# **2018 Preventive Schedule**

Effective 1/1/2018

#### PLAN YOUR CARE: KNOW WHAT YOU NEED AND WHEN TO GET IT

Preventive or routine care helps us stay well or finds problems early, when they are easier to treat. The preventive guidelines on this schedule depend on your age, gender, health and family history. As a part of your health plan, you may be eligible to receive some of these preventive benefits with little to no cost sharing when using in-network providers. Make sure you know what is covered by your health plan and any requirements before you receive any of these services.

Some services and their frequency may depend on your doctor's advice. That's why it's important to talk with your doctor about the services that are right for you.

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lu	Its: Ages 19+ Male	Female
ner	al Health Care	
Ż	Routine Checkup* (This exam is not the work- or school-related physical)	<ul> <li>Ages 19 to 49: Every 1 to 2 years</li> <li>Ages 50 and older: Once a year</li> </ul>
İ	Pelvic, Breast Exam	Once a year
er	nings/Procedures	
	Abdominal Aortic Aneurysm Screening	Ages 65 to 75 who have ever smoked: One-time screening
÷	Ambulatory Blood Pressure Monitoring	To confirm new diagnosis of high blood pressure before starting treatment
÷	Breast Cancer Genetic (BRCA) Screening (Requires prior authorization)	Those meeting specific high-risk criteria: One-time genetic assessment for breast ovarian cancer risk
÷	Cholesterol (Lipid) Screening	<ul><li>Ages 20 and older: Once every 5 years</li><li>High-risk: More often</li></ul>
	Colon Cancer Screening (Including Colonoscopy)	<ul> <li>Ages 50 and older: Every 1 to 10 years, depending on screening test</li> <li>High-risk: Earlier or more frequently</li> </ul>
÷	Certain Colonoscopy Preps With Prescription	<ul><li>Ages 50 and older: Once every 10 years</li><li>High-risk: Earlier or more frequently</li></ul>
÷	Diabetes Screening	High-risk: Ages 40 and older, once every 3 years
÷	Hepatitis B Screening	High-risk
÷	Hepatitis C Screening	High-risk
ł	Latent Tuberculosis Screening	High-risk
÷	Lung Cancer Screening (Requires use of authorized facility)	Ages 55 to 80 with 30-pack per year history: Once a year for current smokers, or o year if currently smoking or quit within past 15 years
÷	Mammogram	Ages 40 and older: Once a year including 3-D
Å	Osteoporosis (Bone Mineral Density) Screening	Ages 60 and older: Once every 2 years

### \* Routine checkup could include health history; physical; height, weight and blood pressure measures; body mass index (BMI) assessment; counseling for obesity, fall prevention, skin cancer and safety; depression screening; alcohol and drug abuse, and tobacco use assessment; and age-appropriate guidance.



**OUESTIONS?** 



### Adults: Ages 19+

Screer	nings/Procedures	
Ŷ	Pap Test	<ul> <li>Ages 21 to 65: Every 3 years, or annually, per doctor's advice</li> <li>Ages 30 to 65: Every 5 years if combined Pap and HPV are negative</li> <li>Ages 65 and older: Per doctor's advice</li> </ul>
<b>İ</b> 🛉	Sexually Transmitted Disease (STD) Screenings and Counseling (Chlamydia, Gonorrhea, HIV and Syphilis)	Sexually active males and females
Immu	nizations	
1	Chicken Pox (Varicella)	Adults with no history of chicken pox: One 2-dose series
1 🛉	Diphtheria, Tetanus (Td/Tdap)	<ul><li>One-time Tdap</li><li>Td booster every 10 years</li></ul>
1	Flu (Influenza)	Every year (Must get at your PCP's office or designated pharmacy vaccination provider; call Member Service to verify that your vaccination provider is in the Highmark network)
1 🛉	Haemophilus Influenzae Type B (Hib)	For adults with certain medical conditions to prevent meningitis, pneumonia and other serious infections; this vaccine does not provide protection against the flu and does not replace the annual flu vaccine
1	Hepatitis A	At-risk or per doctor's advice: One 2-dose series
1 🛉	Hepatitis B	At-risk or per doctor's advice: One 3-dose series
1	Human Papillomavirus (HPV)	To age 26: One 3-dose series
1	Measles, Mumps, Rubella (MMR)	One or two doses
1	Meningitis*	At-risk or per doctor's advice
1 🛉	Pneumonia	High-risk or ages 65 and older: One or two doses, per lifetime
1	Shingles (Zoster)	Ages 60 and older: One dose
Prever	ntive Drug Measures That Require a	Doctor's Prescription
1	Aspirin	<ul> <li>Ages 50 to 59 to reduce the risk of stroke and heart attack</li> <li>Pregnant women at risk for preeclampsia</li> </ul>
<b>†</b>	Folic Acid	Women planning or capable of pregnancy: Daily supplement containing .4 to .8 mg of folic acid
<b>†</b>	Raloxifene Tamoxifen	At-risk for breast cancer, without a cancer diagnosis, ages 35 and older
1 🛉	<b>Tobacco Cessation</b> (Counseling and medication)	Adults who use tobacco products
1	Vitamin D Supplements	Ages 65 and older who are at risk for falls
<b>İ</b> 🛉	Low to Moderate Dose Select Generic Statin Drugs For Prevention of Cardiovascular Disease (CVD)	Ages 40 to 75 years with 1 or more CVD risk factors (such as dyslipidemia, diabetes, hypertension, or smoking) and have calculated 10-year risk of a cardiovascular event of 10% or greater.

Preventive Care for Pregnant Women		
Screenings and Procedures	<ul> <li>Gestational diabetes screening</li> <li>Hepatitis B screening and immunization, if needed</li> <li>HIV screening</li> <li>Syphilis screening</li> <li>Smoking cessation counseling</li> <li>Depression screening during pregnancy and postpartum</li> </ul>	<ul> <li>Rh typing at first visit</li> <li>Rh antibody testing for Rh-negative women</li> <li>Tdap with every pregnancy</li> <li>Urine culture and sensitivity at first visit</li> </ul>
Prevention of Obesity, Heart Disease and	Diabetes	
Adults With BMI 25 to 29.9 (Overweight) and 30 to 39.9 (Obese) Are Eligible For:	<ul> <li>Additional annual preventive office visits specifically for obesity and blood pressure measurement</li> <li>Additional nutritional counseling visits specifically for obesity</li> </ul>	<ul> <li>Recommended lab tests:</li> <li>ALT</li> <li>AST</li> <li>Hemoglobin A1c or fasting glucose</li> <li>Cholesterol screening</li> </ul>
Adult Diabetes Prevention Program (DPP)		
<ul> <li>Applies to Adults</li> <li>Without a diagnosis of Diabetes (does not include a history of Gestational Diabetes) and</li> <li>Overweight or obese (determined by BMI) and</li> <li>Fasting Blood Glucose of 100-125 mg/dl or HGBA1c of 5.7 to 6.4 percent or Impaired Glucose Tolerance Test of 140-199mg/dl.</li> </ul>	Enrollment in certain select CDC recognized weight loss.	lifestyle change DPP programs for

# **2018 Preventive Schedule**

#### PLAN YOUR CHILD'S CARE: KNOW WHAT YOUR CHILD NEEDS AND WHEN TO GET IT

Preventive or routine care helps your child stay well or finds problems early, when they are easier to treat. Most of these services may not have cost sharing if you use the plan's in-network providers. Make sure you know what is covered by your health plan and any requirements before you schedule any services for your child.

It's important to talk with your child's doctor. The frequency of services, and schedule of screenings and immunizations depends on what the doctor thinks is right for your child.

## **\*\*** Children: Birth to 30 Months<sup>1</sup>

General Health Care	Birth	1M	2M	4M	6M	9M	12M	15M	18M	24M	30M
<b>Routine Checkup*</b> (This exam is not the preschool- or day care-related physical.)	•	•	•	•	•	•	•	•	•	•	•
Hearing Screening	•										
Screenings											
Autism Screening									•	•	
Critical Congenital Heart Disease (CCHD) Screening With Pulse Oximetry	•										
Developmental Screening						•			•		•
Hematocrit or Hemoglobin Screening							•				
Lead Screening						•					
Newborn Blood Screening	•										
Immunizations											
Chicken Pox							Do	se 1			
Diphtheria, Tetanus, Pertussis (DTaP)			Dose 1	Dose 2	Dose 3			Do	se 4		
Flu (Influenza)**						Ages 6 mc	onths to 3	0 months:	1 or 2 dos	es annuall	у
Haemophilus Influenzae Type B (Hib)			Dose 1	Dose 2	Dose 3		Do	se 4			
Hepatitis A							Dose 1		Dose 2		
Hepatitis B	Dose 1		Dose 2				Dose 3				
Measles, Mumps, Rubella (MMR)							Do	se 1			
Pneumonia			Dose 1	Dose 2	Dose 3		Do	se 4			
Polio (IPV)			Dose 1	Dose 2	se 2 Ages 6 months to 18 months: Dose 3		ose 3				
Rotavirus			Dose 1	Dose 2	Dose 3						

\* Routine checkup could include height and weight measures, behavioral and developmental assessment, and age-appropriate guidance. Additional: Instrument vision screening to assess risk for ages 1 and 2 years. \*\* Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network.

**QUESTIONS?** 





### **The Second States of States of States**<sup>1</sup> **Children: 3 Years to 18 Years**<sup>1</sup>

Reaction Checkup? (This warm is not the preschool - or day care related physical)         Once a performance set from ages 11 to 18           Ambulatory Blood Pressure Depression Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screening         Image: Screeni	General Health Care	ЗY	4Y	5Y	6Y	7Y	8Y	9Y	10Y	11Y	12Y	15Y	18Y
Monitoring**Image: series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the series of the	is not the preschool- or day	•	•	•	•	•	•	•	•	Once a	year from	ages 11	to 18
Hearing Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>•</td></t<>													•
Visual Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening       Image: Screening <th< td=""><td>Depression Screening</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td colspan="4">Once a year from ages 11 to 18</td></th<>	Depression Screening									Once a year from ages 11 to 18			
Screening         Annually for females during adolescence and when indicated           Screening         When indicated (Please also refer to your state-specific recommendations)           Immunizations         Immunizations           Chicken Pox         Dose 2           Diphtheria, Tetanus, Pertussis (OTaP)         Dose 5         1 dose of Tdap if 5 doses were not received previously         Immunizations           Flu (Influenza)****         Ages 3 to 18:1 or 2 doses annually         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of Tdap if 5 doses were not received previously         I dose of tdap if 5 doses all other apers.           Huana Papillomavirus (HPV)         Dose 2 (at least 1 month apart from dose 1)         I dose of Dose 1         Age 16: Ore- time boost	Hearing Screening		•	•	•		•		•		•	•	
Hematocrit or Hemoglobin ScreeningWhen indicatedInnually for females during adolescence and when indicatedLead ScreeningWhen indicated (Verse also retro your state-specific recommentations)ImmunizationsChicken PoxIndicated (Verse also retro your state-specific recommentations)Chicken PoxIndicated (Verse also retro your state-specific recommentations)If not previously vaccinated: Dose 1Diphtheria, Tetanus, Pertussis (DTaP)Indicated (Verse also retro your state-specific recommentations)I dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not (Perse)I dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not (Perse)I dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previouslyI dose of Tdap if 5 doses were not received previously<	Visual Screening***	•	•	•	•		•		•		•	•	•
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Human Papillomavirus (HPV)       Image: Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Second Secon	-		Dose 5						vere not				every
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Sexually Transmitted       image: sexually Transmitted       image: sexually active individuals         Disease (STD) Screenings       and Counseling (Chlamydia, Gonorrhea, HIV and Syphilis)       image: sexually active individuals	Hepatitis C Screening											High-ri	sk
Disease (STD) Screenings and Counseling (Chlamydia, Gonorrhea, HIV and Syphilis)	Latent Tuberculosis Screening												-
Tuberculin Test         Per doctor's advice	Disease (STD) Screenings and Counseling (Chlamydia,							viduals					
	Tuberculin Test	Per doc	tor's advi	ce									

\* Routine checkup could include height and weight measures, behavioral and developmental assessment, and age-appropriate guidance. \*\* To confirm new diagnosis of high blood pressure before starting treatment. \*\*\* Covered when performed in doctor's office by having the child read letters of various sizes on a Snellen chart. Includes instrument vision screening for ages 3, 4 and 5 years. A comprehensive vision exam is performed by an ophthalmologist or optometrist and requires a vision benefit. \*\*\*\* Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network. \*\*\*\*\* Meningococcal B vaccine per doctor's advice.

### **\*\*** Children: 6 Months to 18 Years<sup>1</sup>

Preventive Drug Measures That Require a Doctor's Prescription							
Oral Fluoride	For preschool children older than 6 months whose primary water source is deficient in fluoride						
Prevention of Obesity and H	eart Disease						
Children With a BMI in the 85th to 94th Percentile (Overweight) and the 95th to 98th Percentile (Obese) Are Eligible For:	<ul> <li>Additional annual preventive office visits specifically for obesity</li> <li>Additional nutritional counseling visits specifically for obesity</li> <li>Recommended lab tests: <ul> <li>Alanine aminotransferase (ALT)</li> <li>Aspartate aminotransferase (AST)</li> <li>Hemoglobin A1c or fasting glucose (FBS)</li> <li>Cholesterol screening</li> </ul> </li> </ul>						
Adult Diabetes Prevention P Applies to Adults • Without a diagnosis of D not include a history of O Diabetes) and • Overweight or obese (de BMI) and • Fasting Blood Glucose of dl or HGBA1c of 5.7 to 6.4 Impaired Glucose Tolerau 140-199mg/dl.	Enrollment in certain select CDC recognized lifestyle change DPP programs for weight loss. estational ermined by 100-125 mg/ percent or						

### Women's Health Preventive Schedule

Services						
Well-Woman Visits (Including preconception and first prenatal visit)	Up to 4 visits each year for age and developmentally appropriate preventive services					
Contraception (Birth Control) Methods and Discussion*	All women planning or capable of pregnancy					
Screenings/Procedures						
Diabetes Screening	<ul> <li>All women between 24 and 28 weeks pregnant</li> <li>High-risk: At the first prenatal visit</li> </ul>					
HIV Screening and Discussion	All sexually active women: Once a year					
Human Papillomavirus (HPV) Screening Testing	Beginning at age 30: Every 3 years					
Domestic and Intimate Partner Violence Screening and Discussion	Once a year					
Breast-feeding (Lactation) Support and Counseling, and Costs for Equipment	During pregnancy and/or after delivery (postpartum)					
Sexually Transmitted Infections (STI) Discussion	All sexually active women: Once a year					

\* FDA-approved contraceptive methods may include sterilization and procedures as prescribed. One form of contraception in each of the 18 FDA-approved methods is covered without cost sharing. If the doctor recommends a clinical service or FDA-approved item based on medical necessity, there will be no cost sharing.

#### Information About the Affordable Care Act (ACA)

This schedule is a reference tool for planning your family's preventive care, and lists items and services required under the Affordable Care Act (ACA), as amended. It is reviewed and updated periodically based on the advice of the U.S. Preventive Services Task Force, laws and regulations, and updates to clinical guidelines established by national medical organizations. Accordingly, the content of this schedule is subject to change. Your specific needs for preventive services may vary according to your personal risk factors. Your doctor is always your best resource for determining if you're at increased risk for a condition. Some services may require prior authorization. If you have questions about this schedule, prior authorizations or your benefit coverage, please call the Member Service number on the back of your member ID card.

Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association.

#### Discrimination is Against the Law

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. The Claims Administrator/Insurer does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex assigned at birth, gender identity or recorded gender. Furthermore, the Claims Administrator/ Insurer will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity, or recorded gender is different from the one to which such health service is ordinarily available. The Claims Administrator/Insurer will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual. The Claims Administrator/ Insurer:

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

If you need these services, contact the Civil Rights Coordinator.

If you believe that the Claims Administrator/Insurer has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: CivilRightsCoordinator@highmarkhealth.org. 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 Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD)

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

#### <sup>1</sup>Information About Children's Health Insurance Program (CHIP)

Because the Children's Health Insurance Program (CHIP) is a government-sponsored program and not subject to ACA, certain preventive benefits may not apply to CHIP members and/or may be subject to copayments.

The ACA authorizes coverage for certain additional preventive care services. These services do not apply to "grand-fathered" plans. These plans were established before March 23, 2010, and have not changed their benefit structure. If your health coverage is a grandfathered plan, you would have received notice of this in your benefit materials.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意:如果您说中文,可向您提供免费语言协助服务。 请拨打您的身份证背面的号码(TTY:711)。

CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số điện thoại ở mặt sau thẻ ID của quý vị (TTY: 711).

알림: 한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. ID 카드 뒷면에 있는 번호로 전화하십시오 (TTY: 711).

ATENSYON: Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyong tulong sa wika. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами языковой поддержки. Позвоните по номеру, указанному на обороте вашей идентификационной карты (номер для текст-телефонных устройств (ТТҮ): 711).

تنبيه: إذا كنت تتحدث اللغة العربية، فهناك خدمات المعاونة في اللغة المجانية متاحة لك. اتصل بالرقم الموجود خلف بطاقة هويتك (جهاز الاتصال لذوي صعوبات السمع والنطق: 211).

Kominike : Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-ticheri, ki la pou ede w. Rele nan nimewo ki nan do kat idantite w la (TTY: 711).

ATTENTION: Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez le numéro au dos de votre carte d'identité (TTY: 711).

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer podany na odwrocie karty ubezpieczenia zdrowotnego (TTY: 711).

ATENÇÃO: Se a sua língua é o português, temos atendimento gratuito para você no seu idioma. Ligue para o número no verso da sua identidade (TTY: 711).

ATTENZIONE: se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Contatti il numero riportato sul retro della sua carta d'identità (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen unsere fremdsprachliche Unterstützung kostenlos zur Verfügung. Rufen Sie dazu die auf der Rückseite Ihres Versicherungsausweises (TTY: 711) aufgeführte Nummer an.

注: 日本語が母国語の方は言語アシスタンス・サービスを無料でご利用 いただけます。ID カードの裏に明記されている番号に電話をおかけくだ さい (TTY: 711)。

توجه: اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان، به صورت رایگان، در دسترس شماست. با شماره واقع در پشت کارت شناسایی خود ( TTY: 711) تماس بگیرید.

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