County of Oakland PPO 1 Plan, Rx2, Hearing 1

Coverage for: Individual/Family | Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit www.bcbsm.com or call 1-877-752-1233. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at https://www.healthcare.gov/sbc-glossary or call 1-877-752-1233 to request a copy.

Important Quartiens	Answers		Why This Matters:	
Important Questions	In-Network	Out-of-Network	Willy This Matters.	
What is the overall <u>deductible</u> ? (for limited number of services)	\$200 Individual/ \$400 Family	\$200 Individual/ \$400 Family	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .	
Are there services covered before you meet your <u>deductible</u> ?	Yes. <u>Preventive care</u> services are covered before you meet your <u>deductible</u> .		This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive</u> <u>services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at https://www.healthcare.gov/coverage/preventive-care-benefits/ .	
Are there other <u>deductibles</u> for specific services?	No		You don't have to meet <u>deductibles</u> for specific services.	
What is the <u>coinsurance limit</u> for this medical <u>plan</u> ?	\$1,000 Individual / \$1,000 Family	\$1,000 Individual / \$1,000 Family		
What is the <u>out-of-pocket limit</u> for this medical <u>plan</u> ? (May include a <u>coinsurance</u> maximum)	\$4,125 Individual / \$10,250 Family	\$4,125 Individual / \$10,250 Family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.	
What is the <u>out-of-pocket limit</u> for this prescription <u>plan</u> ?		\$3,775 Individual / \$5,550 Family		
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, balance-b pharmacy penalty and plan doesn't cover.		Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .	

Group Number 71852-1000-020

Important Quartiens	Answers		Why This Metters
Important Questions	In-Network	Out-of-Network	Why This Matters:
Will you pay less if you use a network provider?	Yes. For a list of <u>netwoww.bcbsm.com</u> or c	vork providers see call 1-877-752-1233	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a <u>referral</u> to see a <u>specialist</u> ?	No.		You can see the specialist you choose without a referral.



All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

	Services You May Need	What Yo	ou Will Pay	Limitations, Exceptions, & Other Important
Common Medical Event		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information
	Primary care visit to treat an injury or illness	\$20 <u>copay</u> /office visit; <u>deductible</u> does not apply	\$20 <u>copay</u> /office visit then 15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None
If you visit a health care	Specialist visit	\$20 <u>copay</u> /visit; <u>deductible</u> does not apply	\$20 <u>copay</u> /visit then 15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None
provider's office or clinic	Preventive care/ screening/ immunization	No charge; <u>deductible</u> does not apply	Endoscopic Exams and Mammography Screening covered at 15% coinsurance (one per calendar year) Breastfeeding Equipment covered at 15% coinsurance	You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None
If you have a test	Imaging (CT/PET scans, MRIs)	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	May require prior authorization.
If you need drugs to treat your illness or condition More information about prescription drug coverage	Generic or prescribed over-the-counter drugs	\$10 copay/prescription for retail 30-day supply, \$10 copay/prescription for retail or mail order 90-day supply; deductible does not apply	\$10 copay/prescription for retail 30-day supply plus an additional 15% of BCBSM approved amount for the drug; deductible does not apply	Prior authorization, step therapy and quantity limits may apply to select drugs. Preventive drugs covered in full. Mail order drugs are not covered out-of-network. Effective 1/1/2021, select diabetic

		What Yo	ou Will Pay	Limitations, Exceptions, & Other Important	
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information	
www.bcbsm.com/druglists Preferred brand-name drugs		\$30 copay/prescription for retail 30-day supply, \$30 copay/prescription for retail or mail order 90-day supply; deductible does not apply	\$30 copay/prescription for retail 30-day supply plus an additional 15% of BCBSM approved amount for the drug; deductible does not apply	supplies and devices may be covered under the prescription drug program. Covers up to a 90-day supply (retail or up to a 90-day supply mail order). Specific criteria may need	
	Non-Preferred brand- name drugs	\$50 copay/prescription for retail 30-day supply, \$50 copay/prescription for retail or mail order 90-day supply; deductible does not apply	\$50 copay/prescription for retail 30-day supply plus an additional 15% of BCBSM approved amount for the drug; deductible does not apply	to be met in order for some high-cost medications to be covered.	
If you have outpatient	Facility fee (e.g., ambulatory surgery center)	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None	
surgery	Physician/surgeon fees	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None	
	Emergency room care	\$100 <u>copay</u> /visit; <u>deductible</u> does not apply	\$100 <u>copay</u> /visit; <u>deductible</u> does not apply	Copay waived if admitted.	
If you need immediate medical attention	Emergency medical transportation	10% coinsurance	10% <u>coinsurance</u> ; in-network deductible applies	Mileage limits apply. Must be medically necessary.	
	<u>Urgent care</u>	\$20 <u>copay</u> /visit; <u>deductible</u> does not apply	\$20 <u>copay</u> /visit then 15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None	
If you have a hospital stay	Facility fee (e.g., hospital room)	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	Prior authorization is required.	
ii you nave a nospitai stay	Physician/surgeon fee	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None	
If you need behavioral health services (mental	Outpatient services	\$20 <u>copay</u> /visit; <u>deductible</u> does not apply	\$20 <u>copay</u> /visit then 15% <u>coinsurance</u>	Your cost share may be different for services performed in an office setting.	
health and substance use disorder)	Inpatient services	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	Prior authorization is required.	
If you are pregnant	Office visits	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound) and depending on the type of services cost share may apply. Cost sharing does not apply for preventive services.	

		What Yo	ou Will Pay	Limitations, Exceptions, & Other Important
Common Medical Event	Services You May Need	In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Information
	Childbirth/delivery professional services	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None
	Childbirth/delivery facility services	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None
	Home health care	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	Physician certification required. Unlimited visits.
	Rehabilitation services	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	None
If you need help recovering or have other special health	Habilitation services Please see note in Limitations, Exceptions and & Other Important information for more details.	No charge	15% coinsurance	Habilitation services are limited to Applied Behavior Analysis (ABA) treatment for Autism – when rendered by Licensed Behavior Analyst (LBA), subject to <u>prior authorization</u> . Note: Diagnosis of an autism spectrum disorder and a treatment recommendation for ABA services must be obtained by a BCBSM approved autism evaluation center (AAEC) prior to seeking ABA treatment.
needs	Skilled nursing care	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	Prior authorization is required. Unlimited visits.
	Durable medical equipment	10% coinsurance	25% coinsurance	Excludes bath, exercise and deluxe equipment and comfort and convenience items. Prescription required.
	Hospice services	No charge; <u>deductible</u> does not apply	15% <u>coinsurance</u> ; <u>deductible</u> does not apply	Physician certification required. Up to 28-pre hospice counseling visits before electing hospice services; when elected, four 90-day periods-provided through a participating hospice program only; limited to dollar maximum that is reviewed and adjusted periodically (after reaching dollar maximum, member transitions into individual case management)
If your child needs dental or	Children's eye exam	Not Covered	Not Covered	For more information about vision coverage visit
eye care	Children's glasses	Not Covered	Not Covered	www.heritagevisionplans.com or www.oakgov.com/benefits.

	Services You May Need	What Yo	ou Will Pay	Limitations Evacutions 9 Other Important
Common Medical Event		In-Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information
No coverage for routine dental or eye care under the medical plan, except as required by PPACA.	Children's dental check- up	Not Covered		For more information about dental coverage visit www.deltadentalmi.com or www.oakgov.com/benefits .

Excluded Services & Other Covered Services:

- Acupuncture
- Cosmetic surgery
- Dental care (Adult) (except to the extent required to be covered by PPACA)
- Infertility treatment (except the treatment of the underlying cause of infertility may be covered)
- Long-term care
- Routine eye care (Adult) (except to the extent required to be covered by PPACA)
- Glasses
- Weight Loss programs (except to the extent required to be covered by PPACA)

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Bariatric surgery
- Chiropractic care
- Coverage provided outside the United States.
 See http://provider.bcbs.com
- Hearing Aids
- Non-Emergency care when travelling outside the U.S.
- Private-duty nursing

- Routine foot care
- Condition Management Solutions by Teladoc Health: Diabetes Management and Prevention, Hypertension Management, Weight Management
- Maven Clinic: Family Building, Maternity and Menopause Support

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at 1-866-444-3272 or www.dol.gov/ebsa/healthreform, or the Department of Health and Human Services, Center for Consumer Information and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or www.ccijo.cms.gov or by calling 1-877-752-1233. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit www.HealthCare.gov or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact Blue Cross® and Blue Shield® of Michigan by calling 1-877-752-1233.

Additionally, a consumer assistance program can help you file your appeal. Contact the Michigan Health Insurance Consumer Assistance Program (HICAP) Department of Insurance and Financial Services, P. O. Box 30220, Lansing, MI 48909-7720 or http://www.michigan.gov/difs or difs-HICAP@michigan.gov

Does this plan provide Minimum Essential Coverage? Yes.

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

Does this plan meet Minimum Value Standards? Yes.

Language Access Services: See Addendum

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace. (IMPORTANT: Blue Cross Blue Shield of Michigan is assuming that your coverage provides for all Essential Health Benefit (EHB) categories as defined by the State of Michigan. The minimum value of your plan may be affected if your plan does not cover certain EHB categories, such as prescription drugs, or if your plan provides coverage of specific EHB categories, for example prescription drugs, through another carrier.)

-To see examples of how this plan might cover costs for a sample medical situation, see the next section. -

About these Coverage Examples:



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

■ The <u>plan's</u> overall <u>deductible</u>	\$200
■ Specialist copayment	\$20
■ Hospital (facility) coinsurance	0%
Other coinsurance	0%

This EXAMPLE event includes services like:

Specialist office visits (prenatal care)
Childbirth/Delivery Professional Services
Childbirth/Delivery Facility Services
Diagnostic tests (ultrasounds and blood work)
Specialist visit (anesthesia)

Total Example Cost	\$12,700
	T ,

In this example, Peg would pay:

Cost Sharing				
<u>Deductibles</u>	\$0			
<u>Copayments</u>	\$10			
<u>Coinsurance</u>	\$0			
What isn't covered				
Limits or exclusions	\$60			
The total Peg would pay is	\$70			

Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

■ The <u>plan's</u> overall <u>deductible</u>	\$200
■ Specialist copayment	\$20
■ Hospital (facility) coinsurance	0%
■ Other coinsurance	0%

This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (*including disease education*)

<u>Diagnostic tests</u> (blood work)

Prescription drugs

<u>Durable medical equipment</u> (glucose meter)

In this example, Joe would pay:

<u>Cost Sharing</u>	
<u>Deductibles</u>	\$0
<u>Copayments</u>	\$700
Coinsurance	\$0
What isn't covered	
Limits or exclusions	\$20
The total Joe would pay is	\$720

Mia's Simple Fracture

(in-network emergency room visit and follow up care)

■ The <u>plan's</u> overall <u>deductible</u>	\$200
■ Specialist copayment	\$20
■ Hospital (facility) coinsurance	0%
■ Other coinsurance	0%

This EXAMPLE event includes services like:

<u>Emergency room care</u> (including medical supplies)

Diagnostic tests (x-ray)

<u>Durable medical equipment</u> (crutches)

Rehabilitation services (physical therapy)

Total Example Cost	\$2,800

In this example, Mia would pay:

<u>Cost Sharing</u>	
\$200	
\$100	
\$70	
What isn't covered	
\$0	
\$370	

If you are also covered by an account-type <u>plan</u> such as an integrated health flexible spending arrangement (FSA), health reimbursement arrangement (HRA), and/or a health savings account (HSA), then you may have access to additional funds to help cover certain <u>out-of-pocket expenses</u> – like the deductible, copayments, or coinsurance, or benefits not otherwise covered.

ADDENDUM – LANGUAGE ACCESS SERVICES and NON-DISCRIMINATION

We speak your language

If you, or someone you're helping, needs assistance, you have the right to get help and information in your language at no cost. To talk to an interpreter, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member.

Si usted, o alguien a quien usted está ayudando, necesita asistencia, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al número telefónico de Servicio al cliente, que aparece en la parte trasera de su tarjeta, o 877-469-2583, TTY: 711 si usted todavía no es un miembro.

إذا كنت أنت أو شخص آخر تساعده بحاجة لمساعدة، فلديك الحق في المحصول على المساعدة والمعلومات الضرورية بلغتك دون أية تكلفة. للتحدث إلى مترجم اتصل برقم خدمة العملاء الموجود على ظهر بطاقتك، أو برقم 877-469-1518، إذا لم تكن مشتركا بالفحل.

如果您, 或是您正在協助的對象, 需要協助, 您有權利免費以您的母語得到幫助和訊息。要洽詢一位翻譯員, 請撥在您的卡背面的客戶服務電話;如果您還不是會員, 請撥電話 877-469-2583, TTY: 711。

Nếu quý vị, hay người mà quý vị đang giúp đỡ, cần trợ giúp, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi số Dịch vụ Khách hàng ở mặt sau thẻ của quý vị, hoặc 877-469-2583, TTY: 711 nếu quý vị chưa phải là một thành viên.

Nëse ju, ose dikush që po ndihmoni, ka nevojë për asistencë, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin e Shërbimit të Klientit në anën e pasme të kartës tuaj, ose 877-469-2583, TTY: 711 nëse nuk jeni ende një anëtar. 만약 귀하 또는 귀하가 돕고 있는 사람이 지원이 필요하다면, 귀하는 도움과 정보를 귀하의 언어로 비용부담 없이 얻을 수 있는 권리가 있습니다. 통역사와 대화하려면 귀하의 카드 뒷면에 있는 고객 서비스 번호로 전화하거나, 이미 회원이 아닌 경우 877-469-2583, TTY: 711로 전화하십시오.

যদি আগনার, বা আগনি সাহায্য করছেন এমন কারো, সাহায্য প্রয়োজন হয়, ভাহলে আগনার ভাষায় বিনামূল্যে সাহায্য ও ভখ্য পাওয়ার অধিকার আপনার রয়েছে। কোনো একজন দোভাষীর সাথে কখা বলতে, আপনার কার্ডের পেছনে দেওয়া গ্রাহক সহায়তা নম্বরে কল করুন বা 877-469-2583, TTY: 711 যদি ইতোমধ্যে আগনি সদস্য না হয়ে থাকেন।

Jeśli Ty lub osoba, której pomagasz, potrzebujecie pomocy, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer działu obsługi klienta, wskazanym na odwrocie Twojej karty lub pod numer 877-469-2583, TTY: 711, jeżeli jeszcze nie masz członkostwa.

Falls Sie oder jemand, dem Sie helfen, Unterstützung benötigt, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer des Kundendienstes auf der Rückseite Ihrer Karte an oder 877-469-2583, TTY: 711, wenn Sie noch kein Mitglied sind.

Se tu o qualcuno che stai aiutando avete bisogno di assistenza, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, rivolgiti al Servizio Assistenza al numero indicato sul retro della tua scheda o chiama il 877-469-2583, TTY: 711 se non sei ancora membro.

ご本人様、またはお客様の身の回りの方で支援を必要とされる方でご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合はお持ちのカードの裏面に記載されたカスタマーサービスの電話番号(メンバーでない方は877-469-2583, TTY: 711)までお電話ください。

Если вам или лицу, которому вы помогаете, нужна помощь, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по номеру телефона отдела обслуживания клиентов, указанному на обратной стороне вашей карты, или по номеру 877-469-2583, TTY: 711, если у вас нет членства.

Ukoliko Vama ili nekome kome Vi pomažete treba pomoć, imate pravo da besplatno dobijete pomoć i informacije na svom jeziku. Da biste razgovarali sa prevodiocem, pozovite broj korisničke službe sa zadnje strane kartice ili 877-469-2583, TTY: 711 ako već niste član.

Kung ikaw, o ang iyong tinutulungan, ay nangangailangan ng tulong, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa numero ng Customer Service sa likod ng iyong tarheta, o 877-469-2583, TTY: 711 kung ikaw ay hindi pa isang miyembro.

Important disclosure

Blue Cross Blue Shield of Michigan and Blue Care Network comply with Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross Blue Shield of Michigan and Blue Care Network provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and information in other formats. If you need these services, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member. If you believe that Blue Cross Blue Shield of Michigan or Blue Care Network has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with: Office of Civil Rights Coordinator, 600 E. Lafayette Blvd., MC 1302, Detroit, MI 48226, phone: 888-605-6461, TTY: 711, fax: 866-559-0578, email: CivilRights@bcbsm.com. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health & 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, phone, or email at: U.S. Department of Health & Human Services, 200 Independence Ave, S.W., Washington, D.C. 20201, phone: 800-368-1019, TTD: 800-537-7697, email: OCRComplaint@hhs.gov. Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.