Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a Customer Service Representative at (330) 363-7407 or 1-800-577-5084. TTY users should call 711. A Customer Service Representative is available to assist you at the above phone numbers, Monday through Friday from 8:00 a.m. to 8:00 p.m. (October 1st – March 31st, we are available 7 days a week, 8:00 a.m. to 8:00 p.m.)

Understanding the Benefits

☐ Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services for which you routinely see a doctor. Visit www.pthp.com or call Customer Service at (330) 363-7407 or 1-800-577-5084 (TTY users should call 711) to view a copy of the EOC.

☐ Review the Provider Directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.

☐ Review the Pharmacy Directory to make sure the pharmacy you use for any prescription medicine is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understanding Important Rules

☐ In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.

☐ Benefits, premiums and/or copayments/co-insurance may change on January 1, 2026.

☐ Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).

☐ Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for certain covered services provided by a non-contracted provider, the provider must agree to treat you. Except in an emergency or urgent situations, non-contracted providers may deny care.

2025 PrimeTime Health Plan
Summary of Benefits
Basic MA – Only (HMO-POS) E00035 (no drug coverage)
Aultimate (HMO-POS) E00060 (includes drug coverage)
Classic (HMO-POS) E00055 (includes drug coverage)
Plus (HMO-POS) E00045 (includes drug coverage)

This is a summary of drug and health services covered by plans offered by PrimeTime Health Plan for January 1, 2025 – December 31, 2025. This Summary of Benefits does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please call Customer Service and request the "Evidence of Coverage" or view it online at www.pthp.com. You can reach Customer Service at 330-363-7407 or 1-800-577-5084 (TTY users call 711). Our Call Center is open Monday through Friday, from 8:00 a.m. to 8:00 p.m. From October 1 through March 31, the Call Center is open seven days a week, from 8:00 a.m. to 8:00 p.m. Or visit our website at www.pthp.com.

You are eligible for membership in our plan as long as you have both Medicare Part A and Part B, you are a United States citizen or are lawfully present in the United States, and you live in our service area. Our service area includes the following counties in Ohio: Carroll, Columbiana, Harrison, Holmes, Mahoning, Medina, Portage, Stark, Summit, Tuscarawas, & Wayne.

PrimeTime Health Plan has a network of doctors, hospitals, pharmacies, and other providers. You must receive your care from a network provider. In most cases, care you receive from an out-of-network provider (a provider who is not part of our plan's network) will not be covered. Our plan offers a point-of-service (POS) option for lab services, non-Medicare covered dental and vision services, hearing exams and hearing aids. *Out-of-network provider exceptions are noted in italics in the chart.* To find participating providers and pharmacies, please call us or visit our website at www.pthp.com.

Out-of-network/non-contracted providers are under no obligation to treat PrimeTime Health Plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

For coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online www.Medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

PrimeTime Health Plan is an HMO-POS plan with a Medicare contract. Enrollment in PrimeTime Health Plan depends on contract renewal. This information is available in alternative formats such as large print, audio CD, or other alternate formats. Please call Customer Service if you need plan information in another format or language.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
Monthly plan premium You must continue to pay your Medicare Part B premium.	You pay $0	You pay $0	You pay $45	You pay $99
Part B Premium Reduction	$75 a month	Not Available	Not Available	Not Available
Medical deductible	Our plans do not have a medical deductible.			
Maximum Out-of-Pocket responsibility (does not include prescription drugs) The maximum you will pay in copays and coinsurance for the year**.**	In-network: $3,900 annually	In-network: $4,300 annually	In-network: $4,100 annually	In-network: $4,000 annually
Inpatient hospital coverage Prior authorization may be required for these services. Please contact the plan for more information. Our plan covers an unlimited number of days for an inpatient hospital stay.	In-network: Days 1-6: You pay $275 per day Days 7 and beyond: You pay a $0 copay	In-network: Days 1-6: You pay $310 per day Days 7 and beyond: You pay a $0 copay	In-network: Days 1-6: You pay $375 per day Days 7 and beyond: You pay a $0 copay	In-network: Days 1-6: You pay $285 per day Days 7 and beyond: You pay a $0 copay
Outpatient hospital coverage Prior authorization may be required for these services. Please contact the plan for more information.				

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
Outpatient hospital coverage (continued) • **Outpatient Hospital or Ambulatory Surgical Center**	In-network: You pay 25% of the cost. Annual combined out-of-pocket maximum of $1,200.	In-network: You pay a $350 copay for outpatient surgery.	In-network: You pay a $300 copay for outpatient surgery.	In-network: You pay a $200 copay for outpatient surgery.
• **Outpatient Observation**	In-network: You pay 25% of the cost. Annual combined out-of-pocket maximum of $1,200.	In-network: You pay 25% of the cost for observation services.	In-network: You pay 25% of the cost for observation services.	In-network: You pay 25% of the cost for observation services.
Doctor visits • **Primary Care Physician**	In-network: You pay a $0 copay per visit	In-network: You pay a $0 copay per visit	In-network: You pay a $0 copay per visit	In-network: You pay a $0 copay per visit
• **Specialist**	In-network: You pay a $40 copay per visit	In-network: You pay a $40 copay per visit	In-network: You pay a $35 copay per visit	In-network: You pay a $30 copay per visit
Preventive care	All plans In-network: You pay a $0 copay Any additional preventive services approved by Medicare during the contract year will be covered.			
Emergency care If you are admitted to the hospital within 23 hours, you do not have to pay your share of the cost for emergency care. *The plan covers emergency care that you get from an out-of-network provider.*	You pay a $140 copay per visit World-wide coverage	You pay a $110 copay per visit World-wide coverage	You pay a $140 copay per visit World-wide coverage	You pay a $140 copay per visit World-wide coverage

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
Urgently needed services If you are admitted to the hospital within 23 hours, you do not have to pay a copay for urgent care. World-wide coverage. *The plan covers urgent care that you get from an out-of-network provider.*	Inside the United States: You pay a $60 copay per visit Outside the United States: You pay a $140 copay per visit	Inside the United States: You pay a $40 copay per visit Outside the United States: You pay a $110 copay per visit	Inside the United States: You pay a $40 copay per visit Outside the United States: You pay a $140 copay per visit	Inside the United States: You pay a $40 copay per visit Outside the United States: You pay a $140 copay per visit
Diagnostic services/labs/ imaging Prior authorization may be required for these services. Please contact the plan for more information. • **Diagnostic radiology services** (such as MRIs, CT scans)	In-network: You pay a $250 copay	In-network: You pay a $250 copay	In-network: You pay a $240 copay	In-network: You pay a $225 copay
• **Diagnostic tests and procedures**	In-network: You pay a $100 copay	In-network: You pay a $125 copay	In-network: You pay a $105 copay	In-network: You pay a $85 copay
• **Lab services** *For lab services, you may use any Medicare qualified provider.*	You pay a $0 - $35 copay	You pay a $0 copay	You pay a $0 - $5 copay	You pay a $0 - $5 copay
• **Outpatient x-rays**	In-network: You pay a $100 copay	In-network: You pay a $50 copay	In-network: You pay a $50 copay	In-network: You pay a $50 copay
• **Therapeutic radiology services** (such as radiation treatment for cancer)	All plans In-network: You pay 20% of the cost			

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
Hearing services • **Medical exam** Exam to diagnose and treat hearing and balance issues	In-network: You pay a $0 copay	In-network: You pay a $25 copay	In-network: You pay a $5 copay	In-network: You pay a $0 copay
• **Routine exam** One routine hearing exam every three years *You may use any Medicare qualified provider.*	You pay a $0 copay	You pay a $25 copay	You pay a $5 copay	You pay a $0 copay
• **Hearing aids** We will allow two hearing aid devices every three years.	All plans: You will pay $595* for a tier 1 hearing aid; $695* for a tier 2 hearing aid; $895* for a tier 3 hearing aid. If you purchase a higher tier hearing aid, your copay* will be greater. Copays are per hearing aid. Contact Amplifon at 1-866-921-2299 to access these copayment rates. Hearing aids purchased from non-Amplifon providers are eligible for reimbursement of $100 per hearing aid.* *Hearing aid copays do not count towards your out-of-pocket limit.			
Dental services • **Medicare-covered dental exam** Prior authorization is required for these services. Please contact the plan for more information.	In-network: You pay a $40 copay	In-network: You pay a $40 copay	In-network: You pay a $35 copay	In-network: You pay a $30 copay

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
• **Supplemental dental coverage** Routine exams, x-rays, cleanings, fluoride, diagnostic services, restorative, endodontics, periodontics, oral and maxillofacial surgery, extractions, orthodontia and prosthodontics. These services do not count towards your out-of-pocket limit. *You may use any qualified dental provider.*	Reimbursement for non-Medicare covered dental services up to a maximum of $1,100 annually.	Reimbursement for non-Medicare covered dental services up to a maximum of $900 annually.	Reimbursement for non-Medicare covered dental services up to a maximum of $900 annually.	Reimbursement for non-Medicare covered dental services up to a maximum of $1,250 annually.
Vision services • **Medicare-covered eye exam** To diagnose and treat diseases or conditions of the eye (including annual diabetic retinopathy exam).	In-network: You pay a $40 copay	In-network: You pay a $40 copay	In-network: You pay a $35 copay	In-network: You pay a $30 copay
• **Eyeglasses or contact lenses after cataract surgery**	All plans In-network: You pay 20% of the cost			

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
Vision services (continued) • **Annual routine eye exam** These services do not count towards your out-of- pocket limit. *You may use any qualified vision provider.*	All plans: You pay a $0 copay			
• **Glasses/Contact Lenses** These services do not count towards your out-of- pocket limit. *You may use any qualified vision provider.*	All plans: Reimbursement up to a maximum of $300 annually.			
Mental health services • **Inpatient visit** Our plan covers an unlimited number of days for an inpatient hospital stay. Prior authorization may be required for these services. Please contact the plan for more information.	In-network: Days 1-6: You pay $275 per day Days 7 and beyond: You pay a $0 copay	In-network: Days 1-6: You pay $310 per day Days 7 and beyond: You pay a $0 copay	In-network: Days 1-6: You pay $375 per day Days 7 and beyond: You pay a $0 copay	In-network: Days 1-6: You pay $285 per day Days 7 and beyond: You pay a $0 copay

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
Mental health services (continued) • **Outpatient group or individual therapy visit**	In-network: You pay a $35 copay per visit	In-network: You pay a $40 copay per visit	In-network: You pay a $35 copay per visit	In-network: You pay a $30 copay per visit
Skilled nursing facility (SNF) Our plan covers up to 100 days per admission in a SNF. Prior authorization is required for services. Please contact the plan for more information.	In-network: Days 1-20: You pay $20 per day Days 21-39: You pay $150 per day Days 40-100: You pay a $0 copay	In-network: Days 1-20: You pay a $0 copay Days 21-45: You pay $150 per day Days 46-100: You pay a $0 copay	In-network: Days 1-20: You pay a $0 copay Days 21-45: You pay $135 per day Days 46-100: You pay a $0 copay	In-network: Days 1-20: You pay a $0 copay Days 21-45: You pay $120 per day Days 46-100: You pay a $0 copay
Rehabilitation Services • **Cardiac Rehab** Prior authorization required after 36 visits	All plans In-network: You pay a $0 copay per visit			
• **Pulmonary Rehab** Prior authorization required after 36 visits	All plans In-network: You pay a $0 copay per visit			
• **Occupational, Physical, Speech & Language Therapy, & Acupuncture**	In-network: You pay a $35 copay per visit $1,050 combined annual out-of-pocket max	In-network: You pay a $45 copay per visit	In-network: You pay a $40 copay per visit	In-network: You pay a $25 copay per visit
Ambulance Prior authorization may be required for non-emergency services. Please contact the plan for more information. World-wide emergency coverage.	In-network: You pay a $200 copay per one-way trip	In-network: You pay a $230 copay per one-way trip	In-network: You pay a $210 copay per one-way trip	In-network: You pay a $200 copay per one-way trip

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
Transportation	All plans: Not covered			
Medicare Part B drugs Prior authorization may be required for services. Please contact the plan for more information. • **Chemotherapy drugs**	All plans In-network: You pay 0% - 20% of the cost			
• **Other Part B drugs**	All plans In-network: You pay 0% - 20% of the cost You will pay no more than $35 for a one-month supply of insulin furnished with durable medical equipment insulin pump supplies.			
Foot Care (Podiatry Services) Foot exams and treatment if you have diabetes-related nerve damage and/or meet certain conditions.	All plans In-network: You pay a $35 copay			
Medical equipment/ supplies Prior authorization may be required for services. Please contact the plan for more information. • **Durable medical equipment** (wheel-chairs, oxygen, etc)	All plans In-network: You pay 20% of the cost			
• **Prosthetics/Medical supplies** (braces, artificial limbs, etc)	All plans In-network: You pay 20% of the cost			
• **Medicare-covered diabetic testing supplies** (lancets, strips, & glucometers)	All plans In-network: You pay 0% of the cost			

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
Medical equipment/ supplies (continued) • **Other Medicare-covered diabetic supplies**	All plans In-network: You pay 20% of the cost			
Home Delivered Meals	All plans In-network: You pay a $0 copay. Benefit is limited to 5 days, up to 10 meals, and following an inpatient or observation hospital stay at a network facility and in our service area with a contracted provider.			
Health and Wellness Education Programs • **The Silver&Fit® Exercise & Healthy Aging Program**	All plans: You pay a $0 copay for Health and Wellness Education benefits As a Silver&Fit member you can visit a participating fitness center or YMCA near you that takes part in the program at no cost to you. You also have the following no cost options available to you: Workout plans, Digital "On-Demand" workouts, Home Fitness Kits, Well-Being Club, Healthy Aging Coaching, Activity tracking with Silver&Fit Connected!™, and rewards.			
• **Tele-monitoring Services** Members diagnosed with these conditions may be eligible.	○ Heart Failure ○ Diabetes ○ Chronic Obstructive Pulmonary Disease (COPD) ○ Hypertension			
• **Stroke Prevention Program**	Offered to members who have health conditions that put them at higher risk for stroke			
• **24 Hour Nursing Hotline**	(330) 363-7600 or 1-855-409-6448			
• **In-Home Safety Assessment**	Evaluates your home for potential safety concerns. For example: proper lighting, fall hazards, and grab bars			
• **Behavioral Health Program**	Provides support, education and resources for members with conditions such as depression, bipolar disorder, and substance use disorder			

Benefit category	Basic MA- Only (HMO-POS) No Rx coverage	Aultimate (HMO-POS) includes Rx	Classic (HMO-POS) includes Rx	Plus (HMO-POS) includes Rx
Over-The-Counter (OTC) benefit Covered items are health-related items, medications that are available without a prescription and are not covered by Medicare, and healthy food.	Up to $75 per quarter on qualified OTC items. (Unused amounts do not carry-over to the next quarter.)	Up to $100 per quarter on qualified OTC items. (Unused amounts do not carry-over to the next quarter.)	Up to $100 per quarter on qualified OTC items. (Unused amounts do not carry-over to the next quarter.)	Up to $100 per quarter on qualified OTC items. (Unused amounts do not carry-over to the next quarter.)
AultmanNow Telehealth To access go to www.aultmannow.com or download the smart phone app	Primary Care Doctor visit: You pay a $0 copay Specialist visit: You pay a $40 copay	Primary Care Doctor visit: You pay a $0 copay Specialist visit: You pay a $40 copay	Primary Care Doctor visit: You pay a $0 copay Specialist visit: You pay a $35 copay	Primary Care Doctor visit: You pay a $0 copay Specialist visit: You pay a $30 copay
Papa Pals, Inc. Help with Instrumental Activities of Daily Living	All plans: You pay a $0 copay for up to 40 hours of Companion Care and Caregiver support.			

Outpatient Part D Prescription Drug Coverage Cost-sharing may change when you enter a new stage of the Part D benefit. For more information on the stages of the benefit, please contact the plan or view the Evidence of Coverage online at www.pthp.com.	
Phase 1: Deductible Stage	There is no deductible for PrimeTime Health Plan. You begin in the Initial Coverage Stage when you fill your first prescription of the year.
Phase 2: Initial Coverage Stage	The plan pays its share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending on the drug and where you fill your prescription. You pay the following copays/coinsurance until your total yearly drug costs reach $2,000.

The below copays/coinsurance are for prescriptions purchased from network pharmacies. Costs will differ based on whether the prescriptions are filled at a preferred pharmacy, standard pharmacy, or mail order pharmacy. Refer to your pharmacy directory for information on which pharmacies are preferred or standard. Cost will also differ based on the number of days' supply. Long-Term Care (LTC) pharmacies can fill up to a 31-day supply at the 30-day copays/coinsurance listed below.

Annual Deductible	There is no deductible for our Part D Prescription Drug Coverage								
Preferred Pharmacy - Retail (up to a 90-day supply)									
Tier and Name	**Aultimate (HMO-POS)**			**Classic (HMO-POS)**			**Plus (HMO-POS)**		
	30 day	**60 day**	**90 day**	**30 day**	**60 day**	**90 day**	**30 day**	**60 day**	**90 day**
1 - Preferred Generic Drugs	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay
2 - Generic Drugs	$12 copay	$24 copay	$36 copay	$8 copay	$16 copay	$24 copay	$8 copay	$16 copay	$24 copay
3 - Preferred Brand Drugs	$47 copay or 20% whichever is greater	$94 copay or 20% whichever is greater	$141 copay or 20% whichever is greater	$47 copay or 20% whichever is greater	$94 copay or 20% whichever is greater	$141 copay or 20% whichever is greater	$47 copay or 20% whichever is greater	$94 copay or 20% whichever is greater	$141 copay or 20% whichever is greater
- Covered Insulins	$35 copay	$70 copay	$105 copay	$35 copay	$70 copay	$105 copay	$35 copay	$70 copay	$105 copay
4 - Non-preferred Drugs	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost
5 - Specialty Drugs	33% of the cost	Not Available	Not Available	33% of the cost	Not Available	Not Available	33% of the cost	Not Available	Not Available
Standard Pharmacy - Retail (up to a 90-day supply)									
Tier and Name	**Aultimate (HMO-POS)**			**Classic (HMO-POS)**			**Plus (HMO-POS)**		
	30 day	**60 day**	**90 day**	**30 day**	**60 day**	**90 day**	**30 day**	**60 day**	**90 day**
1 - Preferred Generic Drugs	$10 copay	$20 copay	$30 copay	$10 copay	$20 copay	$30 copay	$10 copay	$20 copay	$30 copay
2 - Generic Drugs	$20 copay	$40 copay	$60 copay	$18 copay	$36 copay	$54 copay	$16 copay	$32 copay	$48 copay

3 - Preferred Brand Drugs	$47 copay or 20% whichever is greater	$94 copay or 20% whichever is greater	$141 copay or 20% whichever is greater	$47 copay or 20% whichever is greater	$94 copay or 20% whichever is greater	$141 copay or 20% whichever is greater	$47 copay or 20% whichever is greater	$94 copay or 20% whichever is greater	$141 copay or 20% whichever is greater
- Covered Insulins	$35 copay	$70 copay	$105 copay	$35 copay	$70 copay	$105 copay	$35 copay	$70 copay	$105 copay
4 - Non-preferred Drugs	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost
5 - Specialty Drugs	33% of the cost	Not Available	Not Available	33% of the cost	Not Available	Not Available	33% of the cost	Not Available	Not Available
Mail Order Pharmacy (up to a 90-day supply)									
Tier and Name	**Aultimate (HMO-POS)**			**Classic (HMO-POS)**			**Plus (HMO-POS)**		
	30 day	**60 day**	**90 day**	**30 day**	**60 day**	**90 day**	**30 day**	**60 day**	**90 day**
1 - Preferred Generic Drugs	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay	$0 copay
2 - Generic Drugs	$12 copay	$24 copay	$30 copay	$8 copay	$16 copay	$20 copay	$8 copay	$16 copay	$20 copay
3 - Preferred Brand Drugs	$47 copay or 20% whichever is greater	$94 copay or 20% whichever is greater	$141 copay or 20% whichever is greater	$47 copay or 20% whichever is greater	$94 copay or 20% whichever is greater	$141 copay or 20% whichever is greater	$47 copay or 20% whichever is greater	$94 copay or 20% whichever is greater	$141 copay or 20% whichever is greater
- Covered Insulins	$35 copay	$70 copay	$105 copay	$35 copay	$70 copay	$105 copay	$35 copay	$70 copay	$105 copay
4 - Non-preferred Drugs	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost	50% of the cost
5 - Specialty Drugs	33% of the cost	Not Available	Not Available	33% of the cost	Not Available	Not Available	33% of the cost	Not Available	Not Available
Phase 3: Catastrophic Coverage Stage	You enter the Catastrophic Coverage Stage when your out-of-pocket costs have reached the $2,000 limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year. • During this payment stage, the plan pays the full cost for your covered Part D drugs. You pay nothing.								

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-577-5084 (TTY 711). Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-577-5084 (TTY 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑 问。如果您需要此翻译服务，请致电 1-800-577-5084 (TTY 711)。我们的中文工作人员很乐意帮助您。 这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯 服務。如需翻譯服務，請致電 1-800-577-5084 (TTY 711)。我們講中文的人員將樂意為您提供幫助。這 是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-577-5084 (TTY 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-577-5084 (TTY 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quí vị cần thông dịch viên xin gọi 1-800-577-5084 (TTY 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quí vị. Đây là dịch vụ miễn phí .

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-577-5084 (TTY 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-577-5084 (TTY 711)번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-577-5084 (TTY 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-800-577-5084 (TTY 711). سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-577-5084 (TTY 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-577-5084 (TTY 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-577-5084 (TTY 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-577-5084 (TTY 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-577-5084 (TTY 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがありますございます。通訳をご用命になるには、1-800-577-5084 (TTY 711)にお電話ください。日本語を話す人 者 が支援いたします。これは無料のサービスです。

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If you need these services, or if you believe that PrimeTime Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can contact or file a grievance with the: PrimeTime Health Plan Civil Rights Coordinator, 2600 6th St. S.W. Canton, OH 44710, 330-363-7456, CivilRightsCoordinator@aultcare.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights staff is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.