Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage for: Individual/Family | Plan Type: PPO

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, call AultCare at 330-363-6360 or UMR at 800.826.9781. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You may call AultCare at 330-363-6360 or UMR at 800-826-9781 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	For network providers \$350 Individual /\$700 Family; For out-of-network providers \$350 Individual / \$700 Family	Generally, you must pay all of the costs from providers up to the calendar year <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 deductible?	Yes. Network preventive care is covered before you meet your deductible.	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 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 https://www.healthcare.gov/coverage/preventive-care-benefits/ .
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	For network providers \$1,350 Individual /\$2,500 Family For out-of-network providers \$2,350 Individual /\$4,500 Family For Prescription Drugs \$5,000 Individual /\$10,000 Family	The <u>out-of-pocket limit</u> is the most you could pay in a calendar 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?	Penalties, <u>premiums</u> , <u>balance-billing</u> charges, and health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. Call AultCare at 330-363-6360 or UMR at 800-826-9781 for a list of network providers.	This <u>plan</u> uses a provider <u>network</u> . You will pay less if you use a <u>provider</u> in the plan's <u>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 provider's charge and what your <u>plan</u> pays (<u>balance 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 referral to see a specialist?	No	You can see the <u>specialist</u> you choose without a <u>referral</u> .



All <u>coinsurance</u> costs shown in this chart are after your <u>deductible</u> has been met, if a <u>deductible</u> applies.

Common		What You Will Pay		Limitations, Exceptions, & Other Important
Medical Event	Services You May Need	Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information
If you visit a health	Primary care visit to treat an injury or illness	20% coinsurance	30% coinsurance	None
care <u>provider's</u> office or clinic	<u>Specialist</u> visit	20% coinsurance	30% coinsurance	None
	Preventive care/screening/ immunization	No charge	30% coinsurance	You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for. Network physical exam limited to 1 per calendar year.
If you have a test	Diagnostic test (x-ray, blood work) Imaging (CT/PET scans, MRIs)	20% coinsurance 20% coinsurance	30% coinsurance 30% coinsurance	None
If you need drugs to treat your illness or condition More information about		Retail 1-30 day supply: \$5 Retail 31-90 day supply: \$1 Mail Order: \$10 copayment		Deductible does not apply. You may obtain up to a 90-day supply of prescription drugs at the retail pharmacy or through the mail order program. Specialty/Limited Distribution prescription drugs
prescription drug coverage is available at aultcare.com.		Retail 1-30 day supply: \$20 copayment Retail 31-90 day supply: \$60 copayment Mail Order: \$40 copayment		are limited to a 30-day supply per fill. If a prescription drug is purchased without using your card, this Plan will pay up to the allowed amount.
				Once the <u>prescription drug out-of-pocket limit</u> is reached, the copayment is \$0.
		Retail 1-30 day supply: \$35 Retail 31-90 day supply: \$1 Mail Order: \$70 copayment	105 <u>copayment</u>	Certain preventive medications may be covered at 100%, with no cost to You. Also, certain classes of medications require a Prior Authorization or Step Therapy. For a complete list of these medications, please visit the AultCare website at www.aultcare.com .

		ou Will Pay	Limitations, Exceptions, & Other	
Medical Event	Services You May Need	Network Provider	Out-of-Network Provider	Important Information
		(You will pay the least)	(You will pay the most)	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	20% <u>coinsurance</u>	30% coinsurance	None
	Physician/surgeon fees	20% coinsurance	30% <u>coinsurance</u>	None
If you need immediate	Emergency room care	\$200 copayment/visit	\$200 copayment/visit	Deductible does not apply. Copayment waived if admitted.
medical attention	Emergency medical transportation	20% <u>coinsurance</u>	20% coinsurance	Network deductible will apply.
	<u>Urgent care</u>	20% <u>coinsurance</u>	20% coinsurance	Network deductible will apply.
If you have a hospital stay	Facility fee (e.g., hospital room)	20% coinsurance	30% coinsurance	<u>Preauthorization</u> is recommended.
	Physician/surgeon fees	20% coinsurance	30% coinsurance	None
If you need mental health, behavioral	Outpatient services	20% coinsurance	30% coinsurance	None
health, or substance abuse services	Inpatient services	20% coinsurance	30% coinsurance	Preauthorization is recommended.
	Office visits	20% coinsurance	30% coinsurance	None
If you are pregnant	Childbirth/delivery professional services	20% coinsurance	30% coinsurance	None
	Childbirth/delivery facility services	20% coinsurance	30% coinsurance	<u>Preauthorization</u> is recommended.
	Home health care	20% coinsurance	30% coinsurance	Preauthorization is recommended. Coverage is limited to 100 visits per calendar year.
If you need help recovering or have	Rehabilitation services	20% coinsurance	30% coinsurance	Must be illness/injury related. Manipulation therapy is limited to 30 treatments per calendar year.
other special health	Habilitation services	Not covered	Not covered	
needs	Skilled nursing care	20% coinsurance	30% coinsurance	Preauthorization is recommended. Coverage is limited to 120 days per calendar year.
	Durable medical equipment	20% coinsurance	30% coinsurance	Preauthorization is recommended for a single item with a purchase price over \$1,500.
	Hospice services	20% coinsurance	20% coinsurance	Preauthorization is recommended.

Common	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other	
Medical Event	Services Fourmay Need	Network Provider C	Out-of-Network Provider (You will pay the most)	Important Information	
If your child needs dental or eye care	Eye Exam	No charge	30% coinsurance	Coverage is provided for vision screening for all children at least once between the ages of 3 and 5 years, to detect the presence of amblyopia or its risk factors.	
.,	Glasses	Not covered	Not covered		
	Dental check-up	Not covered	Not covered		

Excluded Services & Other Covered Services:

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- Abortion (except in cases of rape, incest, or when the life of the mother is endangered)
- Acupuncture
- Cosmetic Surgery

- Dental Care (adult)
- Habilitation Services
- Infertility Treatment
- Long Term Care

- Non-Emergency care when traveling outside the U.S.
- Routine Eye Care (Adult)
- Routine Foot Care
- Weight Loss Programs

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

- Bariatric Surgery
- Chiropractic Care

- Hearing Aids
- Lasik Eye Surgery (employee only)

Private Duty Nursing

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: for group health coverage subject to ERISA, contact Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA(3272) or www.dol.gov/ebsa/healthreform; for non-federal governmental group health plans, contact Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.cciio.cms.gov. Church plans are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact their State insurance regulator regarding their possible rights to continuation coverage under State law. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance 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 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: for group health coverage subject to ERISA, contact Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA(3272) or

<u>www.dol.gov/ebsa/healthreform</u> or call the Ohio Department of Insurance 1-800-686-1526; for non-federal governmental group health plans and church plans that are group health plans, contact AultCare at 1-800-344-8858 or UMR at 1-800-826-9781 or call the Ohio Department of Insurance 1-800-686-1526.

Does this plan provide Minimum Essential Coverage? Yes.

If you don't have Minimum Essential Coverage 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 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 330-363-6360 / 1-800-344-8858

[Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 300-363-6360 / 1-800-344-8858

[Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 330-363-6360 / 1-800-344-8858

[Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 330-363-6360 / 1-800-344-8858

—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 <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. 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	\$350
■ Specialist coinsurance	20%
■ Hospital (facility) coinsurance	20%
■ Other <u>coinsurance</u>	20%

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)

Total Example Cost

The total Peg would pay is

In this example, Peg would pay:		
Cost Sharing		
Deductibles	\$350	
Copayments	\$20	
Coinsurance	\$1,000	
What isn't covered		
Limits or exclusions	\$260	

Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

■ The plan's overall deductible	\$350
■ Specialist coinsurance	20%
■ Hospital (facility) coinsurance	20%
■ Other coinsurance	20%

This EXAMPLE event includes services like:

Primary care physician office visits (including disease education)

Diagnostic tests (blood work)

Prescription drugs

Total Example Cost

\$12,800

\$1,630

Durable medical equipment (glucose meter)

In this example, Joe would pay:			
Cost Sharing			
Deductibles	\$350		
Copayments	\$415		
Coinsurance	\$590		
What isn't covered			
Limits or exclusions	\$60		
The total Joe would pay is	\$1,415		

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

■ The plan's overall deductible	\$350
■ Specialist coinsurance	20%
■ Hospital (facility) coinsurance	20%
■ Other <u>coinsurance</u>	20%

This EXAMPLE event includes services like:

Emergency room care (including medical supplies)

Diagnostic test (x-ray)

\$7,400

Durable medical equipment (crutches)
Rehabilitation services (physical therapy)

In this example, Mia would pay:

Cost Sharing		
Deductibles	\$350	
Copayments	\$0	
Coinsurance	\$270	
What isn't covered		
Limits or exclusions	\$0	
The total Mia would pay is	\$620	

AultCare/Aultra/UMR Notice Tag Lines for the State of Ohio

English

This Notice has Important Information. This notice has important information about your application or coverage through AultCare /Aultra. Look for key dates in this notice. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. Call Local: 330.363.6360 Outside Stark County: 1.800.344.8858 TTY Local: 330.363.2393 Outside Stark County: 1.866.633.4752

Spanish

Español

Este Aviso contiene información importante. Este aviso contiene información importante acerca de su solicitud o cobertura a través AultCare/Aultra/UMR. Preste atención a las fechas clave que contiene este aviso. Es posible que deba tomar alguna medida antes de determinadas fechas para mantener su cobertura médica o ayuda con los costos. Usted tiene derecho a recibir esta información y ayuda en su idioma sin costo alguno. Llame al Local: 330.363.6360 Fuera del condado de Stark: 1.800.344.8858 TTY Local: 330.363.2393 Fuera del condado de Stark: 1.866.633.4752

Chinese

中文

本通知有重要的訊息。本通知有關於您透過 AultCare/Aultra/UMR 保险公司 提交的申請或保險的重要訊息。請留意本通知內的重要日期。您可能需要在截止日期之前採取行動,以保留您的健康保險或者費用補 貼。您有權利免費以您的母語得到本訊息和幫助

。請撥電話 本地: 330.363.6360 斯塔克縣外: 1.800.344.8858 TTY 線 本地: 330.363.2393 斯塔克縣外: 1.866.633.4752。

German

Deutsche

Diese Benachrichtigung enthält wichtige Informationen. Diese Benachrichtigung enthält wichtige Informationen bezüglich Ihres Antrags auf Krankenversicherungsschutz durch AultCare/Aultra/UMR. Suchen Sie nach wichtigen Terminen in dieser Benachrichtigung. Sie könnten bis zu bestimmten Stichtagen handeln müssen, um Ihren Krankenversicherungsschutz oder Hilfe mit den Kosten zu behalten. Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Rufen Sie an unter Local: 330.363.6360 Außerhalb von Stark County: 1.800.344.8858 TTY - Linie Local: 330.363.2393 Außerhalb von Stark County: 1.866.633.4752.

Arabic

ال عرب بهة

ي وح واذه شاله اعر لغمت المرقاح المرقاع المرقاع العرب العمت المورد عليه المراقع العربي المرقال المرقال المرقاع المرقع ال البشح عن لهَا اور يخ اللَّحَمْمُ يَهُ هَذَا لَ النَّرَاعُ بَرْ دَنُ حَلَّا نَجَ ذَاخَهُ لَا جَارَاءُ يَهُ نُوراَيَحُ مَعْينَةَ فَا إِللَّاطُ عِلْمَ فَعْطَيْكُ اللَّحِمْمَ يُو وَاللَّذَةُ عَاسُمْ يَهُ دَدْعُ لِللَّاكَانِفِ. كَالْ لِجَاقَ يَهُ وَصَ حَ لِالرَّ عَلَاعَ اللاعمت الهو الله عدة أله على أن ود يأ من أن من أن ود يأ من أن أن من أن أن ود يأ من أن ود يأ من أن أن ود يأ من أن ود يأ من أن ود يأ من أن

Pennsylvania Dutch

Deitsch

Die Bekanntmaching gebt wichdichi Auskunft. Die Bekanntmaching gebt wichdichi Auskunft baut dei Application oder Coverage mit AultCare/Aultra/UMR. Geb Acht fer wichdiche Daadem in die Bekanntmachung. Es iss meeglich, ass du ebbes duh muscht, an beschtimmde Deadlines, so ass du dei Health Coverage bhalde kannscht, odder bezaahle helfe kannscht. Du hoscht es Recht fer die Information un Hilf in deinre eegne Schprooch griege, un die Hilf koschtet nix Local: 330.363.6360 Außerhalb von Stark County: 1.800.344.8858 TTY - Linie Local: 330.363.2393 Außerhalb von Stark County: 1.866.633.4752.

Russian

русский

Настоящее уведомление содержит важную информацию. Это уведомление содержит важную информацию о вашем заявлении или страховом покрытии через Страховая компания AultCare/Aultra/UMR. Посмотрите на ключевые даты в настоящем уведомлении. Вам, возможно, потребуется принять меры к определенным предельным срокам для сохранения страхового покрытия или помощи с расходами. Вы имеете право на бесплатное получение этой информации и помощь на вашем языке. Звоните по телефону Местный: 330.363.6360 Вне Старка County: 1.800.344.8858 ТТУ линия Местный: 330.363.2393 Вне Старка County: 1.866.633.4752.

French

Français

Cet avis a d'importantes informations. Cet avis a d'importantes informations sur votre demande ou la couverture par l'intermédiaire de Compagnie d'Assurance AultCare/Aultra/UMR. Rechercher les dates clés dans le présent avis. Vous devrez peut-être prendre des mesures par certains délais pour maintenir votre couverture de santé ou d'aide avec les coûts. Vous avez le droit d'obtenir cette information et de l'aide dans votre langue à aucun coût. Appelez Locale: 330.363.6360 En dehors du comté de Stark : 1.800.344.8858 ligne ATS Local: 330.363.2393 En dehors du comté de Stark: 1.866.633.4752

Vietnamese

Viêt Nam

Thông báo này cung cấp thông tin quan trọng. Thông báo này có thông tin quan trọng bàn về đơn nộp hoặc hợp đồng bảo hiểm qua chương trình Công ty Bảo hiểm Ault Care/Aultra/UMR. Xin xem ngày then chốt trong thông báo này. Quý vị có thể phải thực hiện theo thông báo đúng trong thời hạn để duy trì bảo hiểm sức khỏe hoặc được trợ trúp thêm về chi phí. Quý vị có quyền được biết thống tin này và được trợ giúp bằng ngôn ngữ của mình miễn phí. Xin gọi số Địa phương: 330.363.6360 Bên ngoài của Stark County: 1.800.344.8858 TTY đường dây Địa phương: 330.363.2393 Bên ng oài của Stark County: 1.866.633.4752.

Cushite-Oromo

Beeksisni kun odeeffannoo barbaachisaa qaba. Beeksisti kun sagantaa yookan karaa AultCare/Aultra/UMR tiin tajaajila keessan ilaalchisee odeeffannoo barbaachisaa qaba. Guyyaawwan murteessaa ta'an beeksisa kana keessatti ilaalaa. Tarii kaffaltiidhaan deeggaramuuf yookan tajaajila fayyaa keessaniif guyyaa dhumaa irratti wanti raawwattan jiraachuu danda'a. Kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabaattu. Lakkoofsa bilbilaa Local: 330.363.6360 Outside of Stark County: 1.800.344.8858 TTY Line Local: 330.363.2393 Outside of Stark County: 1.866.633.4752 tii bilbilaa.

Korean

한국어

본통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 신청에 관하여 그리고 AultCare/Aultra/UMR 보험 회사계획을 통한 커버리지 에 관한 정보를 포함하고 있습니다. 본 통지서에서 핵심이 되는 날짜들을 찾으십시오. 귀하는 귀하의 건강 커버리지를 계속 유지하거나 비용을 절감하기 위해서 일정한 마감일까지 조치를 취해야 할 필요가 있을 수 있습니다. 귀하는 이러한 정보와 도움을 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 지역: 330.363.6360 스타크카운티의 외부: 1.800.344.8858 TTY 라인 지역: 330.363.2393 스타크카운티의 외부: 1.866.633.4752 로 전화하십시오.

Italian

Italiano

Questo avviso contiene informazioni importanti sulla tua domanda o copertura attraverso **AultCare/Aultra/UMR**. Cerca le date chiave inquesto avviso. Potrebbe essere necessario un tuo intervento entro una scadenza determinata per consentirti di mantenere la tua copertura o sovvenzione. Hai il diritto di ottenere queste informazioni e assistenza nella tua lingua gratuitamente. Chiama **Locale: 330.363.6360 Al di fuori di Stark County: 1.800.344.8858 TTY linea Locale: 330.363.2393 Al di fuori di Stark County: 1.866.633.4752.**

Japanese

日本語

この通知には重要な情報が含まれています。この通知には AultCare/Aultra/UMR 保険会社の申請または補償範囲に関する重要な情報が含まれています。この通知に記載されている重要な日付をご確認ください。健康保険や有料サポートを維持するには、特定の期日までに行動を取らなければならない場合があります。ご希望の言語による情報とサポートが無料で提供されます。330.363.6360 スターク郡の外: 1.800.344.8858 TTY ライン ローカル: 330.363.2393 スターク郡の外: 1.866.633.4752 までお電話ください。

Dutch

Nederlands

Deze mededeling heeft belangrijke informatie. Deze mededeling heeft belangrijke informatie over uw aanvraag of dekking via **AultCare** /**Aultra.** Kijk naar belangrijke datums in deze mededeling. Het kan nodig zijn om actie te ondernemen binnen bepaalde termijnen om uw zorgverzekering te behouden of hulp met kosten te krijgen. U heeft het recht op deze informatie en hulp in uw taal zonder kosten. Bel **Local: 330.363.6360 Buiten Stark County: 1.800.344.8858 TTY Line Local: 330.363.2393 Buiten Stark County: 1.866.633.4752.**

Ukrainian

український

Це повідомлення містить важливу інформацію. Це повідомлення містить важливу інформацію про Ваше звернення щодо страхувального покриття через Страхова компанія AultCare/Aultra/UMR. Зверніть увагу на ключові дати, вказані у цьому повідомленні. Існує імовірність того, що Вам треба буде здійснити певні кроки у конкретні кінцеві строки для того, щоб зберегти Ваше медичне страхування або отримати фінансову допомогу. У Вас є право на отримання цієї інформації та допомоги безкоштовно на Вашій рідній мові. Дзвоніть за номером телефону Місцевий : 330.363.6360 Поза Старка County : 1.800.344.8858 ТТУ лінія Місцевий : 330.363.2393 Поза Старка County : 1.866.633.4752.

Romanian

Română

Prezenta notificare conține informații importante. Această notificare conține informații importante privind cererea sau acoperirea asigurării dumneavoastre de sănătate prin Compania de Asigurari AultCare/Aultra/UMR. Căutați datele cheie din această notificare. Este posibil să fie nevoie să acționați până la anumite termene limită pentru a vă menține acoperirea asigurării de sănătate sau asistența privitoare la costuri. Aveți dreptul de a obține gratuit aceste informații și ajutor în limba dumneavoastră. Sunați la Locale: 330.363.6360 In afara Stark Judet: 1.800.344.8858 TTY linie Locale: 330.363.2393 In afara Stark Judet: 1.866.633.4752.

Non-Discrimination Notice:

AultCare/Aultra/UMR complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AultCare/Aultra/UMR does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. AultCare/Aultra/UMR provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). AultCare/Aultra/UMR provides free language services to people whose primary language is not English, such as: Qualified interpreters and information written in other languages.

If you need these services, or if you believe that AultCare/Aultra 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 contact or file a grievance with the: AultCare/Aultra Civil Rights Coordinator, 2600 6th St. S.W. Canton, OH 44710, 330-363-7456, CivilRightsCoordinator@aultcare.com; or, Civil Rights Coordinator, United HealthCare Civil Rights Grievance, PO Box 30608, Salt Lake City, UT, 84130, UHC_Civil_Rights@uhc.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights staff 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. AultCare/Aultra Notice Taglines