

Open Enrollment Guide 2018

Benefits effective as of January 2018

ABOUT THE EPISCOPAL CHURCH MEDICAL TRUST

The Episcopal Church Medical Trust (Medical Trust) maintains a series of benefit plans (the “plans”) for the employees (and their dependents) of the Protestant Episcopal Church in the United States of America (hereinafter, the Episcopal Church). Since 1978, the plans sponsored by the Medical Trust have served the dioceses, parishes, schools, missionary districts, seminaries, and other institutions subject to the authority of the Episcopal Church. The Medical Trust now serves more than 22,000 active employees and dependents; and over 9,000 retirees and their dependents. The plans are intended to qualify as “church plans” within the meaning of Section 414(e) of the Internal Revenue Code, and are exempt from the requirements of the Employee Retirement Income Security Act of 1974, as amended (ERISA).

The Medical Trust funds certain of its benefit plans through a trust fund known as the Episcopal Church Clergy and Employees’ Benefit Trust (ECCEBT)*. The ECCEBT is intended to qualify as a voluntary employees’ beneficiary association (VEBA) under Section 501(c)(9) of the Internal Revenue Code. The purpose of the ECCEBT is to provide benefits to eligible employees, former employees, and their dependents in the event of illness or expenses for various types of medical care and treatment.

The mission of the Medical Trust is to “balance compassionate care with financial stewardship.” This is a unique mission in the world of healthcare benefits, and we believe that our experience and mission to serve the Episcopal Church offers a level of expertise that is unparalleled. If you have questions about any of our plans, please don’t hesitate to contact us. We’re looking forward to serving you.

For more information, please visit our website at www.cpg.org; or call Client Services at (800) 480-9967, Monday – Friday (excluding holidays) 8:30AM to 8:00 PM ET.

ELIGIBILITY

The Open Enrollment Guide does not contain information on eligibility for plan participation. Should you need confirmation of your eligibility, please see your group administrator for eligibility details.

**Church Pension Group Services Corporation is the sponsor of the benefit plans and is doing business under the name “The Episcopal Church Medical Trust.”*

SELECTING YOUR 2018 BENEFITS

The annual Open Enrollment period for 2018 is October 23 – November 22, 2017. This is the time of year when all eligible members can re-evaluate their healthcare options and review their plan selections to ensure they continue to meet the needs of themselves and their families.

The Medical Trust has embarked on a multi-year strategy of providing health options that provide meaningful choice. We are offering plans that help you make more informed decisions regarding your health, promote wellness and preventive care, and that balance our responsibility to be good financial stewards.

Effective January 1, 2018, UnitedHealthcare will no longer be offered as one of the Medical Trust's plan options. This is the result of our ongoing commitment to provide access to quality healthcare, offer real choice, and manage benefit costs for our members.

Your benefits program has been designed to work for you. The Medical Trust's benefit options and coverage choices provide you with the flexibility you need to make enrollment decisions based on your individual and family needs.

It's important for you to carefully consider your plan choices for next year. This guide is designed to assist you in that process. There are several important steps you should take to make your benefit selections.

- Read this Open Enrollment Guide carefully to understand the plans the Medical Trust offers and the steps to follow to enroll in your 2018 benefits.
- Review the medical plan Summaries of Benefits and Coverage available online or from your benefits administrator. The summaries provide more detailed information about the benefits and cost shares under each of the medical plan options for which you're eligible.
- Review last year's Explanations of Benefits (EOBs) to see how much you used your benefits. Consider if there are any changes in the past year that have impacted the coverage your family needs.
- Is it more advantageous for you to pay more in monthly contributions to have lower out-of-pocket expenses during the year? Or, is it better to pay lower monthly contributions and pay more when and if you actually need care during the year? Consider each plan's out-of-pocket limit.

Once you have reviewed your healthcare needs and selected the benefit plan that is best for you, you can access your personalized enrollment form online, using the user name and password for your CPG Account.

WHAT'S INSIDE

The Medical Trust provides this Open Enrollment Guide to help you make informed decisions about healthcare for yourself and your family.

In this guide you will find important highlights of:

- Medical plan options
- Plan comparison chart
- Prescription drug benefits
- Vision Benefits
- Behavioral health benefits
- Health Advocate
- Dental benefits
- Travel assistance services

Please note that you may not be eligible for all of the plans described in this guide, as some options may not be available in all locations or to all groups. See your administrator for information on those plans.

YOUR ROLE IN THE VALUE OF YOUR HEALTHCARE

Whatever your medical plan, the following steps will help you to become a better healthcare consumer and ensure your long-term health and wellness:

- **Stay well.** Get regular checkups, monitor your blood pressure, tell your doctor about all of the medications you're taking, and get the recommended screenings for your age and gender. Make positive changes to your diet, commit to regular exercise, and eliminate risky behaviors such as smoking.
- **Partner with your doctor.** Finding a doctor you trust and feel comfortable with is the first step toward good health. Once you've found a doctor that's right for you, work together to get the best care: prepare for your office visits, listen, ask questions, and learn all you can about your medical issues.
- **Understand your treatment options.** Research shows that many people receive medical treatments or surgeries that are unnecessary and even harmful to their health. At the same time, many people don't get the treatment or surgery they need or wait too long to seek medical care. When your doctor makes a recommendation, be sure you voice your questions, concerns, and preferences. Get a second opinion if warranted.
- **Learn more about your condition.** If you use the Internet to find health information, start by searching sites specializing in a disease or condition. For example, if you're interested researching heart disease, visit the American Heart Association website at www.americanheart.org; the American Academy of Allergy, Asthma and Immunology website at www.aaaai.org has information on asthma and allergies; the American Cancer Society website at www.cancer.org specializes in information about cancer.
- **Know what is covered by your plan.** Remember that any treatment you receive, even procedures that are covered by your plan, must be medically necessary or the claim may be denied. Consult your Plan Document Handbook and Summary of Benefits and Coverage to understand what your plan covers, what your cost shares are, and what your plan excludes. Although the Plan Document Handbook and summary cannot list every procedure or treatment option that is covered or excluded, they do contain the most commonly used benefits. Call your health plan directly if you need more detail or have any questions about your benefits.
- **Get the most value from your prescription drug benefit.** For an occasional minor ailment such as joint pain, heartburn, or allergies, ask your doctor about over-the-counter treatments first. Request generic or preferred drugs when possible. Use a participating retail pharmacy, or better yet, use the home delivery program to reduce your costs even more.
- **Visit the Health Learning Center at www.cpg.org/activehealthlearning.** You will find information improving your physical, mental, and emotional health, and access to the resources available to you through the Medical Trust health plans.

MEDICAL PLAN OPTIONS

Medical coverage is important to everyone. The plans offered by the Medical Trust provide preventive care benefits to keep you healthy, and other benefits to help when you are ill. The Medical Trust offers the following types of medical plans, available depending on your participating group's offerings and network access in your geographic location:

- Preferred Provider Organization (PPO) Plan
- Exclusive Provider Organization (EPO) Plan
- Consumer-Directed Health Plan (CDHP)/Health Savings Account (HSA)

ABOUT THE PLANS

All of the Medical Trust plans provide care through a network of doctors, dentists, hospitals, pharmacies, laboratories, and other providers who have contracted to offer services at reduced rates. Each type of plan works a bit differently.

In the following pages you will learn about different plan designs, how they work, and what you need to think about to make the best decisions regarding your health coverage.

COMPARING ALTERNATE PLAN OPTIONS

When evaluating the plan options available to you, it is important to understand the trade-offs that differentiate the plans. Monthly contributions and out-of-pocket costs (when services are received) have an inverse relationship. In other words, certain plans may have low out-of-pocket costs with high monthly contributions, while others have higher out-of-pocket costs but lower monthly contributions. Using network providers usually lowers your out-of-pocket costs.

However, you may have instances where you need or prefer to seek care from an out-of-network provider. This freedom to choose out-of-network providers (unavailable to EPO participants, except in emergencies) usually results in higher out-of-pocket costs than using network providers.

UNDERSTANDING THE PLAN DESIGNS

- **Preferred Provider Organization (PPO).** Under a PPO, you can receive services from any provider, without requiring you to coordinate your care through a primary care physician (PCP). A PPO gives you the flexibility to visit the providers you choose—inside or outside of the plan's network.

However, the plan pays greater benefits if you receive care from a network provider or facility. It's important to note that when you participate in a PPO,

you are responsible for ensuring that the services and care you receive are covered by your plan. If you use an out-of-network provider, you'll often be responsible for submitting your own claims and may be balance-billed.

- **Exclusive Provider Organization (EPO).** When you select an EPO, you agree to use **only** the plan's network of professionals and facilities. It's important to note that when you participate in an EPO, you are responsible for ensuring that the services and care you receive are covered by your plan. An EPO does **not** cover the cost of services received from out-of-network providers, except in emergency situations. You are not required to select a primary care physician¹.
- **Consumer-Directed Health Plan/Health Savings Account (CDHP/HSA).** A CDHP/HSA is a high deductible health plan that consists of two components: a traditional health plan to protect you against healthcare expenses (Consumer-Directed Health Plan) and a tax-advantaged savings vehicle (Health Savings Account)². With the exception of preventive care, the benefits from your health plan (CDHP) begin after you meet your annual deductible³. Contributions to the HSA help you build savings for current and future medical expenses that fall within the deductible of the CDHP.

In order to understand the CDHP/HSA combination, it is important to see how its two components work. The CDHP/HSA combination allows you to take control of your day-to-day healthcare costs through a savings/reimbursement account that offers the protection of a traditional health plan and promotes preventive care.

- The CDHP works much like a PPO. You can receive services from any provider, and you do not have to coordinate your care through a PCP¹. While the CDHP covers services in and out of the network⁴, the CDHP provides very strong financial incentives for you to use network providers. Despite the high deductible associated with a CDHP, certain preventive care services require no copayment.
- The HSA is a savings account funded by you and/or your employer with a tax-favored status. You can only open an HSA if you are enrolled in a quali-

¹ The Kaiser Plans are built on a managed-care platform, and therefore, require the selection of a primary care physician.

² In general, you will not be eligible for the CDHP/HSA option if you have any other health coverage that would apply to services covered by the CDHP/HSA. For example, if your spouse has other health coverage through his or her employer, your spouse may not be eligible for coverage under the CDHP/HSA option. Also, participation in a flexible spending account (FSA) arrangement may limit your ability to obtain coverage under the CDHP/HSA option.

³ The CDHP deductible is a combination of the medical and pharmacy deductible requirements. Therefore, to begin receiving benefits from your medical and prescription drug plans, you must meet one combined deductible.

⁴ The Kaiser CDHP-20/HSA works like an EPO, and therefore has no out-of-network benefits except in emergencies.

fied CDHP. When you incur a medical expense, you can pay for it with your HSA funds. If you do not use the money in your HSA, the balance continues to grow with tax-free earnings to use for future medical expenses.

Once money is deposited into your HSA, it's yours until you spend it. Unused dollars earn interest tax-free with certain restrictions. If you change employers or retire, you can take your HSA with you. Withdrawals from your HSA are tax-free as long as they are used to pay for qualified medical expenses. Therefore, it is important that you maintain medical records for tax-reporting purposes.

DEDUCTIBLES

The Anthem Consumer-Directed Health Plan-15 (CDHP-15) has a non-embedded deductible. This means that if you have other family members on the Plan, then the family deductible must be met before the Plan begins to pay.

All other plans have an embedded deductible. Once a member meets the individual deductible, the Plan will begin to pay for that member. When the family deductible has been met, the Plan will pay for all enrolled family members.

OUT-OF-POCKET LIMITS

The Anthem Consumer-Directed Plan-15 (CDHP-15) has a non-embedded out-of-pocket limit. If you have other family members on the Plan, then the family out-of-pocket limit must be met.

All other plans have an embedded out-of-pocket limit. Each member need only meet the individual out-of-pocket limit until the family out-of-pocket limit has been met.

PAY NOW OR PAY LATER

It might help to think of the plan options in terms of "pay now" or "pay later." For example, your monthly contributions are going to be higher in plans with lower out-of-pocket costs, while your monthly contributions will be lower in plans that have higher cost shares.

It is important to evaluate your personal situation. Does it make more sense for you to pay higher monthly contributions for your coverage and less when you receive services, or to pay less month-to-month with the risk of paying more when you need services?

THE IMPORTANCE OF THE NETWORK

Another factor to consider when choosing a plan is access to providers. Usually, participation in an exclusive or limited network plan means that your out-of-pocket costs are lower if you see a doctor in the network but higher if you see a doctor who is not in the network. The Kaiser Plans, the Anthem EPOs, and the Cigna Open Access Plus In-Network (OAPIN) Plan will not pay for any non-emergency services that you receive out of network. When choosing your plan, evaluate the importance of the freedom to choose an out-of-network provider.

COVERAGE TIERS AND COSTS

If you elect coverage under one of the plans, the coverage tiers available to you depend on what is offered by your group or diocese. Coverage tiers range from single coverage for you only to family coverage for you and all of your dependents. The cost of coverage varies based on the plan option and coverage tier you select.

Please see your online enrollment form for the specific coverage tiers available to you. **The rates indicated on your online enrollment form may not necessarily be what your employer requires you to pay.**

MEDICARE SECONDARY PAYER/SMALL EMPLOYER EXCEPTION

Some groups have elected to participate in the Episcopal Health Plan for Qualified Small Employer Exception Members (the SEE Plan). To participate in this program, you must be age 65 or older and actively working for a church or group that offers this choice. Additionally, you must be enrolled in Medicare Part A and choose a participating Anthem plan.

If you are participating in the SEE Plan, Medicare will be the primary payer for Part A (hospitalization) services. Once Medicare has paid its share, the claims will be sent to Anthem, who will then pay the claims as it would for any active employee, minus the amounts paid by Medicare and your deductibles and cost shares.

This program is also available for those enrolled in Medicare Part B.

More information will be mailed to the individual participants affected.

The charts on the following pages provide a general overview of the member cost shares in the Plans offered by the Medical Trust.

Please note that some of the options described in this Open Enrollment Guide may not be available in all locations or to all groups. Your personalized online

enrollment form indicates the plan options available to you. Local managed care plans are not included in this guide.

MEDICAL PLAN COVERAGE PROVISIONS

Now that you understand how the plans work, you can use the following charts to compare the benefits and coverage provisions of each plan. The dollar amounts and percentages in the charts are your cost share.

Plan Type	PPO					
Plan Design	PPO 90/70	PPO 80/60	PPO 75/50	High Option	PPO 70 SLV	Open Access Plus
Plan Partner	Anthem	Anthem	Anthem	Anthem	Anthem	Cigna
PCP Selection Required	No	No	No	No	No	No
Referral Required for Specialty Care	No	No	No	No	No	No
Network Individual/Family Deductible	\$250/\$500	\$500/\$1,000	\$900/\$1,800	\$200/\$500	\$3,000/\$6,000	\$500/\$1,000
Network Individual/Family Out-of-Pocket (OOP) Limit	\$1,750/\$3,500	\$2,500/\$5,000	\$4,100/\$8,200	\$2,200/\$4,500	\$4,000/\$8,000	\$2,500/\$5,000
Network Medical Coinsurance	10%	20%	25%	0%	30%	20%
Network Lab & X-Ray Coinsurance/Copayment	10%	20%	25%	\$30	30%	20%
Routine Physical Copayment	\$0	\$0	\$0	\$0	\$0	\$0
Office Visit Copayment (PCP)	\$25	\$25	\$35	\$30	\$35	\$25
Office Visit Copayment (Specialist)	\$25	\$25	\$45	\$30	\$45	\$25
Out-of-Network Hospital Benefits Available?	Yes	Yes	Yes	Yes	Yes	Yes
Network Inpatient Admission Copayment	\$100 per day to \$600 maximum	\$100 per day to \$600 maximum	\$100 per day to \$600 maximum	\$100 per day to \$600 maximum	\$100 per day to \$600 maximum	\$250 per admission
Network Inpatient Admission Coinsurance After Copayment	10%	20%	25%	0%	30%	20%
Network Inpatient Coinsurance Subject to Annual Deductible?	Yes	Yes	Yes	Yes	Yes	Yes
Network Outpatient Surgery Copayment/Coinsurance	10%	20%	25%	\$150	30%	20%
Out-of-Network Individual/Family Deductible	\$500/\$1,000	\$1,000/\$2,000	\$1,800/\$3,600	\$500/\$1,000	\$6,000/\$12,000	\$1,000/\$2,000
Out-of-Network Individual/Family OOP Limit	\$4,500/\$9,000	\$6,500/\$13,000	\$8,200/\$16,400	\$3,500/\$7,000	\$8,000/\$16,000	\$6,500/\$13,000
Out-of-Network Coinsurance	30%	40%	50%	30%	50%	40%
Network Mental Health/ Substance Abuse Outpatient	\$20 (through Cigna Behavioral)	\$20 (through Cigna Behavioral)	\$20 (through Cigna Behavioral)	\$20 (through Cigna Behavioral)	\$20 (through Cigna Behavioral)	\$20 (through Cigna Behavioral)
Network Mental Health/ Substance Abuse Inpatient	\$100 per day to \$600 maximum (through Cigna Behavioral)	\$100 per day to \$600 maximum (through Cigna Behavioral)	\$100 per day to \$600 maximum (through Cigna Behavioral)	\$150 per admission (through Cigna Behavioral)	\$100 per day to \$600 maximum (through Cigna Behavioral)	\$150 per admission (through Cigna Behavioral)

Plan Type	PPO			
Plan Design	BlueCard PPO 100	BlueCard PPO 90	BlueCard PPO 80	BlueCard PPO 70
Plan Partner	Anthem	Anthem	Anthem	Anthem
PCP Selection Required	No	No	No	No
Referral Required for Specialty Care	No	No	No	No
Network Individual/Family Deductible	\$0/\$0	\$500/\$1,000	\$1,000/\$2,000	\$3,500/\$7,000
Network Individual/Family Out-of-Pocket (OOP) Limit	\$2,000/\$4,000	\$2,500/\$5,000	\$3,500/\$7,000	\$5,000/\$10,000
Network Medical Coinsurance	\$0	10%	20%	30%
Network Lab & X-Ray Coinsurance/Copayment	\$30	10%	20%	30%
Routine Physical Copayment	\$0	\$0	\$0	\$0
Office Visit Copayment (PCP)	\$30	\$30	\$30	\$30
Office Visit Copayment (Specialist)	\$45	\$45	\$45	\$45
Out-of-Network Hospital Benefits Available?	Yes	Yes	Yes	Yes
Network Inpatient Admission Copayment	\$250	\$0	\$0	\$0
Network Inpatient Admission Coinsurance After Copayment	0%	10%	20%	30%
Network Inpatient Coinsurance Subject to Annual Deductible?	Yes	Yes	Yes	Yes
Network Outpatient Surgery Copayment/Coinsurance	\$200	10%	20%	30%
Out-of-Network Individual/Family Deductible	\$500/\$1,000	\$1,000/\$2,000	\$2,000/\$4,000	\$7,000/\$14,000
Out-of-Network Individual/Family OOP Limit	\$4,000/\$8,000	\$5,000/\$10,000	\$7,000/\$14,000	\$10,000/\$20,000
Out-of-Network Coinsurance	50%	50%	50%	50%
Network Mental Health/ Substance Abuse Outpatient	\$30 (through Cigna Behavioral)	\$30 (through Cigna Behavioral)	\$30 (through Cigna Behavioral)	\$30 (through Cigna Behavioral)
Network Mental Health/ Substance Abuse Inpatient	\$250 (through Cigna Behavioral)	10% (through Cigna Behavioral)	20% (through Cigna Behavioral)	30% (through Cigna Behavioral)

Plan Type	EPO				
Plan Design	Open Access Plus (In-Network)	EPO High	EPO 80	EPO 90	EPO 80
Plan Partner	Cigna	Kaiser Permanente	Kaiser Permanente	Anthem	Anthem
PCP Selection Required	No	Yes	Yes	No	No
Referral Required for Specialty Care	No	Yes	Yes	No	No
Network Individual/ Family Deductible	\$0/\$0	\$0/\$0	\$500/\$1,000	\$200/\$500	\$350/\$700
Network Individual/Family Out-of-Pocket (OOP) Limit	\$2,000/\$4,000	\$1,750/\$3,500	\$3,500/\$7,000	\$1,700/\$3,500	\$2,350/\$4,700
Network Medical Coinsurance	0%	0%	20%	10%	20%
Network Lab & X-Ray Coinsurance/ Copayment	\$0	\$50	20%	20%	20%
Routine Physical Copayment	\$0	\$0	\$0	\$0	\$0
Office Visit Copayment (PCP)	\$25	\$25	\$25	\$25	\$25
Office Visit Copayment (Specialist)	\$25	\$25	\$35	\$25	\$25
Out-of-Network Hospital Benefits Available?	No	No	No	No	No
Network Inpatient Admission Copayment	\$250 per admission	\$100 per day to \$600 maximum	\$0	\$0	\$0
Network Inpatient Admission Coinsurance After Copayment	0%	0%	20%	10%	20%
Network Inpatient Coinsurance Subject to Annual Deductible?	No	No	Yes	Yes	Yes
Network Outpatient Surgery Copayment/ Coinsurance	\$250	\$100	20%	10%	20%
Out-of-Network Individual/Family Deductible	N/A	N/A	N/A	N/A	N/A
Out-of-Network Individual/ Family OOP Limit	N/A	N/A	N/A	N/A	N/A
Out-of-Network Coinsurance	N/A	N/A	N/A	N/A	N/A
Network Mental Health/ Substance Abuse Outpatient	\$20 (through Cigna Behavioral)	\$25 individual/ \$10 group	\$25 Individual/ \$12 group	\$20 (through Cigna Behavioral)	\$20 (through Cigna Behavioral)
Network Mental Health/ Substance Abuse Inpatient	\$150 copay per admission (through Cigna Behavioral)	\$100 per day to \$600 maximum	20%	10% (through Cigna Behavioral)	20% (through Cigna Behavioral)

Plan Type	CDHP/HSA			
	CDHP-20/HSA	CDHP-15/HSA *	CDHP-40/HSA	CDHP-20/HSA
Plan Design	CDHP-20/HSA	CDHP-15/HSA *	CDHP-40/HSA	CDHP-20/HSA
Plan Partner	Anthem / Cigna	Anthem	Anthem	Kaiser
PCP Selection Required	No	No	No	Yes
Referral Required for Specialty Care	No	No	No	Yes
Network Individual/ Family Deductible	\$2,700/\$5,450 (medical & prescription drugs)	\$1,400/\$2,800 (medical & prescription drugs)	\$3,500/\$7,000 (medical & prescription drugs)	\$2,700/\$5,450 (medical & prescription drugs)
Network Individual/Family Out-of-Pocket (OOP) Limit	\$4,200/\$8,450 (medical & prescription drugs)	\$2,400/\$4,800 (medical & prescription drugs)	\$6,000/\$12,000 (medical & prescription drugs)	\$4,200/\$8,450 (medical & prescription drugs)
Network Medical Coinsurance	20%	15%	40%	20%
Network Lab & X-Ray Coinsurance/ Copayment	20%	15%	40%	20%
Routine Physical Copayment	\$0	\$0	\$0	\$0
Office Visit Copayment (PCP)	20%	15%	40%	20%
Office Visit Copayment (Specialist)	20%	15%	40%	20%
Out-of-Network Hospital Benefits Available?	Yes	Yes	Yes	No
Network Inpatient Admission Copayment	Part of network deductible	Part of network deductible	Part of network deductible	Part of network deductible
Network Inpatient Admission /Coinsurance After Copayment	20%	15%	40%	20%
Network Inpatient Admission Subject to Annual Deductible?	Yes	Yes	Yes	Yes
Network Outpatient Surgery Copayment/ Coinsurance	20%	15%	40%	20%
Out-of-Network Individual/Family Deductible	\$3,000/\$6,000	\$2,800/\$5,600	\$7,000/\$14,000	N/A
Out-of-Network Individual/ Family OOP Limit	\$7,000/\$13,000	\$4,800/\$9,600	\$10,000/\$20,000	N/A
Out-of-Network Member Coinsurance	45%	40%	60%	N/A
Network Mental Health/ Substance Abuse Outpatient	20%	15%	40%	N/A
Network Mental Health/ Substance Abuse Inpatient	20%	15%	40%	N/A

* The CDHP-15/HSA has a non-embedded deductible and a non-embedded out-of-pocket limit. This means if you have spousal or family coverage, the family deductible must be met before the plan begins to pay for benefits for any member enrolled in the plan. If you have single coverage, then only the individual deductible must be met. The overall family out-of-pocket limit must be met if you have other family members enrolled in the Plan.

PRESCRIPTION DRUG BENEFITS

When you enroll in one of our medical plan options for Anthem or Cigna, you'll automatically have prescription drug coverage through the Express Scripts Prescription Drug Program. This program includes a Formulary Management Program, which uses a three tier copayment approach to covered drugs and is designed to control costs for you and the plan. The formulary includes all FDA-approved drugs that have been placed in tiers based on their clinical effectiveness, safety, and cost.

- Generic drugs generally have the lowest cost share
- Preferred drugs have a higher cost share
- Non-preferred drugs and all non-sedating antihistamines have the highest cost share

For 2018, there are two prescription drug benefit plans through Express Scripts: the Standard Plan and the Premium Plan. (The CDHPs and the Kaiser Permanente plans have their own prescription drug plans.) See your personalized open enrollment page for your predetermined plan option.

Please see the Summaries of Benefits and Coverage for information on the prescription drug plans offered by Kaiser Permanente.

Standard Prescription Drug (Rx) Plan

	Retail Prescription Drugs	Home Delivery
Generic	You pay up to \$10	You pay up to \$25
Preferred Brand-Name	You pay up to \$40	You pay up to \$100
Non-Preferred Brand-Name and Brand Non-Sedating Anti-histamines	You pay up to \$80	You pay up to \$200
Dispensing Limits Per Copayment	Up to a 30-day supply	Up to a 90-day supply

Premium Prescription Drug (Rx) Plan

	Retail Prescription Drugs	Home Delivery
Generic	You pay up to \$5	You pay up to \$12
Preferred Brand-Name	You pay up to \$30	You pay up to \$75
Non-Preferred Brand-Name and Brand Non-Sedating Anti-histamines	You pay up to \$60	You pay up to \$150
Dispensing Limits Per Copayment	Up to a 30-day supply	Up to a 90-day supply

CDHP-20/HSA Prescription Drug (Rx) Plan (Anthem, Cigna, Kaiser)

	Retail and Home Delivery Prescription Drugs
Network Rx Deductible (combined with Medical Deductible)	\$2,700/\$5,450
Generic	15% after deductible
Preferred Brand-Name	25% after deductible
Non-Preferred Brand-Name and Brand Non-Sedating Anti-histamines	50% after deductible

CDHP-15 Prescription Drug (Rx) Plan (Anthem)

	Retail and Home Delivery Prescription Drugs
Network Rx Deductible (combined with Medical Deductible)	\$1,400/\$2,800
Generic	15% after deductible
Preferred Brand-Name	25% after deductible
Non-Preferred Brand-Name and Brand Non-Sedating Anti-histamines	50% after deductible

CDHP-40 Prescription Drug (Rx) Plan (Anthem)

	Retail and Home Delivery Prescription Drugs
Network Rx Deductible (combined with Medical Deductible)	\$3,500/\$7,000
Generic	15% after deductible
Preferred Brand-Name	25% after deductible
Non-Preferred Brand-Name and Brand Non-Sedating Anti-histamines	50% after deductible

COVERAGE OF NON-SEDATING ANTIHISTAMINES

The non-sedating antihistamine drug category has the highest cost share, regardless of the drug's formulary status. This change is a result of medications previously being available only by prescription now being available over the counter. For example, if you prefer to take the medication Clarinex rather than buying Claritin over the counter, you pay the non-preferred cost share.

EXCLUSIVE HOME DELIVERY

To help manage overall costs for members and limit dramatic increases in prescription drug cost shares, the Prescription Drug Program maintains a mandatory home delivery program. The program requires that you participate in the home delivery program if you are prescribed a maintenance medication, rather than refilling multiple prescriptions for the same drug at a retail pharmacy.

Remember, the retail pharmacy program allows for a total of three fills of a maintenance medication at a retail pharmacy (the original fill and two refills). Additional fills will not be covered by the program at the retail level. Each fill can be for no more than a 30-day supply. You are only allowed a total of three fills, even if each is for less than 30 days.

In some circumstances, you may not be required to utilize the home delivery program. For example, there are certain categories of medications that are uniquely appropriate for multiple refills at your local pharmacy (and are therefore exempt from the retail refill limit provision, as outlined above). If you have a prescription for any of the following medications, the Express Scripts Prescription Drug Program allows you to receive multiple refills at your local retail pharmacy:

- Anti-infectives, including antibiotics (Amoxicillin, Biaxin), antivirals (Zovirax, Famvir), antifungals (Diflucan), and drops used in the eyes and ears (Pol-
sporin Opth, Cipro Otic). Please note that drops must be prescribed specifically to treat infection. For example, glaucoma drops are not covered.
- Prescription cough medications, including Phenergan with Codeine, Tessalon, and Tussionex
- Medications to treat acute pain, both narcotic (Vicodin, Percodan, etc.) and non-narcotic (Darvocet). Please note that long-term pain medications, such as NSAIDs, do not meet the necessary retail requirements.
- Medications that require a new written prescription each time you need them, as refills are prohibited by federal law (e.g., Percodan, Ritalin, and Nembutal)
- Medications used to treat both attention deficit disorder (Ritalin, Cylert) and narcolepsy (Dexedrine)

GENERIC MEDICATIONS

Generic medications meet the same standards of safety, purity, strength, and effectiveness as the brand-name drug. They have the same active ingredients and are manufactured according to the same strict federal regulations.

Generic drugs may differ in color, size, or shape, but the U.S. Food and Drug Administration (FDA) requires that the active ingredients have the same strength, purity, and quality as their brand-name counterparts.

For this reason, when there is a generic available, the plans will cover only the cost of the generic equivalent. If you decide to purchase the brand-name medication, you will be charged the generic cost share *and* the cost difference between the brand-name and the generic medication.

If you have questions or concerns about generic medications, or if you want to know if they are an option for you, speak to your physician or your pharmacist.

YOUR PLAN MAY HAVE COVERAGE LIMITS

Your plan may have certain coverage limits. For example, prescription drugs used for cosmetic purposes may not be covered, or a medication might be limited to a certain number of pills or total dosage within a specific time period.

If you submit a prescription for a drug that has coverage limits, your pharmacist will tell you that approval is needed before the prescription can be filled. The pharmacist will give you or your doctor a toll-free number to call. If you use Express Scripts Home Delivery, your doctor will be contacted directly.

When a coverage limit is reached, more information is needed to determine whether your use of the medication meets your plan's coverage conditions. Express Scripts will notify you and your doctor of the decision in writing. If coverage is approved, the letter will indicate the amount of time for which coverage is valid. If coverage is denied, an explanation will be provided, along with instructions on how to submit an appeal.

ADDITIONAL INFORMATION

It is always up to you and your doctor to decide which prescriptions are best for you. You are never required to use generic drugs or drugs that are on the Express Scripts formulary list. If you prefer, you can use non-formulary brand-name drugs and pay a higher cost share.

Drugs included on the formulary list are updated frequently. (Note that some drugs listed on the formulary may not be covered due to plan exclusions and limitations.) To find the most up-to-date list of covered drugs, visit Express Scripts at www.express-scripts.com, or call their member services department at (800) 841-3361. You can also use their website or member services telephone number to locate a retail pharmacy.

PAPER CLAIMS REIMBURSEMENT

If you use a non-participating retail pharmacy, you must pay the full price and file a claim for reimbursement. You will be reimbursed based on plan rules and what the plan would have paid at a participating pharmacy, less your applicable cost share. See your Plan Handbook for more information about filing claims for reimbursement for prescription drugs purchased at retail pharmacies.

OTHER PLAN BENEFITS

VISION BENEFITS

New for 2018, you'll receive vision benefits through EyeMed Vision Care's **Insight**⁵ Network. The Insight Network offers a more generous frames and contact lenses allowance as well as enhanced benefits for progressive lenses.

The vision care benefits include an annual eye examination with no copay when you use a network provider, and prescription eyewear or contact lenses offered through a broad-based network of ophthalmologists, optometrists, and opticians at retail chains and independent provider locations.

The EyeMed Insight Network gives you the choice of using network or out-of-network providers, but your costs will be higher out-of-network.

The services described in the chart on the next page are covered once every calendar year. The chart is for descriptive purposes only. For more complete information regarding your vision coverage, please refer to the vision Summary of Benefits and Coverage available at www.cpg.org.

The benefits described in the chart do not apply to regional and local medical plans that may be offered by your group.

⁵ EyeMed's Insight Network is slightly narrow than EyeMed's Access Network. Call 866-EYEMED or visit www.eyemedvisioncare.com/ecmt to confirm your provider is in the Insight Network.

Benefit Description	Network	Out-of-Network
Eye Examinations	You pay \$0	Plan pays up to \$30 for ophthalmologists or optometrists
Lenses	You pay \$10 for single, bifocal or trifocal; \$75 copay for standard progressive ⁶ lenses	Plan pays up to: \$32 for single vision \$46 for bifocal and standard progressive \$57 for trifocal
Lens Options UV Coating Tint (Solid and Gradient) Standard Scratch Resistance Standard Polycarbonate Standard Anti-Reflective ⁷ Other Add-ons and Services	You pay up to \$15 You pay up to \$15 You pay up to \$15 You pay \$0 You pay up to \$45 20% off retail price	You are responsible for the cost of any lens options that you elect from out-of-network providers
Frames	Up to \$150 allowance, 20% off balance over \$150	Plan pays up to \$47
Contact Lenses Conventional/Disposable	Up to \$150 allowance, 15% off balance over \$150	Plan pays up to \$100

When you use EyeMed Insight network providers, you don't need to submit a claim. Your EyeMed provider will submit claims for you. You're responsible for the copayment and any noncovered expenses at the time you receive services.

Please keep in mind that many plans may offer limited vision coverage through their networks. Check with your plan for details.

For more information about EyeMed, and to see a list of EyeMed providers, please visit www.enrollwitheyemed.com/access, or call EyeMed toll-free at (866) 723-0596.

⁶ Benefits are available for premium progressive lenses. Visit eyemedvisioncare.com for more information.

⁷ Benefits are available for premium anti-reflective coating. Visit eyemedvisioncare.com for more information.

BEHAVIORAL HEALTH BENEFITS

Your emotional well-being is vital to the health of the Episcopal Church. That's why the Medical Trust has partnered with Cigna to administer the Mental Health and Substance Abuse benefits for the majority* of our Medical Trust plans.

Cigna will provide clinical support, customer service, and behavioral health claims processing for the inpatient and outpatient mental health benefits for members enrolled in our active plans.* Through our partnership with Cigna, members have access to an integrated behavioral health program that includes mental health, substance abuse, and employee assistance benefits. Coverage for colleague group facilitators is also available through Cigna.

Cigna's nationwide network of mental health providers includes more than 70,000 independent psychiatrists, psychologists, pastoral counselors, and clinical social workers, as well as more than 6,000 facilities and clinics.

***Members enrolled in the Anthem Consumer-Directed Health Plans or the Kaiser Permanente Plans, as well as fully insured plans, do not receive their behavioral health benefits through Cigna. Please see your plan handbook for details on your behavioral health benefits.**

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Employee Assistance Program (EAP), managed by Cigna Behavioral Health (CBH), is available to all members and their dependents⁸ enrolled in any active Medical Trust medical plan. The EAP offers an array of services designed to assist you with work, life, and family issues. EAP services are free, confidential, and available 24/7, through the CBH website or by phone.

EAP Services include:

- Phone and website access **24/7**
- **In-person counseling** (up to 10 sessions per issue with \$0 copay)
- **Immediate help** during a crisis
- **Local resources** in your community on a wide range of topics, including elder and child care providers, support groups, and so much more
- **Tips and guidance** to help balance work with family life, including a free legal or financial consultation
- **The Healthy Rewards® Member Discount Program** offers discounts on weight management and nutrition programs; tobacco cessation programs;

⁸ *Dependents do not need to be enrolled in the member's medical plan to use the EAP.*

alternative medicine such as acupuncture, chiropractic, and massage therapy; and healthy lifestyle product discounts.

To access the Cigna EAP services, visit the EAP website at www.CignaBehavioral.com or call (866) 395-7794.

HEALTH ADVOCATE

Healthcare help is just a phone call away.

The Medical Trust provides the services of Health Advocate to help our members navigate and facilitate medical and administrative issues within the healthcare system. Eligible members, their spouses, dependent children, parents, and parents-in-law are covered by this service.

Personal health advocates, typically registered nurses, backed up by a team of experts, help members navigate the healthcare system, including, but not limited to:

- Finding qualified providers anywhere in the country
- Resolving insurance claims or billing issues
- Finding elder care services
- Expediting appointments with hard-to-reach specialists
- Negotiating billing/payment arrangements
- Navigating a complex healthcare system

Health Advocate can be particularly helpful if you are selecting a new plan. They can help you determine network availability of your providers and compare cost shares across the plans being offered to you.

It's like having your own healthcare assistant at no cost to you! Call as often as you need to and speak toll-free with a personal health advocate about an insurance or healthcare issue. Your information is confidential. Your employer does not receive and does not have access to any of your confidential information. You will be asked to complete and submit forms to protect your privacy.

To access Health Advocate, visit their website at www.members.healthadvocate.com or call (866) 695-8622. Offices are open weekdays 8:00AM to 7:00PM ET.

DENTAL BENEFITS

Regular dental visits do more than just brighten your smile—they can be important to your overall health. Many diseases produce oral signs and symptoms.

The dental plans offered by the Medical Trust are administered by Cigna. These plans offer both network and out-of-network coverage. You will be able to take advantage of discounted prices for dental care through an extensive network of over 135,000 providers. Each dental plan includes three annual cleanings and associated oral examinations. There is no deductible for network services when using a DPPO Advantage provider.

Some providers contract with Cigna to provide services to members as part of the Cigna Dental PPO Network. Cigna's network consists of two tiers of contracted providers. The first tier, Cigna DPPO Advantage, offers the highest discounts, and because the contracted rate results in savings to both you and the Plans, you are reimbursed at a higher level if you use Cigna DPPO Advantage providers. Cigna DPPO Advantage providers are also referred to as in-network providers. The second tier of Cigna's network, the Cigna DPPO, still offers contracted rates, but these discounts are lower than with Cigna DPPO Advantage.

The term out-of-network refers to dental care providers that do not participate in the network. Cigna DPPO providers and out-of-network providers are reimbursed at the same level of benefits.

If offered by your group, you may choose from the three dental plans described in the following chart during open enrollment. Please refer to the chart to compare the coverage levels available in each plan.

You can access the dental provider directory via the Internet at www.cigna.com, or by calling toll-free at (800) 244-6224.

See the chart on the next page for information on cost sharing for common services.

Feature	Dental & Orthodontia PPO Plan	Basic Dental PPO Plan	Preventive Dental PPO Plan
DPPO and Out-of-Network Annual Deductible	\$25 Individual \$75 Family	\$50 Individual \$150 Family	No Deductible
Annual Benefit Maximum	\$2,000 Individual	\$2,000 Individual	\$1,500 Individual
Preventive & Diagnostic Services (e.g., oral exams, three cleanings, X-rays, emergency care to relieve pain)	You pay 0% (not subject to annual deductible)	You pay 0% (not subject to annual deductible)	You pay 0% (also includes sealants to age 14)
Basic Restorative Services	You pay 15% (and all amounts above the annual benefit maximum) <i>Includes fillings, root canal therapy, periodontal scaling and root planing, denture adjustments and repairs, and extractions</i>	You pay 15% (and all amounts above the annual benefit maximum) <i>Includes fillings, root canal therapy, periodontal scaling and root planing, denture adjustments and repairs, and extractions</i>	You pay 20% (and all amounts above the annual benefit maximum) <i>Includes only fillings, denture adjustments and repairs, and root canal therapy</i>
Major Restorative Services	You pay 15% (and all amounts above the annual benefit maximum) <i>Includes crowns, dentures, oral surgery, osseous surgery, night guards, dental implants, anesthetics, and bridges</i>	You pay 50% (and all amounts above the annual benefit maximum) <i>Includes crowns, dentures, oral surgery, osseous surgery, night guards, dental implants, bridges, and anesthetics</i>	You pay 99% (and all amounts above the annual benefit maximum) <i>Includes crowns, dentures, oral surgery, osseous surgery, and bridges</i>
Orthodontia	You pay 50% (\$1,500 individual lifetime maximum)	Not covered	You pay 99% (and all amounts above the annual benefit maximum)

AMPLIFON HEARING HEALTH CARE

The Medical Trust offers access to Amplifon network discounts for hearing aids and supplies through more than 1,400 Amplifon affiliates across the U.S. These discounts are also available to your extended family members, who may also receive Amplifon discounts by mentioning that they are related to you, and identifying you as a member of an Episcopal Church Medical Trust health plan.

For more information about the Amplifon network, or for a listing of Amplifon providers in your area, call Amplifon at (866) 349-9055, or visit www.amplifonusa.com.

TRAVEL ASSISTANCE SERVICES

When you enroll in a Medical Trust medical plan, you have access to the services provided by UnitedHealthcare Global Assistance. UnitedHealthcare Global Assistance can help you with emergency medical or travel needs you may encounter when you are 100 or more miles away from home. This service is provided to you alongside your medical benefits. You do not need to enroll, and there is no additional contribution for this service.

UnitedHealthcare Global Assistance provides a comprehensive emergency medical assistance program 24 hours a day, 7 days a week. Their highly trained, multi-lingual coordinators work with an extensive information and communication system to provide you with assistance you may need while traveling. With assistance from UnitedHealthcare Global Assistance, you will have access to worldwide medical and dental referrals, replacement of prescription medication and corrective lenses, and various other travel-related medical services.

Please note, UnitedHealthcare Global Assistance is not responsible for your medical costs while you are traveling. If costs are incurred, and depending upon where you travel, you may be required to pay for your healthcare services.

If the services are covered under your medical plan, you can submit them as medical plan claims for reimbursement. Your medical plan handbook and Summary of Benefits and Coverage will determine what's covered by your plan and how to submit a claim.

For more information about UnitedHealthcare Global Assistance services, please visit their website at <https://members.uhcglobal.com> or call their toll-free number at (800) 527-0218.

TAKING ACTION – CHOOSING THE PLAN THAT’S RIGHT FOR YOU

The Important Role of Healthcare Consumers

Key Questions to Ask About Your Care

The Medical Trust knows that being an informed consumer is key to getting the best possible care while containing medical costs, so we have included some tips here to help you to get the most out of your health plan and medical care.

Being a good consumer means making informed decisions about a variety of healthcare issues, from the type of health plan you select, to health-related lifestyle choices like diet and exercise. Being a good healthcare consumer means actively managing your health and the care you receive—becoming educated, asking questions and taking an active role in decisions affecting you and your family.

Things to consider when selecting a medical plan:

- Decide which plan type meets your needs. The Medical Trust offers three types of plans: PPO, EPO, and CDHP. These are described earlier in this guide.
- Have your needs changed? If you’re starting a family, or if you want to put an eligible adult child on your health plan, another choice may work better for you.
- Before deciding to choose a different plan, make sure that your doctors and specialists are in its network. Also consider whether you would like the option to see providers not in the plan’s network.
- Compare the costs of the plans. Maybe a lower contribution (premium) and a higher deductible works better for you. Also consider copayments and co-insurance.
- If you are covered under another plan (a spouse’s plan, for instance), consider the plan’s benefits and costs. You should also understand the provisions for coordination of benefits between plans.

You can access the Glossary of Health Coverage and Medical Terms at www.cpg.org/uniform-glossary

ENROLLING ONLINE

Once you have read this enrollment guide, learned about the plan options and rates available to you through your employer, and researched the best choices for you and your family in 2018, you will be ready to enroll online.

How Does Open Enrollment Work?

- You will receive a letter in the mail this fall that will list the timeframe when the site will be open for your use. Save this letter! It includes your Client ID number, which you will need to access the Open Enrollment website. The letter also includes a link to instructions for using our online Open Enrollment website to make your healthcare benefit selections for 2018.
- To help you make an informed choice, your plan makes available a Summary of Benefits and Coverage (SBC), which summarizes important information about any health coverage option in a standard format, to help you compare across options. Each SBC is available on the web at: www.cpg.org/mtdocs. A paper copy is also available, free of charge, by calling (800) 480-9967, 8:30AM – 8:00PM ET.
- Have your letter with you, and know your plan selections when you go online. Remember to include your plan and coverage tier selections when you enroll. (See NOTE below.)
- If your current plan is not being offered in 2018, you must go online and choose a new plan. Also, be sure to verify and make any necessary corrections, to your personal and dependent information, especially the names, SSNs, and addresses. If a dependent attained age 30 in 2017, he or she cannot continue to be covered under the Medical Trust plan unless he or she was determined to be disabled by the Medical Trust.
- You can print a confirmation statement for your records after you make your coverage selections. Once you've completed the process, you will not be able to go back online and make any other changes. If you need to make any corrections or changes after you've completed the process, you will have to contact your group administrator or the Client Services call center, so carefully check your selections.
- Your new plan choice takes effect on January 1, 2018. You may receive new ID cards (if applicable) at this time. Don't panic if they are delayed as many ID cards can be printed by the Medical Trust or from the vendor's website. Call our Client Services call center for assistance at (800) 480-9967, Monday through Friday from 8:30AM to 8:00PM ET, or you can email mtcustserv@cpq.org.

NOTE: Only the plans listed on your online open enrollment form are available to you. However, occasionally an employer may cover only the costs of *one* of the plans, not all of them. Check with your administrator to be certain of which plans are available to your group and what your 2018 rates will be.

IF YOU DO NOT COMPLETE AN ONLINE OPEN ENROLLMENT FORM

If you do not enroll by the deadline and your current plan is still available for 2018, you will continue in the same plan with the same coverage tier. If you do not enroll by the deadline and your current plan is not offered in 2018, your medical benefits will be terminated as of December 31, 2017 and you cannot re-enroll in a plan until the next open enrollment period or when you incur a significant life event (as defined in the Plan Document Handbook).

TO LEARN MORE

To learn more about the health plan(s) available to you, visit our vendors' websites.

ANTHEM

www.anthem.com

CIGNA MEDICAL AND DENTAL

www.cigna.com

CIGNA BEHAVIORAL HEALTH (MENTAL HEALTH & EMPLOYEE ASSISTANCE PROGRAM)

www.cignabehavioral.com

KAISER PERMANENTE

www.kp.org

EXPRESS SCRIPTS

www.express-scripts.com

EYEMED

Member Services

www.eyemedvisioncare.com/ecmt

Website and generic phone number for pre-enrollment information www.enrollwiththeyemed.com

HEALTH ADVOCATE

www.members.healthadvocate.com

AMPLIFON

www.amplifonusa.com

UNITEDHEALTHCARE GLOBAL ASSISTANCE

<https://members.uhcglobal.com>

Disclaimer

The Plan(s) described in this handbook are sponsored and administered by the Church Pension Group Services Corporation ("CPGSC"), also known as the Episcopal Church Medical Trust (the "Medical Trust"). The Plans that are self-funded are funded by the Episcopal Church Clergy and Employees' Benefit Trust ("ECCEBT"), a voluntary employees' beneficiary association within the meaning of section 501(c)(9) of the Internal Revenue Code.

This handbook contains only a partial description of the Plans intended for informational purposes only. It should not be viewed as a contract, an offer of coverage, or investment, tax, medical, or other advice. In the event of a conflict between this document and the official Plan documents (summary of benefits and coverage, Plan Document Handbook), the official Plan documents will govern.

The Church Pension Fund and its affiliates, including but not limited to the Medical Trust, CPGSC and ECCEBT (collectively, "CPG"), retain the right to amend, terminate, or modify the terms of the Plans, as well as any post-retirement health subsidy, at any time, for any reason and unless required by law, without notice.

The Plans are church plans within the meaning of section 3(33) of the Employee Retirement Income Security Act and section 414(e) of the Internal Revenue Code. Not all Plans are available in all areas of the United States, and not all Plans are available on both a self-funded and fully insured basis. The Plans do not cover all healthcare expenses, and Members should read the official Plan document carefully to determine which benefits are covered, as well as any applicable exclusions, limitations, and procedures.

CPG does not provide any healthcare services and therefore cannot guarantee any results or outcomes. Healthcare providers and vendors are independent contractors in private practice and are neither employees nor agents of CPG. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

Church Pension Group Services Corporation ("CPGSC") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CPGSC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. CPGSC:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified interpreters and written information in other formats such as large print materials
- Provides free language services to people whose primary language is not English, such as information written in other languages

If you need these services, contact Thomas DeCaneo, Civil Rights Coordinator.

If you believe that CPGSC 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 obtain a copy of the grievance procedures or file a grievance with: Thomas DeCaneo, Civil Rights Coordinator, Church Pension Group, 19 East 34th Street, New York, NY 10016, Phone: 212-592-6345, Fax: 212-592-9487, Email: tdacaneo@cpg.org. You can file a grievance by mail, fax, or email. If you need help filing a grievance, Thomas DeCaneo, 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, 1-800-537-7697(TDD).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-480-9967.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-480-9967.

مقرب لصتا. ناملاب كل رفاوتت وىوغللا قدعاسملا تامدخ نإف، ةغللا ركذا شدحتت تنك اذا: بطو لحم
.1-800-480-9967

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-480-9967.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-480-9967.

注意: 如果您使用中文, 免費語音服務請電 -800-480-9967.

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PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-480-9967.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-480-9967.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-480-9967.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-480-9967.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-480-9967.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-480-9967.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-480-9967.

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。 1-800-480-9967.

امش یارب ناگیار تروصب ینابز تالی هست، دینک یم وگتفنگ یراف نابز هب رگا: هجوت
دیریگب سامت اب. دشاب یم مهارف 1-800-480-9967