

 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 <http://digital.alight.com/southernco> or call 1-888-435-7563. 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.healthcare.gov/sbc-glossary/> or call 1-877-320-7504 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <a href="#">deductible</a> ?	\$100/individual or \$300/family	Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .
Are there services covered before you meet your <a href="#">deductible</a> ?	Yes. <a href="#">Preventive care</a> and benefits with a <a href="#">copayment</a> .	This <a href="#">plan</a> covers some items and services even if you haven't yet met the deductible amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost-sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
Are there other <a href="#">deductibles</a> for specific services?	Yes. \$50 per person for <a href="#">prescription drug coverage</a> . There are no other specific <a href="#">deductibles</a> .	You must pay all of the costs for these services up to the specific <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay for these services.
What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a> ?	\$1,600 individual/\$4,800 family for in-network medical, and in and out-of-network mental health, and substance abuse services. For <a href="#">prescription drug coverage</a> : \$5,650 individual/\$9,800 family.	The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this plan, they have to meet their own out-of-pocket limits until the overall family <a href="#">out-of-pocket limit</a> has been met.
What is not included in the <a href="#">out-of-pocket limit</a> ?	<a href="#">Premiums</a> , <a href="#">balance-billed</a> charges, and health care this <a href="#">plan</a> doesn't cover.	Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .
Will you pay less if you use a <a href="#">network provider</a> ?	Yes. See <a href="http://www.myvivaprovider.com">www.myvivaprovider.com</a> or call 1-800-294-7780 for a list of <a href="#">network providers</a> .	This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the plan's <a href="#">network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the provider's charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services.
Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a> ?	No.	You can see the <a href="#">specialist</a> you choose without a <a href="#">referral</a> .



All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you visit a health care <a href="#">provider's</a> office or clinic</b>	Primary care visit to treat an injury or illness	\$10 <a href="#">copay</a> /visit	Not covered	MD Live telehealth service: \$15 <a href="#">copay</a> per consultation. <a href="#">Deductible</a> does not apply.
	<a href="#">Specialist</a> visit	\$30 <a href="#">copay</a> /visit	Not covered	<a href="#">Deductible</a> does not apply. Medical Nutritionist counseling with a Nutritionist or Registered Dietitian limited to 6 visits per Calendar Year.
	<a href="#">Preventive care/screening/immunization</a>	No charge	Not covered	Limited to services recommended by federal preventive guidelines. You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your <a href="#">plan</a> will pay for. <a href="#">Deductible</a> does not apply.
<b>If you have a test</b>	<a href="#">Diagnostic test</a> (x-ray, blood work)	No charge	Not covered	Office visit <a href="#">copay</a> may apply. Precertification required for genetic testing; if not obtained, no charges for those services will be covered by the <a href="#">plan</a> . <a href="#">Deductible</a> does not apply.
	Imaging (CT/PET scans, MRIs)	No charge	Not covered	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for service. If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> . <a href="#">Deductible</a> does not apply.
<b>If you need drugs to treat your illness or condition</b> More information about <a href="#">prescription drug coverage</a> is available at <a href="http://digital.alight.com/southernco">http://digital.alight.com/southernco</a>	Generic drugs	Up to 31-Day Supply: If the full cost is \$5 or less: member pays the full cost; If the full cost is greater than \$5: member pays the greater of \$5 or 10% <a href="#">coinsurance</a> ..	Not covered	<a href="#">Coinsurance</a> doubled after first 3 fills if maintenance drugs not filled as a 90-day supply. No charge for FDA-approved contraceptives.

\*For more information about limitations and exceptions, see the plan or policy document at <http://digital.alight.com/southernco>.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	Preferred brand drugs	Up to 31-Day Supply: If the full cost is \$5 or less: member pays the full cost; If the full cost is greater than \$5: member pays the greater of \$5 or 20% <a href="#">coinsurance</a> .	Not covered	If generic alternative available, pay difference between generic and brand name. <a href="#">Coinsurance</a> doubled after first 3 fills if maintenance drugs not filled as 90-day supply.
	Non-preferred brand drugs	Up to 31-Day Supply: If the full cost is \$5 or less: member pays the full cost; If the full cost is greater than \$5: member pays the greater of \$5 or 30% <a href="#">coinsurance</a> .	Not covered	If generic alternative available, pay difference between generic and brand name. <a href="#">Coinsurance</a> doubled after first 3 fills if maintenance drugs not filled as 90-day supply.
	<a href="#">Specialty drugs</a>	Generic: \$10 <a href="#">copay</a> ; Preferred Brand: \$30 <a href="#">copay</a> ; Non-Preferred Brand: \$60 <a href="#">copay</a>	Not covered	Subject to special requirements and <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for Specialty drugs. Contact Navitus Specialty Pharmacy at 1-855-213-0141 for more information.
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	\$50 <a href="#">copay</a> /service	Not covered except for <a href="#">emergency medical conditions</a>	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for outpatient surgery. If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> . <a href="#">Deductible</a> does not apply.
	Physician/surgeon fees	No charge	Not covered except for <a href="#">emergency medical conditions</a>	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for outpatient surgery. If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> .
<b>If you need immediate medical attention</b>	<a href="#">Emergency room care</a>	\$200 <a href="#">copay</a> /visit	\$200 <a href="#">copay</a> /visit	Limited to <a href="#">emergency medical conditions</a> . <a href="#">Copay</a> waived if admitted to hospital. Follow-up care not covered. See <a href="#">plan</a> documents for more information. <a href="#">Deductible</a> does not apply.
	<a href="#">Emergency medical transportation</a>	20% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	Limited to transportation to a hospital.

\*For more information about limitations and exceptions, see the plan or policy document at <http://digital.alight.com/southernco>.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	<a href="#">Urgent care</a>	\$75 <a href="#">copay</a> /visit	\$75 <a href="#">copay</a> /visit	Coverage from <a href="#">out-of-network providers</a> is limited to care outside the VIVA HEALTH service area. <a href="#">Deductible</a> does not apply.
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	\$350 /admission	Not covered except for <a href="#">emergency medical conditions</a>	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for admission except for <a href="#">emergency medical conditions</a> . If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> . <a href="#">Deductible</a> does not apply.
	Physician/surgeon fees	No charge	Not covered except for <a href="#">emergency medical conditions</a>	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for admission except for <a href="#">emergency medical conditions</a> . If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> . <a href="#">Deductible</a> does not apply.
<b>If you need mental health, behavioral health, or substance abuse services</b>	Outpatient services	No charge	No charge	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for admission except for <a href="#">emergency medical conditions</a> . If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> . <a href="#">Deductible</a> does not apply.
	Inpatient services	\$100 <a href="#">copay</a> /admission.	\$100 <a href="#">copay</a> /admission.	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for admission except for <a href="#">emergency medical conditions</a> . If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> . <a href="#">Deductible</a> does not apply.
<b>If you are pregnant</b>	Office visits	\$30 <a href="#">copay</a> /delivery	Not covered	No coverage for surrogate pregnancy. <a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a> . Maternity care may include tests and services described elsewhere in the SBC. See <a href="#">plan</a> documents for more information. <a href="#">Deductible</a> does not apply.
	Childbirth/delivery professional services	No charge	Not covered	
	Childbirth/delivery facility services	\$350 <a href="#">copay</a> /admission	Not covered	
<b>If you need help recovering or have other special health needs</b>	<a href="#">Home health care</a>	20% <a href="#">coinsurance</a>	Not covered	Limited to 100 visits per person per calendar year. Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for care. If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> .

\*For more information about limitations and exceptions, see the plan or policy document at <http://digital.alight.com/southernco>.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
	<a href="#">Rehabilitation services</a>	20% <a href="#">coinsurance</a>	Not covered	Includes physical, speech, and occupational therapy. Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for therapy. If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> .
	<a href="#">Habilitation services</a>	20% <a href="#">coinsurance</a>	Not covered	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for therapy. If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> .
	<a href="#">Skilled nursing care</a>	20% <a href="#">coinsurance</a>	Not covered	Limited to 120 days per person per calendar year. Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for care. If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> .
	<a href="#">Durable medical equipment</a>	20% <a href="#">coinsurance</a>	Not covered	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for service. If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> .
	<a href="#">Hospice services</a>	No charge	Not covered	Requires <a href="#">prior authorization</a> for <a href="#">plan</a> to pay for service. If <a href="#">prior authorization</a> is not obtained, no charges for those services will be covered by the <a href="#">plan</a> . <a href="#">Deductible</a> does not apply.
<b>If your child needs dental or eye care</b>	Children's eye exam	No charge	Not covered	Limited to one in-network routine visit/year; other medically necessary visits for illness or injury: \$30 <a href="#">copay</a> /visit. <a href="#">Deductible</a> does not apply.
	Children's glasses	Not covered	Not covered	Excluded service.
	Children's dental check-up	No charge	Not covered	Limited to in-network screenings only.

### Excluded Services & Other Covered Services:

Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other <a href="#">excluded services</a> .)		
<ul style="list-style-type: none"> <li>Acupuncture</li> <li>Cosmetic surgery (except reconstructive surgery necessary to repair a functional disorder from disease, injury or congenital anomaly)</li> </ul>	<ul style="list-style-type: none"> <li>Dental care (adult)</li> <li>Hearing aids</li> <li>Long-term care</li> </ul>	<ul style="list-style-type: none"> <li>Non-emergency care when traveling outside the U.S.</li> <li>Private-duty nursing</li> </ul>

\*For more information about limitations and exceptions, see the plan or policy document at <http://digital.alight.com/southernco>.

**Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your [plan](#) document.)**

- Bariatric surgery
- Chiropractic care (limited to 25 visits/year)
- Infertility treatment (Progyny network only; limitations apply)
- Routine eye care (Adult)
- Routine foot care
- Weight loss programs (diabetics only)

**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: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://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](http://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](http://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 [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information to submit a [claim](#), [appeal](#), or a [grievance](#) for any reason to your [plan](#). For more information about your rights, this notice, or assistance, contact: VIVA HEALTH at 1-800-294-7780 or the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).

**Does this plan provide Minimum Essential Coverage? Yes.**

[Minimum Essential Coverage](#) generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of [Minimum Essential Coverage](#), you may not be eligible for the premium tax credit.

**Does this plan meet the Minimum Value Standards? Yes.**

If your [plan](#) doesn't meet the [Minimum Value Standards](#), you may be eligible for a [premium tax credit](#) to help you pay for a [plan](#) through the [Marketplace](#).

**Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-877-320-7504.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-877-320-7504.

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



About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this [plan](#) 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.

**Peg is Having a Baby**  
(9 months of in-network pre-natal care and a hospital delivery)

- The [plan's](#) overall [deductible](#) \$100
- [Specialist copay](#) \$30
- [Hospital \(facility\) copay](#) \$350
- Other cost sharing none

**This EXAMPLE event includes services like:**

Specialist office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
 Diagnostic tests (*ultrasounds and blood work*)  
 Specialist visit (*anesthesia*)

<b>Total Example Cost</b>	<b>\$12,800</b>
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**In this example, Peg would pay:**

<i>Cost Sharing</i>	
Deductibles	\$10
Copayments	\$400
Coinsurance	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$60
<b>The total Peg would pay is</b>	<b>\$470</b>

**Managing Joe's type 2 Diabetes**  
(a year of routine in-network care of a well-controlled condition)

- The [plan's](#) overall [deductible](#) \$100
- [Specialist copay](#) \$30
- [Hospital \(facility\) copay](#) \$350
- Other [coinsurance](#) 20%

**This EXAMPLE event includes services like:**

Primary care physician office visits (*including disease education*)  
 Diagnostic tests (*blood work*)  
 Prescription drugs  
 Durable medical equipment (*glucose meter*)

<b>Total Example Cost</b>	<b>\$7,400</b>
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**In this example, Joe would pay:**

<i>Cost Sharing</i>	
Deductibles	\$150
Copayments	\$300
Coinsurance	\$100
<i>What isn't covered</i>	
Limits or exclusions	\$20
<b>The total Joe would pay is</b>	<b>\$570</b>

**Mia's Simple Fracture**  
(in-network emergency room visit and follow up care)

- The [plan's](#) overall [deductible](#) \$100
- [Specialist copay](#) \$30
- [Hospital \(facility\) copay](#) \$350
- Other [coinsurance](#) 20%

**This EXAMPLE event includes services like:**

Emergency room care (*including medical supplies*)  
 Diagnostic test (*x-ray*)  
 Durable medical equipment (*crutches*)  
 Rehabilitation services (*physical therapy*)

<b>Total Example Cost</b>	<b>\$1,900</b>
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**In this example, Mia would pay:**

<i>Cost Sharing</i>	
Deductibles	\$100
Copayments	\$300
Coinsurance	\$300
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$700</b>

## NONDISCRIMINATION AND LANGUAGE ACCESSIBILITY NOTICE

### Nondiscrimination Notice:

Discrimination is Against the Law

VIVA HEALTH 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 characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). VIVA HEALTH does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

#### VIVA HEALTH:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact VIVA HEALTH'S Section 1557 Coordinator.

If you believe that VIVA 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 with: VIVA HEALTH'S Section 1557 Coordinator, 417 20<sup>th</sup> Street North, Suite 1100, Birmingham, AL, 35203, 1-800-294-7780, TTY: 711, VIVACivilRightsCoord@uabmc.edu. You can file a grievance by mail, fax, or email. If you need help filing a grievance, VIVA HEALTH'S Section 1557 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, TDD: 1-800-537-7697



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

Language access, effective communication, reasonable modification, and non-discrimination policies and procedures are available at all VIVA HEALTH offices and at [vivahealth.com](http://vivahealth.com).

### **Discrimination Grievance Procedure (under Section 1557 of the Affordable Care Act):**

In accordance with Section 1557 of the Affordable Care Act (Section 1557), it is the policy of VIVA HEALTH to not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

This is the grievance procedure for providing prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 and its implementing regulations at 45 C.F.R. Part 92, issued by the U.S. Department of Health and Human Services. Section 1557 and its implementing regulations may be examined at <https://www.federalregister.gov/documents/2024/05/06/2024-08711/nondiscrimination-in-health-programs-and-activities>.

Any person who believes that VIVA HEALTH subjected someone to discrimination prohibited by Section 1557 may file a grievance under this procedure.

It is against the law for VIVA HEALTH to intimidate, threaten, coerce, retaliate, or otherwise discriminate against anyone who files a grievance, or participates in the investigation of a grievance for the purpose of interfering with any right or privilege secured by Section 1557. Section 1557 and its implementing regulations may be examined in the office of VIVA HEALTH's Section 1557 Coordinator at 417 20<sup>th</sup> Street North, Suite 1100, Birmingham, AL, 35203.

### **Procedure:**

- Grievances must be submitted to the Section 1557 Coordinator within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- Grievances must be submitted in writing to

VIVA HEALTH Section 1557 Coordinator  
417 20<sup>th</sup> Street North, Suite 1100  
Birmingham, AL 35203, or

(by fax or email): 205-449-7626, or [VIVACivilRightsCoord@uabmc.edu](mailto:VIVACivilRightsCoord@uabmc.edu)

- A grievance should contain the name and contact information of the person filing it as well as the alleged discriminatory action and alleged basis (or bases) of discrimination, the date the grievance was filed, and any other pertinent information

- When a grievance includes allegations that would violate Section 1557, the Section 1557 Coordinator (or their designee, if applicable) shall investigate the grievance. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the grievance.
- VIVA HEALTH shall inform an individual that they have a right to reasonable modifications in the grievance procedure if they need them.
- The Section 1557 Coordinator must keep confidential the identity of an individual who has filed a grievance under this part except as required by law or to carry out the purposes of this part, including the conduct on any investigation, including to investigate the grievance.
- VIVA HEALTH will issue to the person who filed the grievance a written decision on the grievance no later than 30 days after its filing. The decision shall include the resolution date and a notice to the complainant of their right to pursue further administrative or legal remedies.
- VIVA HEALTH will maintain the files and records relating to such grievances for at least three years from the date VIVA HEALTH resolves the grievance.

The person filing the grievance may appeal the written decision by writing to the Chief Administrative Officer within 15 days of receiving the decision. The Chief Administrative Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.

VIVA HEALTH, through the Section 1557 Coordinator, will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided reasonable modifications, appropriate auxiliary aids and services, or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include but are not limited to providing these services in a timely manner and without cost to individuals being served to ensure that individuals have an equal opportunity to participate in the grievance process.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal and administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, TDD: 1-800-537-7697

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

## **Language Assistance Services:**

### **English (English)**

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-294-7780 (TTY: 711) or speak to your provider.

### **Español (Spanish)**

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-294-7780 (TTY: 711) o hable con su proveedor.

### **中文 (Traditional Chinese)**

注意：如果您說中文 (Chinese)，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-800-294-7780 (TTY : 711) 或與您的提供者討論。

### **中文 (Simplified Chinese)**

注意：如果您說中文 (Chinese)，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-800-294-7780 (文本电话：711) 或咨询您的服务提供商。

### **한국어 (Korean)**

주의: 한국어 (Korean) 를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-294-7780(TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

### **Việt (Vietnamese)**

LƯU Ý: Nếu bạn nói tiếng Việt (Vietnamese), chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-294-7780 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

### **العربية (Arabic)**

تنبيه: إذا كنت تتحدث اللغة العربية (Arabic)، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-800-294-7780 (TTY: 711) أو تحدث إلى مقدم الخدمة.

### **Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch (German) sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-800-294-7780 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.

### **Français (French)**

ATTENTION : Si vous parlez Français (French), des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-294-7780 (TTY : 711) ou parlez à votre fournisseur.

### **ગુજરાતી (Gujarati)**

ધ્યાન આપો: જો તમે ગુજરાતી (Gujarati) બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસવરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-800-284-7780 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

### **Tagalog (Tagalog)**

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-800-294-7780 (TTY: 711) o makipag-usap sa iyong provider.

### **हिंदी (Hindi)**

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-800-294-7780 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

### **ລາວ (Lao)**

ເລື່ອງສຳຄັນ: ຖ້າທ່ານເວົ້າພາສາ ລາວ (Lao), ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາຕື 1-800-294-7780 (TTY: 711) ຫຼື ວົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ.

### **РУССКИЙ (Russian)**

ВНИМАНИЕ: Если вы говорите на русский (Russian), вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-294-7780 (TTY: 711) или обратитесь к своему поставщику услуг.

**Português (Portuguese)**

ATENÇÃO: Se você fala português (Portuguese), serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-294-7780 (TTY: 711) ou fale com seu provedor.

**Türkçe (Turkish)**

DİKKAT: Türkçe (Turkish) konuşuyorsanız, ücretsiz dil yardım hizmetleri sizin için mevcuttur. Erişilebilir formatlarda bilgi sağlamak için uygun yardımcı araçlar ve hizmetler de ücretsiz olarak mevcuttur. 1-800-294-7780 (TTY: 711) numarasını arayın veya sağlayıcınızla görüşün.

**日本語 (Japanese)**

注：日本語(Japanese)を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-800-294-7780（TTY：711）までお電話ください。または、ご利用の事業者にご相談ください。