

Group #10016675

# Lewis and Clark College

## Dental Customer Service

888-217-2365, [customersupportOR@deltadentalor.com](mailto:customersupportOR@deltadentalor.com)

## Customer Service Hours

Monday through Friday, 7:30 a.m. - 5:30 p.m. PST







## MEMBER DASHBOARD

# Get your benefits on the go

As a member, you have a personalized Member Dashboard that puts the information you need at your fingertips.

### What's in the Member Dashboard?

The Member Dashboard is a one-stop resource for all you need to get the most out of your plan, including:



ID cards



Claim status



Benefits overview



Provider search



Calculate costs



Explanation of  
Benefits (EOBs)



Customer service  
contact information


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If you don't have a Member Dashboard account, creating one is easy. Go to [deltadentalOR.com](https://deltadentalOR.com) and enter your information. Be sure to have your member ID card handy.

## Access the Member Dashboard on your smartphone

The easiest way to open the Member Dashboard is to add a shortcut on your phone. Anytime you want to access your benefits or resources, just tap the Member Dashboard icon.

### On an iPhone

1. Open the browser on your phone and go to [deltadentalOR.com/memberdashboard](https://deltadentalOR.com/memberdashboard)
2. From the login screen, tap the Share  icon in the menu at the bottom of the screen
3. From the Share menu (scroll right to see more options), choose “Add to Home Screen”
4. Tap “Add” to confirm

Your phone will now have an icon that says “Login|Member Dashboard.”

### On an Android device:

1. On your phone, go to [deltadentalOR.com/memberdashboard](https://deltadentalOR.com/memberdashboard)
2. Using the menu (three vertical dots) at the top of the screen, choose “Add to Home screen”
3. Tap “Add” to confirm
4. On the next screen, choose “ADD AUTOMATICALLY” so the icon will be placed on your phone

Your phone will now have an icon that says “Login|Member Dashboard.”

## Questions?

We're here to help.  
Call us toll-free at  
888-217-2365. TTY  
users, please call 711.

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# 2023 Delta Dental PPO Plan Benefit Summary



Delta Dental of Oregon & Alaska

Lewis and Clark College  
Group ID: 10016675

## Passive PPO Plan

|   | In-network<br>PPO provider | Out-of-network<br>Premier provider | Out-of-network<br>non-participating<br>provider |
|---|----------------------------|------------------------------------|---|
| <b>Calendar year costs</b>  |                            |                                    |   |
| Calendar year maximum, per member   |                            | \$1,500                            |   |
| Calendar year deductible, per member  |                            | \$50                               |   |
| Calendar year maximum deductible, per family  |                            | \$150                              |   |
| <b>Class 1* (Services do not apply to the calendar year max)</b>                                  |                            |                                    |   |
| Periodic examinations / x-rays  | 0%                         | 0%                                 | 0%  |
| Prophylaxis (cleanings) / periodontal maintenance   | 0%                         | 0%                                 | 0%  |
| Sealants  | 0%                         | 0%                                 | 0%  |
| Space maintainers   | 0%                         | 0%                                 | 0%  |
| Topical application of fluoride   | 0%                         | 0%                                 | 0%  |
| <b>Class 2</b>  |                            |                                    |   |
| Restorative fillings  | 20%                        | 20%                                | 20%   |
| Oral surgery (extractions & certain minor surgical procedures)                                    | 20%                        | 20%                                | 20%   |
| Endodontics (treatment of teeth with diseased or damaged nerves)                                  | 20%                        | 20%                                | 20%   |
| Periodontics<br>(treatment of diseases of the gums and supporting structures of the teeth)        | 20%                        | 20%                                | 20%   |
| <b>Class 3</b>  |                            |                                    |   |
| Implants  | 50%                        | 50%                                | 50%   |
| Crowns and other cast restorations  | 50%                        | 50%                                | 50%   |
| Dentures and bridges<br>(construction or repair of fixed bridges, partial, and complete dentures) | 50%                        | 50%                                | 50%   |

\* Deductible waived for preventive.

**This is a benefit summary only. For a more detailed description of benefits, refer to your member handbook.**

## How to use this dental plan

For In-Network benefits, members select a Delta Dental PPO dentist from our directory which is on our website at [www.modahealth.com](http://www.modahealth.com). Each family member may choose a different dentist. If you receive care from a dental provider not in the Delta Dental PPO Network, Out-of-Network coverage levels apply.

## When the member visits:

### Delta Dental PPO Dentists:

Benefits are paid at the PPO benefit level. Members are held harmless from balance billing (will not be billed for the difference between the dentist's billed charge and the Delta Dental PPO fee).

### Delta Dental Premier Dentist, Non PPO:

Benefits are paid at the Premier benefit level. Members are held harmless from balance billing (will not be billed for the difference between the dentist's billed charge and the Delta Dental negotiated fee).

### Non Participating Dentists:

Benefits are paid at the Out of Network benefit level. Members may be held liable for the difference between the dentist's billed charge and the non-participating allowable.

## Limitations

If a more expensive treatment than is functionally adequate is performed, Delta Dental Plan of Oregon will pay the applicable percentage of the maximum plan allowance for the least costly treatment.

## Preventive (Class 1 Services)

- **Diagnostic** Routine or comprehensive examinations or consultations covered once in any 6-month period. Supplementary bitewing x-rays are covered once in any 12-month period. Complete series x-rays or a panoramic film are covered once in any 5-year period.
- **Preventive** Prophylaxis (cleaning) or periodontal maintenance is covered once in any six-month period. Additional periodontal maintenance is covered for members with periodontal disease, up to a total of 2 additional periodontal maintenances per year. Topical application of fluoride is covered once in any 6-month period for members under age 19. For members age 19 and older, topical application of fluoride is covered once in any 6-month period if there is a recent history of periodontal surgery or high risk of decay due to medical disease or chemotherapy or similar type of treatment. Sealant benefits are limited to the unrestored, occlusal surfaces of permanent molars. Benefits will be limited to one sealant, per tooth, during any 5-year period.

## Basic (Class 2 Services)

- **Oral Surgery** Limited to extractions and other minor surgical procedures.
- **Restorative** Amalgam and composite fillings are covered for all teeth. A separate charge for general anesthesia and/or IV sedation is not covered when used for non-surgical procedures.
- **Periodontic** Scaling and root planing is limited to once per quadrant in any 2-year period.

## Major (Class 3 Services)

- **Implants** and implant removal are limited to once per lifetime per tooth space. A crown over an implant is covered once per lifetime of the implant.
- **Restorative** Cast restorations (including pontics) are covered once in a seven (7) year period on any tooth.
- **Prosthodontic** A bridge or denture (full or partial, including alternate benefits) will be covered once in a seven (7) year period only if the tooth, tooth site, or teeth involved have not received a cast restoration benefit in the past seven (7) years. Specialized or personalized prosthetics are limited to the cost of standard devices.
- **Occlusal Guard** (night guard) covered at 100% once in a five year period, up to \$150 maximum. Over-the-counter night guards are excluded.
- **Athletic mouth guard** covered at 50%, once in any 12-month period for members age 15 and under and once in any 24-month period age 16 and over. Over-the-counter athletic mouth guards are excluded.

## Exclusions

- Services covered under worker's compensation or employer's liability laws and services covered by any federal, state, county, municipality or other governmental agency, except Medicaid.
- Services with respect to congenital (hereditary) or developmental (following birth) malformations or cosmetic reasons; including, but not limited to cleft palate, upper and lower jaw malformations, enamel hypoplasia (lack of development), fluorosis and disturbance of the temporomandibular joint.
- Services for rebuilding or maintaining chewing surfaces due to teeth out of alignment or occlusion, or for stabilizing the teeth except for occlusal guards.
- Services started prior to the date the individual became eligible for services under the program.
- Hypnosis, prescribed drugs, premedications or analgesia (e.g. nitrous oxide) or any other euphoric drugs.
- Hospital costs or any additional fees charged by the dentist because the patient is hospitalized.
- General anesthesia and/or IV sedation except when administered by a dentist in conjunction with covered oral surgery in his or her office.
- Plaque control and oral hygiene or dietary instructions.
- Experimental procedures.
- Missed or broken appointments.
- Precision attachments.
- Orthodontic services (except when an orthodontia rider is included).
- Services for cosmetic reasons.
- Claims submitted more than 12 months after the date of service are not covered.
- All other services or supplies, not specifically covered.

# Delta Dental orthodontia rider



Delta Dental of Oregon & Alaska

| Adult & Child Ortho 1500 |         |
|--------------------------|---------|
| Lifetime maximum         | \$1,500 |
| What members pay         |         |
| Members age 19+          | 50%     |
| Members under age 19     | 50%     |

### How to use this dental plan

When you visit your dental provider, tell him or her you are a Delta Dental member.

### Pre-determination

Your dental office can submit a pre-treatment plan to Delta Dental of Oregon on your behalf. We will return it to them indicating the dollar allowance which will be covered by your plan before you go forward with treatment.



## PREVENTIVE CARE

# Think preventive first when it comes to your dental care

Seeing your dentist regularly helps prevent serious and expensive services down the road. As a Delta Dental member, your employer offers a preventive first dental plan.

***Under these plans, preventive services do not apply to your annual maximum.***

Preventive services may include:

- Routine exams/X-rays
- Regular cleanings
- Periodontal maintenance

By saving on preventive care, you can use your annual maximum for services including:

- Treatment of diseases of the gums
- Fillings
- Oral surgeries
- Crowns
- Dentures and bridges

***With your Delta Dental preventive first plan, your employer helps you get greater value out of your dental benefits.***

### ***Questions?***

We're here to help. For questions, call our dental services team toll-free. Oregon: 888-217-2365





DELTA DENTAL NETWORKS

## Save money on dental visits

Your dental plan lets you see any licensed dentist you want. But when you see a provider in our Delta Dental networks, you'll save money; and visiting a Delta Dental PPO dentist will give you an even better deal.

### Choose Delta Dental providers to keep costs low

Your dental plan gives you access to Delta Dental, the largest network of dentists in the nation. You'll find Delta Dental providers close to home and across the country.

Through Delta Dental PPO and Premier networks, we set limits on what dentists can charge for certain services. It's our way of connecting you with great care at even better rates.

You'll save the most when you visit Delta Dental PPO providers. They agree to accept our lowest contracted rates as full payment.

Both Delta Dental networks protect you from 'balance billing' — the practice of billing you for the difference between your dentist's fees and the rates your dental plan will pay.

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## What you pay by network

Here's how your network choice can affect your bill:

### Delta Dental PPO dentists

- Lowest costs and the most savings
- No balance billing

### Delta Dental Premier dentists

- Slightly higher costs with some savings
- No balance billing

## Non-Delta Dental dentists

- Higher costs, since dentists don't set fee agreements
- Balance billing

## Find an in-network dentist

To locate a provider near you, log in to your Member Dashboard and select "Find Care."

## Your dentist's network determines your cost

What you save

What you pay



The share of costs shown in this graphic are samples only. Actual dentist fees and other charges will vary.

## Questions?

**We're here to help.** Call our dental services team toll free.  
Oregon: 888-217-2365

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ORAL HEALTH, TOTAL HEALTH

# Dental benefits that protect more than just your smile

If you are diabetic or pregnant in your third trimester, the Oral Health, Total Health program offers more ways to care for your teeth and mouth — and keep the rest of your body healthy, too.

## If you have diabetes

Diabetes increases the risk of cavities, periodontal (gum) disease, tooth loss, dry mouth and infection. If you have been diagnosed with this disease you are eligible for four prophylactic (preventive) cleanings or periodontal maintenance visits per year through our Oral Health, Total Health program. Protect your teeth and gums by enrolling today.

For details on the Oral Health, Total Health program, refer to the dental Member Handbook or visit Member Dashboard, your personalized member website.

## If you're pregnant

Pregnant members who have periodontal (gum) disease are more likely to have a premature and underweight baby. Bacteria can enter the bloodstream through the mouth, and the body's response to the infection can trigger early labor.

If you are expecting, you can enroll in the Oral Health, Total Health program to help prevent gum disease. If you've already had two cleanings for the year, you'll be eligible for another cleaning or checkup during your third trimester. This added preventive (prophylactic) visit is covered regardless of normal plan frequency limits. That way, you can receive a dental cleaning during the third trimester, no matter what.

## Learn more and enroll

To enroll in the Oral Health, Total Health program, fill out the form on the reverse side of this sheet or access the form online by logging in to Member Dashboard. Once you've signed in, simply click on "Oral Health, Total Health" in the myHealth tab.

## Questions?

We're here to help.  
For questions, call our  
dental services team toll free.  
Oregon: 888-217-2365  
Alaska: 888-374-8906

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## Oral Health, Total Health enrollment form

To enroll in our Oral Health, Total Health program, please follow the instructions below.

### For expectant members, enrolling is a one-step process

If you are pregnant, you can enroll in the Oral Health, Total Health program by calling Delta Dental Customer Service after you have scheduled your third trimester cleaning appointment. Be sure to tell us the date of your appointment. It's that easy.

### For diabetics, enrolling is as easy as 1-2-3

- 1 Complete the form below.
- 2 Include proof of diagnosis.
- 3 Mail or fax both to Delta Dental.

### Section 1: Insurance information

If you are diabetic and wish to enroll in the Oral Health, Total Health program, complete this enrollment form and fax it — along with proof of diagnosis.

|                      |                 |                       |
|----------------------|-----------------|-----------------------|
| Member name          | Subscriber name | Subscriber ID number* |
| Group (plan) number* | Group name*     |                       |

\* Find this information on your ID card and through Member Dashboard.

### Section 2: Proof of diagnosis

Please select one of the following:

- ☐ I have attached proof of my diabetes diagnosis. *Examples of proof of diagnosis include a doctor's note or a copy of a prescription supporting a diabetes diagnosis.*
- ☐ I have Moda Health medical coverage and have had a claim paid by Moda Health for medical or pharmacy services related to my diabetes. We will verify the diagnosis on your behalf.

### Section 3: Authorization

I certify that the information above has been truly and accurately recorded.

|           |      |
|-----------|------|
| Signature | Date |
|-----------|------|

### When is it effective?

Your enrollment will be effective the first of the month after we receive and process both your completed Oral Health, Total Health enrollment form and proof of diagnosis.

**Ready to submit?** Mail or fax this form to Delta Dental:

**Mail:** Delta Dental, 601 S.W. Second Ave., Portland, OR 97204 **Fax:** 503-765-3297



## DENTAL BENEFITS

# Health through Oral Wellness®

When it comes to oral health, we know some people need more care than others. Delta Dental of Oregon's Health through Oral Wellness® program offers extra benefits to members who have greater risk for oral diseases.

The program uses a clinical oral health assessment to find out your risk of tooth decay, gum disease and oral cancer. Based on your risk score, you may qualify for additional cleanings, fluoride treatments, sealants and periodontal maintenance.

With extra benefits and related care, you can:

- Take charge of your oral health
- Prevent oral health issues before they happen
- Access resources to manage your oral health
- Learn how to achieve and maintain better oral wellness

### Ready to get started?

Follow these simple steps to see if you qualify:

- 1 Visit [deltadentalor.com/oralwellness/members](https://deltadentalor.com/oralwellness/members) to learn more about the program and take a free oral health risk self-assessment. You can choose to share your results with your dentist to start the conversation.
- 2 Talk to your dentist about the program. If they're not registered, ask them to call our toll-free Health through Oral Wellness provider line at 844-663-4433. Once registered, they can perform an oral health risk exam and can let you know if you qualify.

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- 
- 3 To look for providers registered with the program, go to [deltadentalor.com](https://deltadentalor.com) and choose Find Care. Dental providers registered with Health through Oral Wellness will have a badge icon next to their name.



Registered  
provider  
badge icon

*\* All enhanced dental benefits are subject to your plan's annual maximum and other limitations.*

## Questions?

We're here to help. Contact our customer service team toll-free at 888-217-2365. TTY users, please call 711. Or visit [deltadentalor.com](https://deltadentalor.com) to learn more.

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## DELTA DENTAL NETWORKS - OREGON

# Use Find Care to locate a dental provider near you

Our provider directory tool can help you save money when seeking care.

Find Care, our online provider directory tool, makes it easy for you to locate an in-network provider by name, provider type, specialty, network, location, gender identity and more. Plus, finding an in-network dental provider that's right for you can also save you out-of-pocket costs.

## How to find a provider

1. Visit [deltadentalOR.com](https://deltadentalOR.com).
2. Under the "Online Tools" drop-down menu, select "Find a dentist".
3. Choose the "In Oregon or Alaska" link or "Outside of Oregon and Alaska" link depending on the state you live in.
4. Under network, choose the Delta Dental PPO or Delta Dental Premier network, which can be found on your member ID card.
5. Under location, enter in a city, state or zip code, and then search.

## Save costs when you choose in-network care

Getting quality care is easier and more affordable when you see "in-network" dental providers. These providers agree to accept your insurance at lower rates and meet quality standards. Choosing an in-network dental provider keeps your out-of-pocket costs low.

## In-and out-of-network costs

It's important to know you may pay more for services from out-of-network dental providers than from in-network providers. If you choose an out-of-network provider, your benefits only cover a percentage of the maximum plan allowance for these services. Out-of-network providers may also bill you for the difference between the maximum plan allowance and their billed charges. This is known as balance billing. In-network dental providers can't do this. Please see your plan summary or your Member Handbook to learn more about in-network and out-of-network benefits and costs.

## Questions?

**We're here to help.** For questions or help finding a provider, please contact the Delta Dental Customer Service team at 888-217-2365.

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## DENTAL TOOLS

# Manage your dental health easily, in one location

As a Delta Dental member, you have access to a complimentary set of dental tools within an online dashboard to help you manage your dental health.

### Find a great dentist

Search for a top-rated professional near you using the Dentist Finder tool. It lets you pick the location, language, evening and weekend hours, and other helpful items.

### Check treatment costs

If you think you might need a dental procedure, our dental tools can help you plan. You can use the Cost Calculator to easily check the cost of common procedures, and see if there are ways to save money. No more surprises at your dentist's office!

### See your risks

Activate the Risk Assessments tool to discover your personal risk for tooth decay, cavities and gum disease.

### Visit now

Log in to your member dashboard on our website and click on the "Dental Tools" tab at the top of the page.

If you do not have an account, you can create one by clicking on "Create an Account" within the login box and inputting your member ID.

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## TELEDENTISTRY

# Dental care, from wherever you are

Teledentistry, a version of telehealth, is the use of telecommunication to have an appointment with a dental provider. It often includes two-way video, telephone, email, text or chat. We have expanded our dental coverage options so that you can receive dental care through teledentistry instead of physically going to see in-network dental providers, when needed.

### What can you use a teledentistry visit for?

Teledentistry is a convenient option for those times when you may not need to physically go into a dental office. Following are a few examples of what you can use teledentistry for.

You can use a teledentistry appointment:

- **For an initial evaluation:** If something comes up you would like to ask your dentist about, you can first have a teledentistry appointment to see if the dentist thinks you need to come into the office. The dentist may ask you to take a picture of your mouth and send it before your appointment.
- **For a routine exam when you're unable to have an in-person visit:** Your dentist can take a look inside your mouth via video and talk about anything that may

concern them. They may ask you to use a flashlight or a few other household items to help conduct the exam.

- **For a recent injury:** Teledentistry is a great after-hours option for a recent injury that's not an emergency. Examples include missing fillings, crowns and mouth ulcers.

### Scheduling a teledentistry visit

If you have a dental office where you currently receive care, we recommend contacting that office directly to schedule either in-person or virtual appointments. If you do not have an in-network dental provider, you can use our online provider search tool to locate one. Just visit [deltadentalor.com/provider/online-tools/provider-search](https://deltadentalor.com/provider/online-tools/provider-search).

Dental services provided by in-network providers via teledentistry are now covered for Delta Dental of Oregon when billed as a class 1 service.

### DeltaDentalOR.com

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# Gym or home?

## *Stay active either way.*

Staying fit is important to your overall health and well-being.

If you are an eligible Moda Health or Delta Dental member, you can add more physical activity to your day through the Active&Fit Direct program. Simply join a participating fitness center at a discounted monthly fee or enjoy thousands of digital workouts wherever you are.

### With the Active&Fit Direct program, you'll get:

- A discounted membership to 16,000+\* fitness centers and studios across the country, with no long-term contracts
- The option to switch fitness centers to make sure you find the right one
- 5,500+ digital workout videos so you can work out at home or on-the-go
- The ability to purchase a membership for your spouse or domestic partner

*\*Choose from 11,000+ standard fitness centers, for just \$25 a month, or 5,000+ premium options, with substantial discounts on most. Fees will vary and apply to each option chosen. Fees include an enrollment fee and applicable taxes.*

*Please contact the location of your choice before signing up to see if there are any additional membership conditions or requirements.*

### Try it out for free!

- Even before you enroll, you can enjoy 200 free digital workout videos. These videos are available for all eligible members.
- Join a variety of workout classes available anytime on YouTube and Facebook, designed for all levels!

### Ready to get started?

Visit the web address on your member identification card and log in to your Member Dashboard account. If you do not have a Member Dashboard account, you can create one there. Select Fitness Tools from the Member Dashboard landing page, and follow the link to Active&Fit Direct for more information.



The Active&Fit Direct program is not insurance.

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IDX™ IDENTITY PROTECTION

# Keep your financial and medical information safe with IDX identity protection

IDX is the most complete identity protection service. And, as a Delta Dental member, you can enroll in IDX for no extra cost.

## Why would you consider identity protection?

Medical identity theft is one of the fastest growing crimes in the U.S. IDX scans thousands of data sources to detect suspicious activity related to your identity. Any changes or new activity trigger an alert so you can act right away.

## A service you can trust

IDX is the largest provider of data breach response services in the country. Plus, they are the only identity protection service that includes the exclusive MIDAS™ technology to monitor health claims.

## Sign up today!

Just go to [deltadentalOR.com/memberdashboard](https://deltadentalOR.com/memberdashboard) and log in to your Member Dashboard. If you do not have a Member Dashboard account, you can create one there. Proceed to your account page and look for the Medical Alert ID System information. Be sure you have your member ID card with you.

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## Questions?

We're here to help. Call us toll-free at 888-374-8907. TTY users, please dial 711. Or, email us at [memberdashboard@modahealth.com](mailto:memberdashboard@modahealth.com).

## IDX features

IDX monitoring covers:

- Single bureau credit monitoring
- MIDAS health claims monitoring
- CyberScan™ dark web monitoring
- Social Security number trace
- Change in address
- Court records
- Payday loans

## Privacy protection includes:

- Password Detective, which securely checks if your passwords have been compromised
- Lost Wallet Protection

## Fully managed identity recovery

With limited power of attorney, the IDX team can act on your behalf, saving you stress and time.

## Comprehensive insurance

Their comprehensive protection has you covered with \$1 million identity theft reimbursement insurance.

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## MEMBER ID CARDS

# Online or in your wallet, your member ID card has you covered.

To use your benefits, just have your member ID card ready. It shows your member and group numbers, along with other important details. Hand it to your provider whenever you go in for care.

## New member?

If you just joined us, welcome. We're thrilled to partner with you along your health journey. We'll mail you an ID card right away. We suggest you keep it in your wallet or purse.

## View your card online

It's easy to access your ID card from a computer or smartphone, too. Here's how:

### On your Member Dashboard

Log in to your Member Dashboard on our website and click on the "ID card" tile to access a PDF version of your card.

Don't have an account? Create one in seconds. With your member ID

handy, visit our website and follow the instructions to enter your information. You'll love everything you can do — check your benefits, review claims, see your Member Handbook, and more.

### On the mobile ID app

Access your digital ID card on a smartphone or tablet by downloading the "Moda Health eCard" app. To sign in, use the mobile PIN listed on your online ID card (within Member Dashboard) and your subscriber ID.


We hope these digital options make getting care a little easier.

OVER →

## What does my ID card look like?

Each card is a little different. Your card includes your member ID number and plan provider network. If you have a group plan, the card might also have your employer's logo. Most cards look something like this:

### Front

|   |  |
|---|--|
| <br><small>Delta Dental of Oregon &amp; Alaska</small> | <b>Network(s)</b><br>Delta Dental PPO  |
| <b>Subscriber/dependent(s)</b><br>(00) Mary J. Smith<br>(01) John A. Smith<br>(02) Kimberly N. Smith<br>(03) Maxwell E. Smith           | <b>ID number</b><br>J01234567<br><b>Group number</b><br>10101010<br><b>Mobile PIN code</b><br>1234 |
| <small>This card does not certify or guarantee benefits</small>   |  |
| <b>DeltaDentalOR.com</b>  |  |

### Back

**Dental:** 888-217-2365  
TTY users, please dial 711  
**Send claims to:**  
P.O. Box 40384, Portland, OR 97240

## Questions?

We're happy to help.  
Just call our customer  
service team at  
888-217-2365

We comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.  
ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).  
注意：如果您說中文，可得到免費語言幫助服務。請致電1-877-605-3229 (聾啞人專用: 711)

# Nondiscrimination notice

**We follow federal civil rights laws. We do not discriminate based on race, color, national origin, age, disability, gender identity, sex or sexual orientation.**

We provide free services to people with disabilities so that they can communicate with us. These include sign language interpreters and other forms of communication.

If your first language is not English, we will give you free interpretation services and/or materials in other languages.

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**If you need any of the above, call Customer Service at:**

888-217-2363 (TDD/TTY 711)

**If you think we did not offer these services or discriminated, you can file a written complaint.**

**Please mail or fax it to:**

Moda Partners, Inc.  
Attention: Appeal Unit  
601 SW Second Ave.  
Portland, OR 97204  
Fax: 503-412-4003

**If you need help filing a complaint, please call Customer Service.**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone:

U.S. Department of Health  
and Human Services  
200 Independence Ave. SW, Room 509F  
HHH Building, Washington, DC 20201  
800-368-1019, 800-537-7697 (TDD)

You can get Office for Civil Rights complaint forms at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

**Dave Nessler-Cass coordinates our nondiscrimination work:**

Dave Nessler-Cass,  
Chief Compliance Officer  
601 SW Second Ave.  
Portland, OR 97204  
855-232-9111  
[compliance@modahealth.com](mailto:compliance@modahealth.com)

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY: 711)

注意：如果您說中文，可得到免費語言幫助服務。請致電1-877-605-3229（聾啞人專用：711）

주의: 한국어로 무료 언어 지원 서비스를 이용하시려면 다음 연락처로 연락해주시기 바랍니다. 전화 1-877-605-3229 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyong tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)

تنبيه: إذا كنت تتحدث العربية، فهناك خدمات مساعدة لغوية متاحة لك مجانًا. اتصل برقم (الهاتف النصي: 711) 1-877-605-3229

بولتے ہیں تو لسانی (URDU) توجہ دیں: اگر آپ اردو اعانت آپ کے لیے بلا معاوضہ دستیاب ہے۔ 1-877-605-3229 (TTY: 711) پر کال کریں

ВНИМАНИЕ! Если Вы говорите по-русски, воспользуйтесь бесплатной языковой поддержкой. Позвоните по тел. 1-877-605-3229 (текстовый телефон: 711).

ATTENTION : si vous êtes locuteurs francophones, le service d'assistance linguistique gratuit est disponible. Appelez au 1-877-605-3229 (TTY : 711)

توجہ: در صورتی کہ بہ فارسی صحبت می کنید، خدمات ترجمہ بہ صورت رایگان برای شما موجود است. با (TTY: 711) 1-877-605-3229 تماس بگیرید.

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपको भाषाई सहायता बिना कोई पैसा दिए उपलब्ध है। 1-877-605-3229 पर कॉल करें (TTY: 711)

Achtung: Falls Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachassistentendienste zur Verfügung. Rufen sie 1-877-605-3229 (TTY: 711)

注意:日本語をご希望の方には、日本語サービスを無料で提供しております。1-877-605-3229 (TTY、テレタイプライターをご利用の方は711)までお電話ください。

အကူအညီ: ဤကမ္ဘာ့ (မူလအား မူလအား အင်္ဂလိပ် နှင့် အင်္ဂလိပ်) ဝေါဟာရ တို့ကို အသုံးပြု သော အင်္ဂလိပ် မူလ အသုံးပြု ဖြစ်ပါသည်။ 1-877-605-3229 (TTY: 711) နှင့် ခေါ်ဆိုပါ။

ໂປດຊາຍ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການຊ່ວຍເຫຼືອດ້ານພາສາແມ່ນມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-877-605-3229 (TTY: 711)

УВАГА! Якщо ви говорите українською, для вас доступні безкоштовні консультації рідною мовою. Зателефонуйте 1-877-605-3229 (TTY: 711)

ATENȚIE: Dacă vorbiți limba română, vă punem la dispoziție serviciul de asistență lingvistică în mod gratuit. Sunați la 1-877-605-3229 (TTY 711)

THOV CEEB TOOM: Yog hais tias koj hais lus Hmoob, muaj cov kev pab cuam txhais lus, pub dawb rau koj. Hu rau 1-877-605-3229 (TTY: 711)

ត្រូវចងចាំ៖ បើអ្នកនិយាយភាសាខ្មែរ ហើយត្រូវការសេវាកម្មជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ គឺមានផ្តល់ជូនលោកអ្នក។ សូមទូរស័ព្ទទៅកាន់លេខ 1-877-605-3229 (TTY: 711)

HUBACHIISA: Yoo afaan Kshtik kan dubbattan ta'e tajaajiloonni gargaarsaa isiniif jira 1-877-605-3229 (TTY: 711) tiin bilbilaa.

โปรดทราบ: หากคุณพูดภาษาไทย คุณ สามารถใช้บริการช่วยเหลือด้านภาษา ได้ฟรี โทร 1-877-605-3229 (TTY: 711)

FA'AUTAGIA: Afai e te tautala i le gagana Samoa, o loo avanoa fesoasoani tau gagana mo oe e le totogia. Vala'au i le 1-877-605-3229 (TTY: 711)

IPANGAG: Nu agsasaoka iti llocano, sidadaan ti tulong iti lengguahe para kenka nga awan bayadna. Umawag iti 1-877-605-3229 (TTY: 711)

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń: 1-877-605-3229 (obsługa TTY: 711)