2017 Preventive Schedule

PLAN YOUR CARE: KNOW WHAT YOU NEED AND WHEN TO GET IT

Preventive or routine care helps us stay well or finds problems early, when they are easier to treat. The preventive guidelines on this schedule depend on your age, gender, health and family history. As a part of your health plan, you may be eligible to receive some of these preventive benefits with little to no cost sharing when using in-network providers. Make sure you know what is covered by your health plan and any requirements before you receive any of these services.

Some services and their frequency may depend on your doctor's advice. That's why it's important to talk with your doctor about the services that are right for you.

OUESTIONS?



Call Member Service



Ask your doctor



Adults: Ages 19+





Female

General Health Care



Poutine Checkun* (This exam is not the Ages 19 to 49: Every 1 to 2 years

Ť 🛊	Routine Checkup* (This exam is not the work- or school-related physical)	Ages 19 to 49: Every 1 to 2 yearsAges 50 and older: Once a year							
*	Pelvic, Breast Exam	Once a year							
Scree	nings/Procedures								
Ť	Abdominal Aortic Aneurysm Screening	Ages 65 to 75 who have ever smoked: One-time screening							
Ť 🛊	Ambulatory Blood Pressure Monitoring	To confirm new diagnosis of high blood pressure before starting treatment							
*	Breast Cancer Genetic (BRCA) Screening (Requires prior authorization)	Those meeting specific high-risk criteria: One-time genetic assessment for breast and ovarian cancer risk							
†	Cholesterol (Lipid) Screening	Ages 20 and older: Once every 5 yearsHigh-risk: More often							
† †	Colon Cancer Screening (Including Colonoscopy)	 Ages 50 and older: Every 1 to 10 years, depending on screening test High-risk: Earlier or more frequently 							
Ť 🛊	Certain Colonoscopy Preps With Prescription	Ages 50 and older: Once every 10 yearsHigh-risk: Earlier or more frequently							
† ‡	Diabetes Screening	High-risk: Ages 40 and older, once every 3 years							
†	Hepatitis B Screening	High-risk							
† †	Hepatitis C Screening	High-risk							
† †	Lung Cancer Screening (Requires use of authorized facility)	Ages 55 to 80 with 30-pack per year history: Once a year for current smokers, or once a year if currently smoking or quit within past 15 years							
*	Mammogram	Ages 40 and older: Once a year including 3-D							
Ť 🛊	Osteoporosis (Bone Mineral Density) Screening	Ages 60 and older: Once every 2 years							
*	Pap Test	 Ages 21 to 65: Every 3 years, or annually, per doctor's advice Ages 30 to 65: Every 5 years if combined Pap and HPV are negative Ages 65 and older: Per doctor's advice 							
Ť	Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis)	Sexually active males and females							

^{*} Routine checkup could include health history; physical; height, weight and blood pressure measures; body mass index (BMI) assessment; counseling for obesity, fall prevention, skin cancer and safety; depression screening; alcohol and drug abuse, and tobacco use assessment; and age-appropriate guidance.



Adults: Ages 19+

ти	nizations		
·	Chicken Pox (Varicella)	Adults with no history of chicken pox: One 2	doco corios
	Chicken Pox (Varicella)	Adults with no history of chicken pox: One 2	-dose series
•	Diphtheria, Tetanus (Td/Tdap)	One-time TdapTd booster every 10 years	
	Flu (Influenza)	Every year (Must get at your PCP's office or descall Member Service to verify that your vaccina	
•	Haemophilus Influenzae Type B (Hib)	For adults with certain medical conditions to other serious infections; this vaccine does no does not replace the annual flu vaccine	· ·
	Hepatitis A	At-risk or per doctor's advice: One 2-dose se	ries
•	Hepatitis B	At-risk or per doctor's advice: One 3-dose se	ries
	Human Papillomavirus (HPV)	Ages 9 to 26: One 3-dose series	
	Measles, Mumps, Rubella (MMR)	One or two doses	
	Meningitis*	At-risk or per doctor's advice	
•	Pneumonia	High-risk or ages 65 and older: One or two d	oses, per lifetime
	Shingles (Zoster)	Ages 60 and older: One dose	
ever	ntive Drug Measures That Require a	Doctor's Prescription	
*	Aspirin	Ages 50 to 59 to reduce the risk of stroke and	d heart attack
*	Folic Acid	Women planning or capable of pregnancy: [.4 to .8 mg of folic acid	Daily supplement containing
	Raloxifene Tamoxifen	At-risk for breast cancer, without a cancer dia	agnosis, ages 35 and older
	Tobacco Cessation (Counseling and medication)	Adults who use tobacco products	
•	Vitamin D Supplements	Ages 65 and older who are at risk for falls	
ever	ntive Care for Pregnant Women		
*	Screenings and Procedures	 Gestational diabetes screening Hepatitis B screening and immunization, if needed HIV screening Syphilis screening Smoking cessation counseling One depression screening for pregnant women and one for postpartum women 	 Rh typing at first visit Rh antibody testing for Rh-negative women Tdap with every pregnancy Urine culture and sensitivity at first visit
ever	ntion of Obesity, Heart Disease and	Diabetes	
*	Adults With BMI 25 to 29.9 (Overweight) and 30 to 39.9 (Obese) Are Eligible For:	 Additional annual preventive office visits specifically for obesity and blood pressure measurement Additional nutritional counseling visits specifically for obesity 	 Recommended lab tests: ALT AST Hemoglobin A1c or fasting glucos Cholesterol screening

^{*} Meningococcal B vaccine per doctor's advice.

2017 Preventive Schedule

PLAN YOUR CHILD'S CARE: KNOW WHAT YOUR CHILD NEEDS AND WHEN TO GET IT

Preventive or routine care helps your child stay well or finds problems early, when they are easier to treat. Most of these services may not have cost sharing if you use the plan's in-network providers. Make sure you know what is covered by your health plan and any requirements before you schedule any services for your child.

It's important to talk with your child's doctor. The frequency of services, and schedule of screenings and immunizations depends on what the doctor thinks is right for your child.

QUESTIONS?







Children: Birth to 30 Months

General Health Care	Birth	1M	2M	4M	6M	9M	12M	15M	18M	24M	30M
Routine Checkup* (This exam is not the preschool- or day care- related physical.)	•	•	•	•	•	•	•	•	•	•	•
Hearing Screening	•										
Screenings											
Autism Screening									•	•	
Critical Congenital Heart Disease (CCHD) Screening With Pulse Oximetry	•										
Developmental Screening						•			•		•
Hematocrit or Hemoglobin Screening							•				
Lead Screening						•					
Newborn Blood Screening	•										
Immunizations											
Chicken Pox							Do	se 1			
Diphtheria, Tetanus, Pertussis (DTaP)			Dose 1	Dose 2	Dose 3			Do	se 4		
Flu (Influenza)**					,	Ages 6 mo	onths to 3	0 months:	1 or 2 dos	es annuall	y
Haemophilus Influenzae Type B (Hib)			Dose 1	Dose 2	Dose 3		Do	se 4			
Hepatitis A							Dose 1		Dose 2		
Hepatitis B	Dose 1		Dose 2				Dose 3				
Measles, Mumps, Rubella (MMR)							Do	se 1			
Pneumonia			Dose 1	Dose 2	Dose 3		Do	se 4			
Polio (IPV)			Dose 1	Dose 2	Ages 6 months to 18 months: Dose 3						
Rotavirus			Dose 1	Dose 2	Dose 3						

^{*} Routine checkup could include height and weight measures, behavioral and developmental assessment, and age-appropriate guidance. Additional: Instrument vision screening to assess risk for ages 1 and 2 years. ** Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network.

Children: 3 Years to 18 Years¹

General Health Care 37 47 57 67 77 87 97 107 117 127 127 187 187 Routine Checkup' (This exams is not the preschool- or day care-related physical) Ambulators Blood Pressure Monitoring** Depression Screening When indicated (Please also refer to your state-specific recommendations) Immunizations Chicken Pox Dose 2 When indicated (Please also refer to your state-specific recommendations) Immunizations Chicken Pox Dose 5 J dose of Tdap If 5 doses were not received previously vaccinated; Dose 1 and 2 (4 weeks apart) I dose of Tdap If 5 doses were not received previously vaccinated; Dose 1 and 2 (4 weeks apart) Human Papillomavirus (HPV) Dose 2 (at least 1 month apart from dose 1) Measles, Mumps, Rubella (MMR) Measles, Mumps, Rubella (MMR) Meninglitis***** Per doctor's advice Per doctor's advice Per doctor's advice High-risk Screening Screening Screening Screening Screening Per doctor's advice High-risk Screening Screening Screening Screening Screening Screening Screening Screening Fluoride Varnish (Must use primary care doctor) Hepatitis B Screening Sexually Transmitted Disease (STD) Screening (Chlamydia, Gonorrhea, HIV and Spyhllis) Tuberculin Test Visual Screening Screening Screening Screening Screening Screening Screening Screening Screening (Chlamydia, Gonorrhea, HIV and Spyhllis) Tuberculin Test Visual Screening Screening Per doctor's advice													
is not the preschool- or day care-related physical) Ambulatory Blood Pressure Monitoring** Depression Screening Wisual Screening Wisual Screening When indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated Screening when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific recommendations) Manually for females during adolescence and when indicated (Please also refer to your state-specific rec	General Health Care	3Y	4Y	5Y	6Y	7Y	8Y	9Y	10Y	11Y	12Y	15Y	18Y
Monitoring** Depression Screening Hearing Screening Wisual Screening When indicated (Please also refer to your state-specific recommendations) Immunizations Chicken Pox Dose 2 Dose 5 1 dose of Tdap if 5 doses were not received previously vaccinated: Dose 1 and 2 (4 weeks apart) Diphtheria, Tetanus, Pertussis (DTaP) Diphtheria, Tetanus, Pertussis (DTaP) Phuman Papillomavirus (HPV) Dose 2 Ages 3 to 18:1 or 2 doses annually Human Papillomavirus (HPV) Dose 2 (at least 1 month apart from dose 1) Meningitis**** Periodictor's advice Periodic (IPV) Dose 4 Dose 5 Per doctor's advice Periodic Varnish (Must use primary care doctor) Hepatitis B Screening Hugantis Colorations Screening Scaually Transmitted Disease (StDT) Screening Scaually Transmitted Disease (StDT) Screening Scaually Transmitted Disease (StDT) Screening (Chamydia, Gonorrhea, HIV) and Spphilis)	is not the preschool- or day	•	•	•	•	•	•	•	•	Once a	year from	ages 11 t	to 18
Hearing Screening Visual Screening*** Screening Hematocrit or Hemoglobin Screening When indicated (Please also refer to your state-specific recommendations) Immunizations Chicken Pox Dose 2 Dose 2 If not previously vaccinated: Dose 1 and 2 (4 weeks apart) Idweeks apart) Provides long-term protection against cervical and other cancers. Ages 9 to 26.3 doses. From dose 1, dose 2 at 2 months, dose 3 at 6 months. Measles, Mumps, Rubella (MMR) Meningitis**** Per doctor's advice Penumonia Per doctor's advice Polio (IPV) Dose 4 Per doctor's advice Per doctor's advice Per doctor's advice Per doctor's advice Fluride Varnish (Must use primary care doctor) Hepatitis C Screening Sexually Transmitted Disease (SCTD) Screenings (Hamydia, Gonorrhea, HIV and Syphillis)													•
Screenings Hematocrit or Hemoglobin Screening Lead Screening When indicated (Please also refer to your state-specific recommendations) Immunizations Chicken Pox Dose 2 Dose 5 I dose of Tdap if 5 doses were not received previously Vaccinated: Dose 1 and 2 (4 weeks apart) I dose (DTaP) Provides long-term protection against cervical and other cancers. Ages 9 to 26: 3 doses. From dose 1, dose 2 at 2 months, dose 3 at 6 months. Measles, Mumps, Rubella (MMR) Meningitis**** Dose 4 Dose 4 Per doctor's advice Preumonia Per doctor's advice Fluoride Varnish (Must use primary care doctor) Hepatitis B Screening Repatitis B Screening Repatitis B Screening Repatitis B Screening Repatitis C Screening Screening will be done based on the child's family history and risk factors For all sexually active individuals	Depression Screening									Once a	year from	ages 11 t	to 18
Screening	Hearing Screening		•	•	•		•		•		•	•	
Annually for females during adolescence and when indicated Screening When indicated (Please also refer to your state-specific recommendations)	Visual Screening***	•	•	•	•		•		•		•	•	•
Lead Screening When Indicated (Please also refer to your state-specific recommendations) Immunizations	Screenings												
Chicken Pox Chicken Pox Chicken Pox Chicken Pox Chicken Pox Dose 2 Dose 5 Dose 6 Dose 5 Dose 5 Dose 6 Dose 6 Dose 5 Dose 6 Dose 6 Dose 7 Dose 7 Dose 7 Dose 7 Dose 7 Dose 8 Dose 8 Dose 8 Dose 9 Dose 1 Dose 1 Age 16: One-time booster Preumonia Per doctor's advice Polio (IPV) Dose 4 Dose 9 Per doctor's advice Per doctor's advice Per doctor's advice Requires prior authorization Cholesterol Screening Cholesterol Screening Must use primary care doctor) Hepatitis B Screening Hepatitis C Screening Sexually Transmitted Disease Scrually Age 16 Dose 1 Dos				Annual	lly for fem	ales duri	ng adoles	scence an	d when i	ndicated			
Chicken Pox Dose 2 Dose 5 Dose 6 Dose 6 Dose 6 Dose 6 Dose 7 Dose 7 Dose 7 Diphtheria, Tetanus, Pertussis (DTaP) Flu (Influenza)**** Ages 3 to 18: 1 or 2 doses annually Human Papillomavirus (HPV) Dose 2 (at least 1 month apart from dose 1) Measles, Mumps, Rubella (MMR) Meningitis***** Per doctor's advice Preumonia Per doctor's advice Polio (IPV) Dose 4 Dose 4 Dose 4 Dose 6 Per doctor's advice Per doctor's advice Care for Patients With Risk Factors BRCA Mutation Screening (Requires prior authorization) Cholesterol Screening Screening will be done based on the child's family history and risk factors Fluoride Varnish (Must use primary care doctor) Hepatitis B Screening Hepatitis C Screening Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis)	Lead Screening	When ir	ndicated	(Please a	lso refer t	o your st	ate-speci	fic recom	mendatio	ons)			
Diphtheria, Tetanus, Pertussis (Dase 5	Immunizations												
Care for Patients With Risk Factors Requires prior authorization Cholesterol Screening (Requires prior authorization) Cholesterol Screening (Must use primary care doctor) Ages 5 and younger Chaptaints & Screening (Must use primary care doctor) Ages 5 and younger Chaptaints & Screening (Chlamydia, Gonorrhea, HIV and Syphilis) Chaptaints & Screening (Chlamydia, Gonorrhea, HIV and Syphilis) Chaptaints & Streening (Requires prior authorization) Cholesterol Screening (Chlamydia, Gonorrhea, HIV and Syphilis) Chaptaints & Streening (Chlamydia, Chaptaints) Chaptaints & Streening (Chlamydia, Chaptaints) Chaptaints & Streening (Chlamydia, Chaptaints) Chaptaints & C	Chicken Pox		Dose 2								vaccina	ted: Dose	1 and 2
Human Papillomavirus (HPV) Dose 2 (at least 1 month apart from dose 1)	= -	Dose 5					received previously					every	
Measles, Mumps, Rubella (MMR) Meningitis***** Meningitis***** Polio (IPV) Dose 4 Dose 2 (at least 1 month apart from dose 1) Dose 4 Dose 2 (at least 1 month apart from dose 1) Meningitis***** Polio (IPV) Dose 4 Per doctor's advice RECA Mutation Screening (Requires prior authorization) Cholesterol Screening Meningitis B Screening Meningitis*** Ages 5 and younger Hepatitis B Screening Requires C Screening Messesse (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis) Ages 5 and younger Measles, Mumps, Rubella (abast 1 month apart from dose 1) Age 16: One-time hooster Age 16: One hoost	Flu (Influenza)****	Ages 3 t	to 18: 1 o	r 2 doses	annually								
Meningitis****** Meningitis******* Meningitis******* Meningitis******** Meningitis***********************************	Human Papillomavirus (HPV)	other cancers. Ages 9 to 26: 3 doses. From dose 1,											
Polio (IPV) Dose 4 Per doctor's advice Care for Patients With Risk Factors BRCA Mutation Screening (Requires prior authorization) Cholesterol Screening (Must use primary care doctor) Hepatitis C Screening Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis) Red octor's advice													
Polio (IPV) Dose 4 Polio (IPV) Dose 4 Per doctor's advice Care for Patients With Risk Factors BRCA Mutation Screening (Requires prior authorization) Cholesterol Screening Screening will be done based on the child's family history and risk factors Fluoride Varnish (Must use primary care doctor) Hepatitis B Screening Hepatitis C Screening Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis) Per doctor's advice Per doctor's advice Per doctor's advice Per doctor's advice For all sexually active individuals	Meningitis*****									Dose 1			
Care for Patients With Risk Factors BRCA Mutation Screening (Requires prior authorization) Cholesterol Screening Screening will be done based on the child's family history and risk factors Fluoride Varnish (Must use primary care doctor) Hepatitis B Screening Hepatitis C Screening Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis) For all sexually active individuals	Pneumonia	Per doc	tor's advi	ce			1						
BRCA Mutation Screening (Requires prior authorization) Cholesterol Screening Screening will be done based on the child's family history and risk factors Fluoride Varnish (Must use primary care doctor) Hepatitis B Screening Hepatitis C Screening Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis)	Polio (IPV)		Dose 4										
(Requires prior authorization) Cholesterol Screening Screening will be done based on the child's family history and risk factors Fluoride Varnish (Must use primary care doctor) Hepatitis B Screening Hepatitis C Screening Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis) Screening Screening will be done based on the child's family history and risk factors Per doctor's advice High-risk For all sexually active individuals	Care for Patients With Ris	k Facto	ors										
Fluoride Varnish (Must use primary care doctor) Hepatitis B Screening Hepatitis C Screening Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis) Ages 5 and younger Per doctor's advice High-risk For all sexually active individuals						Per do	ctor's adv	ice					
(Must use primary care doctor) Hepatitis B Screening Hepatitis C Screening Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis) Per doctor's advice	Cholesterol Screening	Screenii	ng will be	done ba	sed on the	e child's f	amily hist	ory and ri	sk factors				
Hepatitis C Screening Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis) High-risk For all sexually active individuals		Ages 5 a	and young	ger									
Sexually Transmitted Disease (STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis) For all sexually active individuals	Hepatitis B Screening									Per doc	tor's advi	ce	
(STD) Screenings (Chlamydia, Gonorrhea, HIV and Syphilis)	Hepatitis C Screening											High-ri	sk
Tuberculin Test Per doctor's advice	(STD) Screenings (Chlamydia,									For all sexually active individuals			
	Tuberculin Test									Per doc	tor's advi	ce	

^{*} Routine checkup could include height and weight measures, behavioral and developmental assessment, and age-appropriate guidance. ** To confirm new diagnosis of high blood pressure before starting treatment. *** Covered when performed in doctor's office by having the child read letters of various sizes on a Snellen chart. Includes instrument vision screening for ages 3, 4 and 5 years. A comprehensive vision exam is performed by an ophthalmologist or optometrist and requires a vision benefit. **** Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network. ***** Meningococcal B vaccine per doctor's advice.



Preventive Drug Measures That Require a Doctor's Prescription

Oral Fluoride

For preschool children older than 6 months whose primary water source is deficient in fluoride

Prevention of Obesity and Heart Disease

Children With a BMI in the 85th to 94th Percentile (Overweight) and the 95th to 98th Percentile (Obese) Are Eligible For:

- · Additional annual preventive office visits specifically for obesity
- Additional nutritional counseling visits specifically for obesity
- Recommended lab tests:
 - Alanine aminotransferase (ALT)
 - Aspartate aminotransferase (AST)
 - Hemoglobin A1c or fasting glucose (FBS)
 - Cholesterol screening



Women's Health Preventive Schedule

(For plans renewed on or after Aug. 1, 2012, or for group plans that have chosen to cover these benefits)

Services							
Well-Woman Visits (Including preconception and first prenatal visit)	Up to 4 visits each year for age and developmentally appropriate preventive services						
Contraception (Birth Control) Methods and Discussion*	All women planning or capable of pregnancy						
Screenings/Procedures							
Diabetes Screening	 All women between 24 and 28 weeks pregnant High-risk: At the first prenatal visit 						
HIV Screening and Discussion	All sexually active women: Once a year						
Human Papillomavirus (HPV) Screening Testing	Beginning at age 30: Every 3 years						
Domestic and Intimate Partner Violence Screening and Discussion	Once a year						
Breast-feeding (Lactation) Support and Counseling, and Costs for Equipment	During pregnancy and/or after delivery (postpartum)						
Sexually Transmitted Infections (STI) Discussion	All sexually active women: Once a year						

^{*} FDA-approved contraceptive methods may include sterilization and procedures as prescribed. One form of contraception in each of the 18 FDA-approved methods is covered without cost sharing. If the doctor recommends a clinical service or FDA-approved item based on medical necessity, there will be no cost sharing.

Information About the Affordable Care Act (ACA)

This schedule is a reference tool for planning your family's preventive care, and lists items and services required under the Affordable Care Act (ACA), as amended. It is reviewed and updated periodically based on the advice of the U.S. Preventive Services Task Force, laws and regulations, and updates to clinical guidelines established by national medical organizations. Accordingly, the content of this schedule is subject to change. Your specific needs for preventive services may vary according to your personal risk factors. Your doctor is always your best resource for determining if you're at increased risk for a condition. Some services may require prior authorization. If you have questions about this schedule, prior authorizations or your benefit coverage, please call the Member Service number on the back of your member ID card.

¹Information About Children's Health Insurance Program (CHIP)

Because the Children's Health Insurance Program (CHIP) is a government-sponsored program and not subject to ACA, certain preventive benefits may not apply to CHIP members and/or may be subject to copayments.

The ACA authorizes coverage for certain additional preventive care services. These services do not apply to "grand-fathered" plans. These plans were established before March 23, 2010, and have not changed their benefit structure. If your health coverage is a grandfathered plan, you would have received notice of this in your benefit materials.

Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association.

Discrimination is Against the Law

The Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. The Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex assigned at birth, gender identity or recorded gender. Furthermore, the Plan will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity, or recorded gender is different from the one to which such health service is ordinarily available. The Plan will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual. The Plan:

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

If you need these services, contact the Civil Rights Coordinator. If you believe that the Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: CivilRightsCoordinator@highmarkhealth. org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the 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, 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.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意:如果您说中文,可向您提供免费语言协助服务。 请拨打您的身份证背面的号码(TTY:711)。

CHỦ Ý: Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số điện thoại ở mặt sau thẻ ID của quý vị (TTY: 711).

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами языковой поддержки. Позвоните по номеру, указанному на обороте вашей идентификационной карты (номер для текст-телефонных устройств (ТТҮ): 711).

Geb Acht: Wann du Deitsch schwetzscht, kannscht du en Dolmetscher griege, un iss die Hilf Koschdefrei. Kannscht du die Nummer an deinre ID Kard dahinner uffrufe (TTY: 711).

알림: 한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. ID 카드 뒷면에 있는 번호로 전화하십시오 (TTY: 711).

ATTENZIONE: se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Contatti il numero riportato sul retro della sua carta d'identità (TTY: 711).

تنبيه: إذا كنت تتحدث اللغة العربية، فهناك خدمات المعاونة في اللغة المجانية متاحة لك. اتصل بالرقم الموجود خلف بطاقة هويتك (جهاز الاتصال لذوي صعوبات السمع والنطق: 711).

ATTENTION: Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez le numéro au dos de votre carte d'identité (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen unsere fremdsprachliche Unterstützung kostenlos zur Verfügung. Rufen Sie dazu die auf der Rückseite Ihres Versicherungsausweises (TTY: 711) aufgeführte Nummer an.

ધ્યાન આપશોઃ જો તમે ગુજરાતી ભાષા બોલતા હો, તો ભાષા સહાયતા સેવાઓ, મફતમાં તમને ઉપલબ્ધ છે. તમારા ઓળખપત્રના પાછળના ભાગે આવેલા નંબર પર ફોન કરો (TTY: 711).

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer podany na odwrocie karty ubezpieczenia zdrowotnego (TTY: 711).

Kominike : Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-ticheri, ki la pou ede w. Rele nan nimewo ki nan do kat idantite w la (TTY: 711).

ប្រការចងចាំ៖ បើលោកអ្នកនិយាយ កាសាខ្មែរ ហើយត្រូវការសេវាកម្មជំនួយផ្នែកភាសា ដែលអាចផ្ដល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ ។ សូមទូរស័ព្ទទៅលេខដែលមាននៅលើខ្នង ភាតសម្គាល់របស់របស់លោកអ្នក (TTY: 711) ។

ATENÇÃO: Se a sua língua é o português, temos atendimento gratuito para você no seu idioma. Ligue para o número no verso da sua identidade (TTY: 711).

ATENSYON: Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyong tulong sa wika. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

注: 日本語が母国語の方は言語アシスタンス・サービスを無料でご利用いただけます。ID カードの裏に明記されている番号に電話をおかけください (TTY: 711)。

توجه: اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان، به صورت رایگان، در دسترس شماست. با شماره واقع در پشت کارت شناسایی خود (TTY: 711) تماس بگیرید. U65_BCBS_G_M_2Col_8pt_blk_NL

BAA ÁKONÍNÍZIN: Diné k'ehgo yánílti'go, language assistance services, éí t'áa níík'eh, bee níká a'doowoł, éí bee ná'ahóót'i'. ID bee nééhózingo nanitinígíí bine'déé' (TTY: 711) ji' hodíilnih.

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