The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit www.bcbsil.com or by calling 1-800-458-6024. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at https://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/UG-Glossary-508-MM.pdf or call 1-800-458-6024 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <u>deductible</u> ?	For <u>In-Network</u> \$500 Individual /\$1,500 Family For <u>Out-of-Network</u> \$1,000 Individual /\$3,000 Family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .
Are there services covered before you meet your <u>deductible</u> ?	Yes. Certain <u>preventive care</u> , services that charge a <u>copay</u> , <u>prescription drugs</u> , and emergency room services are covered before you meet your <u>deductible</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u> <u>services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> .
Are there other <u>deductibles</u> for specific services?	Yes. Per occurrence: \$300 <u>Out-of-Network</u> inpatient admission. There are no other specific <u>deductibles</u> .	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.
What is the <u>out-of-pocket</u> <u>limit</u> for this plan?	For <u>In-Network</u> \$1,000 Individual /\$3,000 Family For <u>Out-of-Network</u> \$2,000 Individual /\$6,000 Family <u>Prescription drug</u> expense limit: \$1,000 Individual/\$3,000 Family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the out-of-pocket limit?	<u>Premiums, balanced-billed</u> charges and healthcare this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Will you pay less if you use a <u>network provider</u> ?	Yes. See <u>www.bcbsil.com</u> or call 1-800-458-6024 for a list of <u>Network Providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance</u> <u>billing</u> ). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .

All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

		What You	ı Will Pay		
Common Medical Event	Services You May Need	<u>In-Network Providers</u> (You will pay the least)	<u>Out-of-Network</u> <u>Providers</u> (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Primary care visit to treat an injury or illness <u>Specialist</u> visit	\$20 <u>copay</u> /visit; <u>deductible</u> does not apply \$40 <u>copay</u> /visit; <u>deductible</u> does not apply	30% <u>coinsurance</u> 30% <u>coinsurance</u>	None	
If you visit a health care <u>provider's</u> office or clinic	Preventive care/screening/ immunization	No Charge; <u>deductible</u> does not apply	30% <u>coinsurance</u>	Certain women's <u>preventative services</u> will be covered with no cost to the member. For a full list of these services, please contact BCBS Customer Service. You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.	
If you have a test	Diagnostic test (x-ray, blood work) Imaging (CT/PET scans, MRIs)	10% <u>coinsurance</u> 10% coinsurance	30% <u>coinsurance</u> 30% coinsurance	<u>Preauthorization</u> may be required; see your benefit booklet* for details.	
If you need drugs to	Generic drugs	\$10 Retail <u>copay</u> / prescription; \$20 Mail order <u>copay</u> / prescription	\$10 Retail <u>copay</u> / prescription	For <u>Out-of-Network</u> drug provider you are responsible for 25% of the eligible amount	
treat your illness or condition More information about	Preferred brand drugs	\$40 Retail <u>copay</u> / prescription; \$80 Mail order <u>copay</u> / prescription	\$40 Retail <u>copay</u> /prescription	after the <u>copay</u> . Retail covers a 30 day supply mail order covers a 90 day supply.	
prescription drug coverage is available at www.bcbsil.com	Non-preferred brand drugs	\$60 Retail <u>copay</u> / prescription; \$120 Mail order <u>copay</u> / prescription	\$60 Retail <u>copay</u> / prescription	Certain women's preventative services will be covered with no cost to the member. RX Out-of-Pocket Expense Limit:	
	Specialty drugs	Various <u>copayments</u> may apply	Not Covered	\$1,000 Individual/\$3,000 Family	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	10% <u>coinsurance</u>	30% <u>coinsurance</u>	Preauthorization may be required.	
	Physician/surgeon fees	10% <u>coinsurance</u>	30% <u>coinsurance</u>	None	

\*For more information about limitations and exceptions, see the <u>plan</u> or policy document at <u>www.bcbsil.com</u>.

			ı Will Pay		
Common Medical Event	Services You May Need	<u>In-Network Providers</u> (You will pay the least)	<u>Out-of-Network</u> <u>Providers</u> (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Emergency room care	\$150 <u>copay</u> /visit; <u>deductible</u> does not apply	\$150 <u>copay</u> /visit; <u>deductible</u> does not apply	Copay waived if admitted.	
If you need immediate medical attention	Emergency medical transportation	10% <u>coinsurance</u>	10% <u>coinsurance</u>	<u>Preauthorization</u> may be required for non-emergency transportation; see your benefit booklet* for details.	
	<u>Urgent care</u>	10% coinsurance	30% coinsurance	None	
lf you have a hospital stay	Facility fee (e.g., hospital room)	10% <u>coinsurance</u>	30% <u>coinsurance</u>	<u>Preauthorization</u> required; see your benefit booklet* for details. \$300 <u>deductible</u> per admission for <u>Out-of-Network Providers</u> .	
	Physician/surgeon fees	10% <u>coinsurance</u>	30% <u>coinsurance</u>	None	
lf you need mental health, behavioral	Outpatient services	10% <u>coinsurance</u>	30% <u>coinsurance</u>	<u>Preauthorization</u> may be required; see your benefit booklet* for details. PCP <u>copay</u> applies to psychotherapy visit only.	
health, or substance abuse services	Inpatient services	10% <u>coinsurance</u>	30% <u>coinsurance</u>	Preauthorization required. \$300 <u>deductible</u> per admission <u>Out-of-Network</u> Providers.	
	Office visits	\$20 <u>copay</u> /visit; <u>deductible</u> does not apply	30% <u>coinsurance</u>	<u>Copay</u> applies to first prenatal visit (per pregnancy).	
lf you are pregnant	Childbirth/delivery professional services	10% <u>coinsurance</u>	30% <u>coinsurance</u>	<u>Cost sharing</u> does not apply for preventive services. Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.)	
	Childbirth/delivery facility services	10% <u>coinsurance</u>	30% <u>coinsurance</u>	<u>Preauthorization</u> required. \$300 <u>deductible</u> per admission for <u>Out-of-Network Providers</u> .	

		What You Will Pay			
Common Medical Event	Services You May Need	In-Network Providers (You will pay the least)	<u>Out-of-Network</u> <u>Providers</u> (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	<u>Home health care</u>	10% coinsurance	30% coinsurance		
	Rehabilitation services	10% coinsurance	30% coinsurance	Preauthorization required.	
	Habilitation services	10% coinsurance	30% coinsurance		
If you need help	Skilled nursing care	10% <u>coinsurance</u>	30% <u>coinsurance</u>	Preauthorization required. \$300 <u>deductible</u> per admission for <u>Out-of-Network Providers</u> .	
recovering or have other special health needs	Durable medical equipment	10% <u>coinsurance</u>	30% <u>coinsurance</u>	<u>Preauthorization</u> required. Benefits are limited to items used to serve a medical purpose. <u>DME</u> benefits are provided for both purchase and rental equipment (up to the purchase price).	
	Hospice services	10% <u>coinsurance</u>	30% <u>coinsurance</u>	Preauthorization required. \$300 <u>deductible</u> per admission for <u>Out-of-Network Providers</u> .	
If your shild needs	Children's eye exam	Not Covered	Not Covered		
If your child needs dental or eye care	Children's glasses	Not Covered	Not Covered	None	
ucinal of cyc cale	Children's dental check-up	Not Covered	Not Covered		

# **Excluded Services & Other Covered Services:**

Services Your <u>Plan</u> Generally Does NUT Co	over (Check your policy or <u>plan</u> document for more inf	formation and a list of any other <u>excluded services</u> .)
Acupuncture	Hearing aids	Routine foot care (with the exception of person
<ul> <li>Cosmetic surgery</li> </ul>	<ul> <li>Long-term care</li> </ul>	with diagnosis of diabetes)
<ul> <li>Dental care (Adult and Children)</li> </ul>	<ul> <li>Routine eye care (Adult and Children)</li> </ul>	<ul> <li>Weight loss programs</li> </ul>
Other Covered Services (Limitations may a	apply to these services. This isn't a complete list. Ple	ase see your <u>plan</u> document)
<b>All A</b>		
· · · ·		
Other Covered Services (Limitations may a • Bariatric surgery • Chiropractic care	<ul> <li>apply to these services. This isn't a complete list. Plea</li> <li>Infertility treatment</li> <li>Most coverage provided outside the United S</li> </ul>	<ul> <li>Non-emergency care when traveling outside the</li> </ul>

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the plan at 1-800-458-6024, U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or www.dol.gov/ ebsa/healthreform, or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.cciio.cms.gov. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Blue Cross and Blue Shield of Illinois at 1-800-458-6024 or visit <u>www.bcbsil.com</u>, or contact the U.S. Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or visit <u>www.dol.gov/ebsa/healthreform</u>.

Additionally, a consumer assistance program can help you file your appeal. Contact the Illinois Department of Insurance at (877) 527-9431 or visit <u>http://insurance.illinois.gov</u>.

## Does this plan provide Minimum Essential Coverage? Yes

If you don't have <u>Minimum Essential Coverage</u> for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

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

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

### Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-458-6024 . Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-458-6024 . Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-800-458-6024 . Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-458-6024 .

————To see examples of how this <u>plan</u> might cover costs for a sample medical situation, see the next section.—————

### **About These Coverage Examples:**



Limits or exclusions

The total Peg would pay is

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

<b>Peg is Having a baby</b> (9 months of in-network pre-natal hospital delivery)	care and a	<b>Managing Joe's type 2 Diab</b> (a year of routine in-network ca well-controlled condition	are of a	<b>Mia's Simple Fracture</b> (in-network emergency room visit an care)	d follow up
The plan's overall deductible\$500Specialist copayment\$40Hospital (facility) coinsurance10%Other coinsurance10%		<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$500 \$40 10% 10%	<ul> <li>The <u>plan's</u> overall <u>deductible</u></li> <li><u>Specialist copayment</u></li> <li>Hospital (facility) <u>coinsurance</u></li> <li>Other <u>coinsurance</u></li> </ul>	\$500 \$40 10% 10%
This EXAMPLE event includes service Specialist office visits (prenatal care) Childbirth/Delivery Professional Servi Childbirth/Delivery Facility Services Diagnostic tests (ultrasounds and blo Specialist visit (anesthesia)	ces od work)	This EXAMPLE event includes service Primary care physician office visits ( <i>I</i> disease education) Diagnostic tests ( <i>blood work</i> ) Prescription drugs Durable medical equipment ( <i>glucose</i>	including meter)	This EXAMPLE event includes servic Emergency room care (including medic Diagnostic test (x-ray) Durable medical equipment (crutches Rehabilitation services (physical thera Total Example Cost	cal supplies) )
Total Example Cost   \$12,800		Total Example Cost     \$7,400       In this example, los would pay:		In this example, Mia would pay:	
In this example, Peg would pay: Cost Sharing		In this example, Joe would pay: Cost Sharing		Cost Sharing	
Deductibles	\$500	Deductibles	\$500	Deductibles	\$500
Copayments	\$20	Copayments	\$500	Copayments	\$300
Coinsurance \$500		Coinsurance	\$30	Coinsurance	\$60
What isn't covered		What isn't covered		What isn't covered	

\$60

\$1,090

Limits or exclusions

The total Mia would pay is

Limits or exclusions

The total Joe would pay is

\$60

\$1,080

\$O

\$860



If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To speak to an interpreter, call the customer service number on the back of your member card. If you are not a member, or don't have a card, call 855-710-6984.

العربية	إن كان لديك أو لدى شخص تساعده أسئلة، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة. للتحدث إلى مترجم فوري، اتصل على رقم خدمة العملاء المذكور على ظهر بطاقة عضويتك. فإن لم تكن عضوًا، أو
Arabic	كنت لا تملك بطاقة، فاتصل على 6984-710-855.
繁體中文	如果您, 或您正在協助的對象, 對此有疑問, 您有權利免費以您的母語獲得幫助和訊息。洽詢一位翻譯員, 請致電印在您的會員卡背面的客戶服務電話號碼。如果您不是會員, 或沒有
Chinese	會員卡, 請致電 855-710-6984。
Français French	Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, composez le numéro du service client indiqué au verso de votre carte de membre. Si vous n'êtes pas membre ou si vous n'avez pas de carte, veuillez composer le 855-710-6984.
Deutsch German	Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Kundenservicenummer auf der Rückseite Ihrer Mitgliedskarte an. Falls Sie kein Mitglied sind oder keine Mitgliedskarte besitzen, rufen Sie bitte 855-710-6984 an.
Ελληνικά	Εάν εσείς ή κάποιος που βοηθάτε έχετε ερωτήσεις, έχετε το δικαίωμα να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας χωρίς χρέωση. Για να μιλήσετε σε έναν διερμηνέα, καλέστε τον αριθμό εξυπηρέτησης
Greek	πελατών που αναγράφεται στο πίσω μέρος της κάρτας μέλους σας. Εάν δεν είστε μέλος ή δεν έχετε κάρτα, καλέστε τον αριθμό 855-710-6984.
ગુજરાતી	જો તમને અથવા તમે મદદ કરી રહ્યા હોય એવી કોઈ બીજી વ્યક્તિને એસ.બી.એમ. દુભાષિયા સાથે વાત કરવા માટે, તમારા સભ્યપદના કાર્ડની પાછળ આપેલ ગ્રાહક સેવા નંબર પર કૉલ કરો.
Gujarati	જો આપ સભ્યપદ ના ધરાવતા હોવ, અથવા આપની પાસે કાર્ડ નથી તો 855-710-6984 નંબર પર કૉલ કરો.
हिंदी	यदि आपके, या आप जिसकी सहायता कर रहे हैं उसके, प्रश्न हैं, तो आपको अपनी भाषा में निःशूल्क सहायता और जानकारी प्राप्त करने का अधिकार है। किसी अनुवादक से बात करने के लिए, अपने सदस्य कार्ड के
Hindi	पीछे दिए गए ग्राहक सेवा नंबर पर कॉल करें। यदि आप सदस्य नहीं हैं, या आपके पास कार्ड नहीं है, तो 855-710-6984 पर कॉल करें।
Italiano Italian	Se tu o qualcuno che stai aiutando avete domande, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare il servizio clienti al numero riportato sul lato posteriore della tua tessera di socio. Se non sei socio o non possiedi una tessera, puoi chiamare il numero 855-710-6984.
한국어	만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 회원 카드 뒷면에 있는고객 서비스 번호로
Korean	전화하십시오. 회원이 아니시거나 카드가 없으시면 855-710-6984 으로 전화주십시오.
Diné Navajo	T'áá ni, éí doodago ła'da bíká anánílwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóóti'i' t'áá níík'e níká a'doolwoł. Ata' halne'í bich'i hadeesdzih nínízingo éí kwe'é da'íníishgi áká anídaalwo'ígíí bich'i hodíílnih, bee nééhózinii bine'déé' bikáá'. Kojí atah naaltsoos ná hadít'éégóó éí doodago bee nééhózinígíí ádingo koji hodíílnih 855-710-6984.
Polski Polish	Jeśli Ty lub osoba, której pomagasz, macie jakiekolwiek pytania, macie prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer podany na odwrocie karty członkowskiej. Jeżeli nie jesteś członkiem lub nie masz przy sobie karty, zadzwoń pod numer 855-710-6984.
Русский Russian	Если у вас или человека, которому вы помогаете, возникли вопросы, у вас есть право на бесплатную помощь и информацию, предоставленную на вашем языке. Чтобы поговорить с переводчиком, позвоните в отдел обслуживания клиентов по телефону, указанному на обратной стороне вашей карточки участника. Если вы не являетесь участником или у вас нет карточки, позвоните по телефону 855-710-6984.
Español Spanish	Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete comuníquese con el número del Servicio al Cliente que figura en el reverso de su tarjeta de miembro. Si usted no es miembro o no posee una tarjeta, llame al 855-710-6984.
Tagalog Tagalog	Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa numero ng serbisyo para sa kustomer sa likod ng iyong kard ng miyembro. Kung ikaw ay hindi isang miyembro, o kaya ay walang kard, tumawag sa 855-710-6984.
اردو	گر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کررہے ہیں، کوئی سوال درپیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے، کسٹمر سروس نمبر 🗴 کال کریں جو آپ
Urdu	کے کارڈ کی پشت پر درج ہے۔ اگر آپ ممبر نہیں ہیں، یا آپ کے پاس کارڈ نہیں ہے تو، 6984-710-855 پر کال کریں۔
Tiếng Việt	Nếu quý vị hoặc người mà quý vị giúp đỡ có bất kỳ câu hỏi nào, quý vị có quyền được hỗ trợ và nhận thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với thông dịch viên, gọi số dịch vụ khách
Vietnamese	hàng nằm ở phía sau thẻ hội viên của quý vị. Nếu quý vị không phải là hội viên hoặc không có thẻ, gọi số 855-710-6984.



We provide free communication aids and servi	<b>overage is important for everyone.</b> ices for anyone with a disability or who needs language assistance. ce, color, national origin, sex, gender identity, age or disability.
To receive language or communication	n assistance free of charge, please call us at 855-710-6984.
If you believe we have failed to provide a service, or	think we have discriminated in another way, contact us to file a grievance.
Office of Civil Rights Coordinator 300 E. Randolph St. 35th Floor Chicago, Illinois 60601	Phone: 855-664-7270 (voicemail) TTY/TDD: 855-661-6965 Fax: 855-661-6960 Email: <u>CivilRightsCoordinator@hcsc.net</u>
You may file a civil rights complaint with the U.S. I	Department of Health and Human Services, Office for Civil Rights, at:
U.S. Dept. of Health & Human Services 200 Independence Avenue SW Room 509F, HHH Building 1019 Washington, DC 20201	Phone: 800-368-1019 TTY/TDD: 800-537-7697 Complaint Portal: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf Complaint Forms: http://www.hhs.gov/ocr/office/file/index.html