Mental Health and Substance Abuse Disorder Services	Yes	\$0 Copay after you have met the deductible
Intermediate services including but not limited to: <ul style="list-style-type: none"> • Intensive Outpatient Programs • Partial Hospitalization 	Yes	\$0 Copay after you have met the deductible
Neuropsychological Evaluations#	Yes	\$0 Copay after you have met the deductible
Office Visits	Yes	\$0 Copay after you have met the deductible
<i>Autism Spectrum Disorder #</i>		
Services to diagnose and treat Autism Spectrum Disorder include:		
<ul style="list-style-type: none"> • Habilitative or Rehabilitative care Includes applied behavioral analysis (ABA)# 	Yes	\$0 Copay after you have met the deductible
<ul style="list-style-type: none"> • Other test to diagnose ASD# (some tests may require Prior Approval) 	Yes	\$0 Copay after you have met the deductible
<ul style="list-style-type: none"> • Prescription drugs 	No	Cost sharing varies by Tier
<ul style="list-style-type: none"> • Psychiatric care 	Yes	\$0 Copay after you have met the deductible
<ul style="list-style-type: none"> • Psychological care 	Yes	\$0 Copay after you have met the deductible
<ul style="list-style-type: none"> • Therapeutic care: <ul style="list-style-type: none"> ○ Services provided by licensed or certified speech therapists, occupational therapists, physical therapists 	Yes	\$0 Copay after you have met the deductible

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○ Services provided by licensed or certified social worker	Yes	\$0 Copay after you have met the deductible
<i>Cleft Palate and Cleft Lip for Children#</i>		
Services to cover the treatment of cleft lip and cleft palate includes:		
• Medical, dental, oral and facial surgery	Yes	\$0 Copay after you have met the deductible
• Specialist visit (including oral and plastic surgeons, orthodontists, dentist and audiologists)	Yes	\$0 Copay after you have met the deductible
• Speech therapy	Yes	\$0 Copay after you have met the deductible
<i>Dental Services</i>		
Pediatric Dental Services for members under age 19 described later in the chart		
Surgical Treatment of Non-Dental Conditions# (some services are subject to the Outpatient Surgical Services and Procedures Copay/Coinsurance. Deductible may apply to some office services)		
Emergency Dental Care in an Emergency Room	Yes	\$0 Copay after you have met the deductible
<i>Diabetic Treatment, Services & Supplies</i>		
• Outpatient Services	Yes	\$0 Copay after you have met the deductible
• Lab Services	Yes	\$0 Copay after you have met the deductible
• Durable Medical Equipment#	Yes	20% Coinsurance after you have met the deductible
• Insulin Pumps and Insulin Pump Supplies#	Yes	\$0 Copay after you have met the deductible
• Prescription Drugs	No	Cost sharing varies by Tier
• Group Diabetic Education Services	Yes	\$0 Copay after you have met the deductible
• Individual Diabetic Education	Yes	\$0 Copay after you have met the deductible
<i>Durable Medical Equipment, Prosthetic Equipment & Medical/Surgical Supplies</i>		
Durable Medical Equipment# (some items require Prior Authorization)	Yes	20% Coinsurance after you have met the deductible
Prosthetic Limbs#	Yes	20% Coinsurance after you have met the deductible
Wigs (Scalp Hair Prosthesis) for hair loss due to treatment of any form of cancer or leukemia (one wig per Calendar Year)	Yes	20% Coinsurance after you have met the deductible
<i>Family Planning Services</i>		
Office Visit (Deductible may apply to some office services)	Yes	\$0 Copay after you have met the deductible
<i>Maternity Care</i>		
Delivery/Hospital Care for Mother and Child (coverage for child limited to routine newborn nursery charges. For continued coverage, child must be enrolled within 31 days of date of birth)	Yes	\$0 Copay after you have met the deductible

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Non-routine Prenatal and Postpartum Care	Yes	\$0 Copay after you have met the deductible
<i>Infertility Services#</i>		
• Facility Fees for Inpatient Care#	Yes	\$0 Copay after you have met the deductible
• Physician/Surgeon Fees for Inpatient Care	Yes	\$0 Copay after you have met the deductible
• Lab Test#	Yes	\$0 Copay after you have met the deductible
• Office Visit# (Deductible may apply to some office services)	Yes	\$0 Copay after you have met the deductible
• Outpatient Surgery & Procedures# (cost sharing varies by location of service)		
o Facility Fees from Hospital, Ambulatory Surgical Center or other approved facility	Yes	\$0 Copay after you have met the deductible
o Physician/Surgeon Fees for services rendered in Hospital, Ambulatory Surgical Center or other approved facility	Yes	\$0 Copay after you have met the deductible
o Services rendered in PCP Office including OB/GYN, Nurse Practitioner	Yes	\$0 Copay after you have met the deductible
o Services rendered in Specialist Office	Yes	\$0 Copay after you have met the deductible
<i>Other Services#</i>		
Home Health Care Services#	Yes	\$0 Copay after you have met the deductible
Hospice Services#	Yes	\$0 Copay after you have met the deductible
Infusion Therapy#	Yes	\$0 Copay after you have met the deductible
Kidney Dialysis	Yes	\$0 Copay after you have met the deductible
<i>Nutritional Support</i> including non-prescription enteral formulas#	Yes	\$0 Copay after you have met the deductible
<i>Speech, Hearing, and Language Disorders#</i> (Prior Approval is required for speech therapy services after the initial evaluation). This includes coverage for hearing aids for Members age 21 or younger as follows:		
• Speech Therapy#	Yes	\$0 Copay after you have met the deductible
• One hearing aid per hearing impaired ear every 36 months, up to \$2,000 for each hearing aid	Yes	\$0 Copay after you have met the deductible
• Licensed audiologist or hearing instrument specialist visits	Yes	\$0 Copay after you have met the deductible
• Supplies, including ear molds	Yes	20% Coinsurance after you have met the deductible
<i>Pediatric Vision Services for members under age 19</i>		
Routine Eye Exam (limited to one per Calendar Year)	No	\$0 Copay
Collection Lenses & Lens Treatment (once per Calendar Year; available only if the contact lens benefit is Not used)	No	\$0 Copay
Non-Collection Lenses & Lens Treatments (once per Calendar Year; available only if the contact lens benefit is Not used)	Yes	50% Coinsurance after you have met the deductible

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Collection Frames (once per Calendar Year, available only if the contact lens benefit is Not used)	No	\$0 Copay
Non-Collection Frames (once per Calendar Year, available only if the contact lens benefit is Not used)	Yes	50% Coinsurance after you have met the deductible
Contact Lenses (once per Calendar Year; available only if the eyeglass lens benefit is Not used)		
<ul style="list-style-type: none"> • Contact lens evaluation/fitting 	No	\$0 Copay
<ul style="list-style-type: none"> • Contact lenses 	Yes	50% Coinsurance after you have met the deductible
<i>Pediatric Dental Services for members under age 19</i>		
Diagnostic & Preventive Services		
<ul style="list-style-type: none"> • Topical fluoride treatment, once every 6 months (Deductible and Coinsurance does not apply for Children up to age 5) 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Periodic oral exams, 2 per year 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Routine cleanings, once every 6 months 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Bitewing x-rays, 1 set every 6 months 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Panoramic x-rays, 1 image every 60 months 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Sealants 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Space maintainers 	Yes	50% after you have met the deductible
Minor Restorative Services		
<ul style="list-style-type: none"> • Fillings 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Pre-fabricated stainless steel crowns, under age 15, 1 per tooth every 60 months 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Pre-fabricated porcelain crowns, primary, 1 per tooth every 60 months 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Simple tooth extractions 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Surgical extractions 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Incisions and drainage of abscess 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • General Anesthesia <ul style="list-style-type: none"> ○ Minor treatment for pain relief 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Tissue conditioning 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Repair of crowns 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Palliative treatment of dental pain 	Yes	50% after you have met the deductible
<ul style="list-style-type: none"> • Adjustment of dentures 	Yes	50% after you have met the deductible

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Complex Restorative Services		
• Crowns, 1 per tooth every 60 months	Yes	50% after you have met the deductible
• Root canals	Yes	50% after you have met the deductible
• Periodontic services, limits vary	Yes	50% after you have met the deductible
• Endodontic services, limits vary	Yes	50% after you have met the deductible
• Onlay, metallic, 1 every 60 months	Yes	50% after you have met the deductible
• Inlay, metallic, 1 every 60 months	Yes	50% after you have met the deductible
• Dentures, 1 every 50 months	Yes	50% after you have met the deductible
• Implants, 1 every 60 months	Yes	50% after you have met the deductible
Orthodontic Services <i>All Orthodontic Treatment Requires Preauthorization</i>		
• Only medically necessary orthodontic treatment is covered	Yes	50% after you have met the deductible

Minuteman Health has a 24-hour nurse line. An experienced nurse will listen to your concerns and help you choose the care that's right for you.

Fitness & Weight Loss Benefit

Minuteman Health will reimburse 5 months membership fee only in Weight Watchers® per family per Calendar Year. Qualifying Weight Watchers® services are:

- Weight Watchers® Traditional meetings
- Weight Watchers® at Work meetings
- Weight Watchers® On-Line

Minuteman Health will reimburse membership fee only at one of the fitness facilities listed below Per family per Calendar year:

- 6 months of membership at Planet Fitness, W-Fitness or Work out World *OR*
- 3 months of membership at YMCA or Gold's Gym *OR*
- 2 months of membership at Boston Sports Club, FitCorp or LA Fitness

Translation Information

English	If you, or someone you are helping, have questions about Minuteman Health, you have the right to get help and information in your language at no cost. To speak with an interpreter, call (855) 644-1776.
Arabic	إذا كان لديك أنت، أو شخص ما تقدم له المساعدة، أية أسئلة حول Minuteman Health، يحق لك الحصول على المساعدة والمعلومات بلغتك دون اية تكلفة. للتحدث إلى مترجم فوري، اتصل على الرقم (855) 644-1776.
Brazilian Portuguese	Se você ou alguém que você esteja ajudando tem dúvidas sobre a Minuteman Health, você tem o direito de obter ajuda e informações no seu idioma sem nenhum custo. Para falar com um intérprete, ligue para (855) 644-1776.
Canadian French	Si vous, ou quelqu'un que vous aidez, avez des questions sur Minuteman Health, vous avez le droit d'obtenir de l'aide et une information dans votre langue et ce, gratuitement. Pour parler avec un interprète, appelez le (855) 644-1776.
Greek	Εάν εσείς ή κάποιος τον οποίο βοηθάτε έχει ερωτήσεις για την Minuteman Health, έχετε το δικαίωμα να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας χωρίς κόστος. Για να μιλήσετε με έναν διερμηνέα, καλέστε το (855) 644-1776.
Gujarati	જો તમે અથવા તમે જેને મદદ કરી રહ્યા હો તેવી વ્યક્તિને મિનટમેન હેલ્થ (Minuteman Health) વિશે પ્રશ્ન હોય તો તમારી પાસે વિના મૂલ્યે તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે (855) 644-1776 પર કોલ કરો.
Haitian Creole	Si ou menm, oswa yon moun ou ap ede, gen kesyon konsènan Minuteman Health, ou gen dwa pou jwenn èd ak enfòmasyon nan lang pa ou gratis. Pou pale ak yon entèprèt, rele (855) 644-1776.
Hindi	अगर आपको या ऐसे किसी व्यक्ति को, जिसकी आप मदद कर रहे हैं, मिनटमैन हेल्थ (Minuteman Health) को लेकर कुछ पूछना है तो आपको अपनी भाषा में मुफ्त सहायता और जानकारी प्राप्त करने का अधिकार है। दुभाषिये के साथ बात करने के लिए (855) 644-1776 पर फोन करें।
Indonesian	Apabila Anda, atau orang yang sedang Anda bantu, memiliki pertanyaan tentang Minuteman Health, Anda berhak untuk mendapat bantuan dan informasi dalam bahasa Anda secara gratis. Untuk berbicara dengan salah seorang penerjemah lisan, hubungi (855) 644-1776.
Italian	In caso di domanda da parte vostra, o da parte di persone da voi assistite, in merito a Minuteman Health, avete il diritto di ricevere assistenza e informazioni nella vostra lingua senza alcun costo. Per parlare con un interprete, chiamare il numero (855) 644-1776.
Khmer (Cambodian)	ប្រសិនបើលោកអ្នកឬអ្នកណាម្នាក់ ដែលលោកអ្នកកំពុងតែជួយ ហើយមានសំណួរអំពី កម្មវិធីម៉ីនុតមេន ហ៊ីល Minuteman Health នោះ លោកអ្នកមានសិទ្ធិទទួលជំនួយ និងព័ត៌មានជាភាសារបស់អ្នកដោយ ឥតគិតថ្លៃ។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែភាសា សូមហៅទូរស័ព្ទលេខ (855) 644-1776 ។
Kirundi	Nimba wowe, canke undimuntu ufasha, mufite ikibazo cerekanye Minuteman Health, mufise uburenganzira bwo kuronka ubufasha na amakuru mururimi rwanyu kubuntu. Kuvugana na umusemuzi, hamagara (855) 644-1776.
Korean	귀하 또는 귀하를 돕고 있는 사람이 Minuteman Health(미닛맨 의료보험)에 대해 질문이 있으면, 귀하께서는 귀하의 언어로 도움과 정보를 무료로 받을 권리가 있습니다. 통역과 말씀하려면 (855) 644-1776으로 전화하십시오.
Mexican Spanish	Si usted, o alguien a quien está ayudando, tiene preguntas sobre Minuteman Health, tiene derecho a obtener ayuda e información en su idioma sin ningún costo. Para hablar con un intérprete, llame al (855) 644-1776.

Translation Information

Nepali	यदि तपाईं, वा तपाईंले मद्दत गर्ने कसैको, मिनिटम्यान हेल्थ (Minuteman Health) बारे प्रश्नहरू भए, तपाईंले कुनै खर्च बेगर आफ्नो भाषामा सहयोग र जानकारी पाउने अधिकार हुन्छ। कुनै दोभाषेसँग कुरा गर्न, (855) 644- 1776मा कल गर्नुहोस्।
Polish	Jeśli Ty, lub osoba której oferujesz pomoc, posiada pytania na temat programu Minuteman Health, przysługuje Ci prawo do pomocy oraz informacji w języku ojczystym bez poniesionych kosztów. Tłumacz jest dostępny pod numerem (855) 644-1776.
Russian	Если у вас или у лица, которому вы помогаете, есть вопросы о плане Minuteman Health, вы имеете право бесплатно получить помощь и информацию на вашем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону (855) 644-1776.
Serbo-Croatian	Ako vi ili netko kome pomažete, imate pitanja o Minuteman Health zdravstvenom planu, imate pravo da dobijete pomoć i informacije na svom jeziku bez ikakvih dodatnih troškova. Da biste razgovarali s prevoditeljem, nazovite (855) 644-1776.
Somali	Haddii adiga, ama qof aad caawinaysid, qabo su'aalo ku saabsan Minuteman Health, waxa aad xaq u leedahay inaad heshid caawimaad iyo macluumaad lagugu siiyo luqaddaada kharash la'aan. Si aad ula hadashid turjubaan, wac (855) 644-1776.
Traditional Chinese	如果您或您正在幫助之人士對Minuteman Health存疑，您有權免費獲得母語援助和母語資訊。請致電(855) 644-1776聯絡口譯員。
Vietnamese	Nếu quý vị, hoặc người nào đó mà quý vị đang giúp đỡ, có các thắc mắc về Minuteman Health, thì quý vị có quyền nhận sự giúp đỡ và các thông tin bằng ngôn ngữ của quý vị miễn phí. Để nói chuyện với một thông dịch viên, hãy gọi (855) 644-1776.

Non-Discrimination Information

Minuteman Health (MHI) complies with all applicable state and Federal civil rights laws and does not discriminate, exclude or treat individuals differently on the basis of race, color, national origin, age, disability or sex.

MHI provides the following free language services to people whose primary language is not English: (1) Qualified interpreters available by phone; (2) Plan information available in other languages. If you need these services, contact the Member Services Team at 855-644-1776 Monday through Friday from 8am until 6pm.

If you believe that Minuteman Health 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 in person or by mail, fax or email. If you need help filing a grievance, Minuteman Health's Complaints and Appeals Manager is available to help you.

To file by mail, fax, or email contact: Complaints and Appeals Manager; P.O. Box 120025; Boston, MA 02111; 855-644-1776; MA TTY Number: (800) 439-2370; NH TTY Number: (800) 735-2964; Fax: 888-225-8716; appealscomplaints@minutemanhealth.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights 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: 800-368-1019, 800-537-7697 (TTY).

You can also submit a complaint electronically through the Office for Civil Rights Complaint Portal. Forms are available at [http:// www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).