



2019 Application for Individual Coverage — POS

Before you begin, please read this information carefully:

- Please answer each question carefully. Type or print neatly. We cannot accept your application if information is missing.
- All applicants must be age 64 or younger, permanent, legal residents of Arkansas, and legal residents of the United States or U.S. citizens.

This form is available at *QualChoice.com* as a fillable PDF. For the latest version of Adobe Reader (the free software needed to read the PDF), visit adobe.com.

- POS plans include our Select network. To review the network, go to QualChoice.com and select Find a Doctor or Hospital.
- To find your premium amount, get a quote or apply online at **QualChoice.com** or call an IQChoice sales representative at 866.645.1790, or your broker.
- You must let QualChoice know if you use tobacco, including what type, how much and how often.
- Apply during the Open Enrollment Period (OEP) (dates may vary). For a Special Enrollment Period (SEP), you must have a *qualifying event* (such as a birth, marriage, divorce or other). You must request coverage and provide proof of most *qualifying events* within 60 days of the event or within 90 days of a birth.
- Pediatric dental coverage is required under the Affordable Care Act and is available with our benefit plans. Please contact your broker, the Health Insurance Marketplace, or your dental insurance carrier to purchase a stand-alone dental product.
- Each applicant age 18 and over must sign and date this application. A digital signature may be used on a writable PDF.

For paper applications only:

- ✓ Use black or dark blue ink.
- ✓ If you make a mistake, mark through it and initial it. Then write in the correctinformation. Do not use correction fluid or correction tape.
- ✓ Your first month's premium payment must be included with your application.
- ✓ Sign and date any attachments containing additional information.

Policy Effective Date: Your effective date will be assigned in accordance with applicable law. Applications will not be regarded as received until they are complete. A complete application includes all required documents and the first month's premium.

■ Applying during an annual Open Enrollment Period

Policy is Effective on:	
01/01/2019	

■ Applying during a Special Enrollment Period with a qualifying event (see **Step 2**)

If application is received during a Special Enrollment Period	Policy Effective on:
on or before the 15th of the month	the first of the following month
after the 15th of the month	the first of the second following month

NOTE: Coverage for a newborn is effective on the date of the birth if we are notified within 90 days.

Premium Payment: We must receive your first month's premium payment with your application in order to process it. Please see **Step 10** for payment instructions.

Mail or fax your application, any required documents, and your first month's premium to:

QualChoice | ATTN: IQChoice | P.O. Box 26208 | Little Rock, AR 72221 | Fax: 866.645.1788

Step 1: Contact Person

One adult in your family between the ages of 18 and 64 must be the contact person for your application. All information is required.

Legal First Name	MI	Legal La	ast Na me			
Email Address (will receive important benefit messages)		Main Phone No.			Other Phone No.	
Home Address (No P.O. Box please)	City		State	Zip	County	
Mailing Address (if different from home address)	City		State	Zip	County	
ep 2: Eligibility I am applying during an Open Enrollment Period						
I am applying during a Special Enrollment Period.	Iment Period voi	u must sar	nd a ppropriate do	cumentatio	on confirming qualifying	
If your application is not received during an Open Enrol event/Special Enrollment Period (such as, copy of birth must be sent to us no more than 45 days before the even boxes below that apply and provide date of <i>qualifying</i> en	or death certifica ent and no later t	ite, copy o	of marriage license	e, guardian	ship docume ntation etc.). Th	
event/Special Enrollment Period (such as, copy of birth must be sent to us no more than 45 days before the eve boxes below that apply and provide date of <i>qualifying e</i>	or death certifica ent and no later t	ite, copy o	of marriage license	e, guardian	ship docume ntation etc.). Th	
event/Special Enrollment Period (such as, copy of birth must be sent to us no more than 45 days before the eve boxes below that apply and provide date of <i>qualifying</i> e	or death certifica ent and no later t event.	nte, copy o han 60 da	of marriage license ys a fter the event	e, guardian: : (90 days fo	ship docume ntation etc.). Th or birth). Pleas e check (✓) a l <u>Date of Qualifying Eva</u>	
event/Special Enrollment Period (such as, copy of birth must be sent to us no more than 45 days before the eve boxes below that apply and provide date of <i>qualifying e</i>	or death certifica ent and no later t event.	ate, copy o han 60 da	of marriage license ys a fter the event	e, guardian: (90 days fo	ship documentation etc.). Th or birth). Please check (✓) al <u>Date of Qualifying Eve</u> Date_	
event/Special Enrollment Period (such a s, copy of birth must be sent to us no more than 45 days before the eve boxes below that apply and provide date of <i>qualifying e</i> alifying Event Birth	or death certifica ent and no later t event.	ate, copy o	of marriage license ys a fter the event	e, guardian: (90 days fo	ship docume ntation etc.). The print of the	
event/Special Enrollment Period (such a s, copy of birth must be sent to us no more than 45 days before the eve boxes below that apply and provide date of <i>qualifying e</i> alifying Event Birth	or death certifica ent and no later t event.	ate, copy o	of marriage license ys a fter the event	e, guardian: (90 days fo	ship docume ntation etc.). The print birth of the	
event/Special Enrollment Period (such a s, copy of birth must be sent to us no more than 45 days before the eve boxes below that apply and provide date of <i>qualifying e</i> alifying Event Birth	or death ce rtifica ent and no later t event.	ate, copy o	of marriage license ys a fter the event	e, guardian: (90 days fo	ship docume ntation etc.). The print birth is please check (√) all birth. Please check (√) all birth is placed by the birth is placed by	
event/Special Enrollment Period (such a s, copy of birth must be sent to us no more than 45 days before the event boxes below that apply and provide date of qualifying ealifying Event Birth Adoption Death Divorce/Legal Separation	or death certifica ent and no later t event.	ate, copy o	of marriage license ys a fter the event	e, guardian: (90 days fo	ship docume ntation etc.). The print birth is please check (√) al Date of Qualifying Eve Date Date Date DateDate	
event/Special Enrollment Period (such a s, copy of birth must be sent to us no more than 45 days before the event boxes below that apply and provide date of qualifying examples alifying Event Birth	or death certifica ent and no later t event.	ate, copy o	of marriage license ys a fter the event	e, guardian: (90 days fo	ship docume ntation etc.). The print birth is please check (√) al Date of Qualifying Eve Date Date Date Date DateDate	
event/Special Enrollment Period (such as, copy of birth must be sent to us no more than 45 days before the event boxes below that apply and provide date of qualifying examples alifying Event Birth	or death certifica ent and no later t event.	nte, copy o	of marriage license ys a fter the event	e, guardian: (90 days fo	Date of Qualifying Evenue of	
event/Special Enrollment Period (such as, copy of birth must be sent to us no more than 45 days before the event boxes below that apply and provide date of qualifying elements. Birth	or death ce rtifica ent and no later t event.	ate, copy o han 60 da	of marriage license ys a fter the event	e, guardian: (90 days fo	Date of Qualifying EvenDate	
event/Special Enrollment Period (such as, copy of birth must be sent to us no more than 45 days before the event boxes below that apply and provide date of qualifying examples alifying Event Birth	or death certificaent and no later to event. Id	ate, copy o	of marriage license ys a fter the event	e, guardian: (90 days fo	Date of Qualifying EvenDate	
event/Special Enrollment Period (such as, copy of birth must be sent to us no more than 45 days before the event boxes below that apply and provide date of qualifying examples alifying Event Birth	or death certificaent and no later to event. Id	ate, copy o han 60 da	of marriage license ys a fter the event	e, guardian (90 days fo	Date of Qualifying Eve Date of Qualifying Eve Date	

Step 3: Policy Effective Date

Requested Policy Effective Date: (MM/DD/YYYY)

■ Applying during an annual Open Enrollment Period

Policy is Effective on:	
01/01/2019	

■ Applying during a Special Enrollment Period with a qualifying event (see **Step 2**)

If application is received during a Special Enrollment Period	Policy Effective on:
on or before the 15th of the month	the first of the following month
after the 15th of the month	the first of the second following month

NOTE: Coverage for a newborn is effective on the date of the birth if we are notified within 90 days.

Step 4: Applicant(s) In				<u>_</u>					
Who is applying for health					vidual & Spot	use 🗌 Indiv	vidual &	Children 🗆 F	amily
Is the contact person listed	l in Ste	ep 1 ap	oplying for coverage?	Yes No					
Please list below all who ar stepson, or stepdaughter. I custody of a child, please a not a U.S. citizen, they must	IMPOR Ittach	RTANT: appro	: All applicants (excludir priate court documents.	ng minor child Domestic par	ren) must live tners are not	in Arkansa: eligible dep	s . If you endents	have perman	ent legal
Legal First Name	МІ		Legal Last Name	Relationship	Male (M) or Female (F)	Birth Dat (MM/DD/Y)		Social Security Number	Tobacco Use
1									☐ Yes ☐ No
2									☐ Yes ☐ No
3									☐ Yes
4									☐ Yes
5									☐ Yes
6									☐ No ☐ Yes ☐ No
Step 5: U.S. Citizenship	-		2 - 2 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -						
Are all applicants listed in S Legal First Name	-		tizens? 🗆 Yes 🗀 No If		e the informa			gration Docume	nt ID No.
Are all applicants listed in S	-	U.S. ci						igration Docume	nt ID No.
Are all applicants listed in S	-	U.S. ci						gration Docume	nt ID No.
Are all applicants listed in S Legal First Name	-	U.S. ci						igration Docume	nt ID No.
Are all applicants listed in S Legal First Name 1	-	U.S. ci						igration Docume	nt ID No.
Legal First Name 1 2	-	U.S. ci						gration Docume	nt ID No.
Legal First Name 1 2 3	-	U.S. ci						igration Docume	nt ID No.
Legal First Name 1 2 3 4	in Ste	MI MI	Legal Last Name	ner than for re	eligious or ce	ment Type	Immi		
Legal First Name 1 2 3 4 5 6 Step 6: Tobacco Use Has any applicant(s) listed in S	in Ste	MI MI	Legal Last Name	ner than for remplete the inf	eligious or cer	ment Type	e) on an		or more //eek
Legal First Name 1 2 3 4 5 6 Step 6: Tobacco Use Has any applicant(s) listed it imes per week in the last 6	in Ste ₁ 6 mont	MI MI	ed a tobacco product (oth	ner than for remplete the inf	eligious or cer	remonial us ow.	e) on an	average of 4 co	or more //eek
Legal First Name 1 2 3 4 5 6 Step 6: Tobacco Use Has any applicant(s) listed it times per week in the last 6 Legal First Name 1 2	in Ste ₁ 6 mont	MI MI	ed a tobacco product (oth	ner than for remplete the inf	eligious or cer	remonial us ow.	e) on an	average of 4 co	or more //eek
Legal First Name 1 2 3 4 5 6 Step 6: Tobacco Use Has any applicant(s) listed itimes per week in the last 6 Legal First Name 1	in Ste ₁ 6 mont	MI MI	ed a tobacco product (oth	ner than for remplete the inf	eligious or cer	remonial us ow.	e) on an	average of 4 co	or more //eek

6

Step 7: Email Address

Enter email address of each applicant age 18 and over to receive messages about their benefits.

	Legal First Name	MI	Legal Last Name	Email Address
1				
2				
3				
4				
5				
6				

Step 8: Select Your Benefit Plan

For information about the available benefit plans and rates, go to **QualChoice.com** or call an IQChoice sales representative at 866.465.1790, or your broker. **NOTE:** POS plans include our *Select* network. Pediatric dental coverage is required by the Affordable Care Act. If you already have a qualified pediatric dental plan, you may choose a plan without it.

Pediatric Dental Please check (✓) one.	Benefit Plan Please check () one.
I am requesting a benefit plan: ☐ With pediatric dental ☐ Without pediatric dental	 □ Bronze Classic Saver 5000 — HSA-qualified high deductible health plan □ Silver Classic 6500 □ Silver Classic Saver 4000 — HSA-qualified high deductible health plan □ Gold Classic 2000 □ Catastrophic All individuals electing Catastrophic coverage must be under age 30 or qualify for a hardship exemption. Visit www.HealthCare.gov to learn more about hardship exemptions. Applicants reaching age 30 during the plan year will stay enrolled for the rest of the year.

Step 9: Primary Care Physician (PCP)

Your plan requires you to use a Primary Care Physician (PCP) who is in the *Select* network. To find a PCP and Provider ID, visit *QualChoice.com*. Search within the *Select* network. You may also call 501.228.7111 or toll free 800.235.7111. You must use your PCP to direct your care, including referrals to specialists. *If you do not have a PCP, you will be assigned one.*

First Name	МІ	Last Name	Relationship to Subscriber	PCP Name/Provider ID
1			☐ Self ☐ Spouse ☐ Dependent	Name: ID #:
2			☐ Self ☐ Spouse ☐ Dependent	Name: ID #:
3			☐ Self ☐ Spouse ☐ Dependent	Name: ID #:
4			☐ Self ☐ Spouse ☐ Dependent	Name: ID #:
5			☐ Self ☐ Spouse ☐ Dependent	Name: ID #:
6			☐ Self ☐ Spouse ☐ Dependent	Name: ID #:

Step 10: Premium Payment Payment for first month's premium must be in	cluded with this app	lication.	To find yo	ur premiun	n payment amount:
■ First Month's Premium			■ Get a	quote or ap	oply online at
Amount of first month's premium: \$	-	<i>hoice.com</i> s at 866.64 !	5.1790		
Choose your first month's payment metho	■ Call yo	our broker/	'agent		
Charge my first month's premium to my: Us		Discover			
Card No.			Code (3 digit)	no on back	of card)
☐ Check enclosed ☐ Cashier's check enclosed ☐ Bank draft (must complete Bank Draft Pay ☐ Cash (visit the QualChoice office at 12615 Che	vment Authorization be enal Parkway, Little Roc	low) sk, AR, Monday through	n Friday, betwe	en 8:00 a.m	. and 5:00 p.m.)
 Future Premium Payments Pleaseche first day of each month's coverage period. If the Authorization below. Choose your future payment method: (You 	'bank draft' method of	f payment is checked, y	ou must comp	lete the Ban	
Monthly Billing Due first day of each month	Quarterly Billing Due first day of covere	age period	Annual B Due first d	i iing ay of coverag	ie period
☐ Bank Draft	☐ Bank Draft ☐ Check ☐ Cash		□ Bank □ Check □ Cash		
 QualChoice.com, select Online Bill Payment. Bank Draft Payment Authorization I authorize QualChoice and the Bank/Financial This authorization is to remain in full force and notice must be received in such time and such ten (10) days' written notice of the Bank's terr I understand that by revoking the Bank Draft a received written notice fromme of my desire I understand that if my bank rejects a bank draft in understand and agree that my first mon I understand and agree that future month on 1st day of coverage period for Quarter Name of Bank or Financial Institution 	d effect until my Bank hat n manner as to afford the mination of this agreeme after I have agreed to it, to continue coverage at aft due to insufficient fur th's premium will be hly premiums will be	as received written not e Bank a reasonable op ent. I will also be termination t least twenty (20) days nds in my account, Qua	ification from roportunity to a ngmy insurance sprior to the BalChoice may cacceptance cay of each motors.	ne of the Bar ct on it, or ur se coverage, ank Draft wi hargeme a f of coverage	nk Draft termination. This ntil the Bank has sent me unless QualChoice has thdrawal date. Tee of up to \$20.00.
Account Holder Name		Bank Account Numb	er		
Address		City		State	Zip
By signing this Bank Draft Payment Authoriza chosen above. I understand that if I do not fol					
Signature of Account Holder				Date Signe	ed (MM/DD/YYYY)
x					

DISCLOSURES: All applicants must read.

I agree to and understand the following:

- 1. The insurance I am applying for will not become effective until my application has been approved and I have paid the first month's premium.
- 2. If an agent/broker has worked with me on this application, he/she may receive compensation (payment) from QualChoice. Any such compensation is included in my insurance premium. (To learn more about any compensation involved, please contact your agent/broker.)
- 3. If I am not truthful in my answers on this application, QualChoice may, in some cases, cancel my coverage as of the original starting date and I may not reapply for this coverage.
- 4. If I give false information about to bacco use, QualChoice can change my premium to what it should have been when the policy began.
- 5. **For Catastrophic plans only**: If any applicant reaches age 30 during the plan year, all will stay enrolled for the remainder of the year and coverage for the applicant who reached age 30 will end at that time.
- 6. My signature lets QualChoice coordinate my benefits with other insurance I may have.
- 7. My signature authorizes QualChoice to release to my broker/agent necessary information about myself and any family members listed on this application. This includes information related to substance use or abuse, but not psychotherapy notes, as defined in Department of Health and Human Services HIPAA regulation 45 CFR §164.501. I understand that I may cancel this authorization by sending a written notice to QualChoice, Attn: IQChoice, P.O. Box 26208, Little Rock, AR 72221.
- 8. QualChoice may call or email me for more information, if needed.

Authorized Signatures: *In signing below, I agree that:*

- 1. My statements and answers in this application and any signed and dated attachments are true, complete and correct.
- 2. I must let QualChoice know in writing of any changes to the information on my application before the policy effective date.
- 3. I signed this application in the State of Arkansas. All applicants listed (excluding minor children) are permanent, legal residents of Arkansas.

Each applicant, who is 18 years of age or older, must sign and date below. Please sign correct line only.

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false in formation in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.				
Signature of:	Legal Full Name	Signature	Date Signed (MM/DD/WYY)	
Pers on listed in Step 1 or parent/legal guardian (<i>if applying</i>)		х		
Spouse (if applying)		х		
Adult (only if 18 or over and applying)		х		
Adult (only if 18 or over and applying)		х		
Adult (only if 18 or over and applying)		х		
Adult (only if 18 or over and applying)		х		

This section to be completed by Broker/Agent

.	, , ,		
Broker/Agent Name (Please print)			Phone No.
Agency Federal Tax ID No. (if applicable)	Broker Agency Name	Broker/Agent E-mail	
Broker/Agent Signature		Date Signed (MM/DD/YYYY)	National Producer No. (NPN)
x			

IMPORTANT

Privacy Disclosure

We use and disclose protected health information (PHI) in a number of different ways in connection with health care operations, the payment for health care, and treatment. The following are only a few examples of the types of uses and disclosures of PHI that we are permitted to make without individual authorization.

- A. Payment: We will use and disclose PHI to administer health benefits policy or contract, which may involve the determination of eligibility; claims payment; utilization review and care management; medical necessity review; coordination of care, benefits and other services; and responding to complaints, appeals and external review requests. Likewise, we may also share PHI with another entity to assist with subrogation of health claims or to another health plan to coordinate benefit payments. In some instances, we may also use and disclose PHI for purposes of premium billing, underwriting, and the determination of premium rates and co-payments, deductibles, coinsurance and other cost sharing amounts.
- B. Treatment: We may disclose PHI to health care providers (doctors, dentists, pharmacies, hospitals and other caregivers) who request it in connection with treatment. We may also disclose PHI to health care providers in connection with preventive health, early detection and care management programs, in plans that offer these programs.
- C. Health Care Operations: We will use and disclose your Protected Health Information to support other business activities, including the following:
 - 1. Quality assessment and improvement activities: peer review and credentialing of Network Providers and accreditation by independent organizations such as the National Committee for Quality Assurance and URAC;
 - 2. Performance measurement and outcomes assessment, health claims analysis and health services research;
 - Operation of preventive health, early detection, care management, and coordination of care programs in plans that offer these programs, including information about treatment alternatives, therapies, health care providers, settings of care or other health-related benefits and services;
 - 4. Medical care review;
 - 5. Underwriting, premium determination and administration of reinsurance;
 - 6. Risk management, auditing, legal services and detection and investigation of fraud and other unlawful conduct;
 - 7. Transfer of eligibility and plan information to business associates (for example: pharmacists, mental health management companies) for the management of mental health benefits, and other programs as necessary to administer your benefit plan.
 - 8. Other general administrative activities, including data and information systems management and customer service.

Individual Right of Access and Additional Information

QualChoice maintains strict adherence to the protection and confidentiality of PHI. Additional information within QualChoice may be directed to the Privacy Official, Security Official or the Corporate Responsibility Officer. In addition, any individual may request and receive a copy, including an electronic copy of his/her PHI on file with QualChoice. Please submit inquiries or requests to:

Qual Choice Privacy Officer 11045 E. Lansing Circle Englewood, CO 80112 P: 720.874.1261

Individual questions or concerns may also be addressed by the:

- Department of Health & Human Services www.hhs.gov/ocr/privacy/hipaa/complaints/
- Office for Civil Rights (OCR) Will need to file a Health Information Privacy Complaint

Non-Discrimination and Accessibility Notice

QualChoice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. QualChoice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

QualChoice:

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

If you need these services, contact Customer Service at (501) 228-7111. If you believe that QualChoice 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:

QualChoice Civil Rights Coordinator QualChoice P.O. Box 25610 Little Rock, AR 72221-5610 (501) 228-7111 Fax #: 501-707-6729 QCA COE@qualchoice.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the QualChoice Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

Notice of Discrimination Grievance Procedures

It is the policy of QualChoice not to discriminate on the basis of race, color, national origin, sex, age or disability. QualChoice has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of the QualChoice Civil Rights Coordinator, who has been designated to coordinate the efforts of QualChoice to comply with Section 1557 (the "Section 1557 Coordinator"):

QualChoice Civil Rights Coordinator QualChoice P.O. Box 25610 Little Rock, AR 72221-5610 (501) 228-7111 Fax #: 501-707-6729 QCA COE@qualchoice.com

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for QualChoice to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within sixty (60) days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of QualChoice relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than thirty (30) days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of the Section 1557 Coordinator by writing to the Vice President Corporate Responsibility within fifteen (15) days of receiving the Section 1557 Coordinator's decision. The Vice President Corporate Responsibility shall issue a written decision in response to the appeal no later than thirty (30) days after its filing.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or 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, DC 20201.

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. QualChoice will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided 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 qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

QualChoice offers help for members with limited English proficiency (LEP). The following statement is printed in the top languages used in Arkansas, as required by the Federal government:

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-235-7111 (TTY: 711).

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-235-7111 (TTY: 711).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-235-7111 (TTY: 711).

Marshallese

LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbal in jipañ ilo kajin ne am ejjelok wōnāān. Kaalok 1-800-235-7111 (TTY: 711).

Chinese

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-800-235-7111 (TTY: 711).

Lao

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-800-235-7111 (TTY: 711).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-235-7111 (TTY: 711).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 7111-255-100- (رقمهاتف الصم والبكم: 711).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-235-7111 (TTY: 711).

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-235-7111 (ATS: 711).

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-235-7111 (TTY: 711).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-235-7111 (TTY: 711) 번으로 전화해 주십시오.

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-235-7111 (TTY: 711).

Japanese

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。1-800-235-7111 (TTY: 711)s まで、お電話にてご連絡ください。

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-235-7111 (TTY: 711) पर कॉल करें।

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-235-7111 (TTY: 711).