



The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. **NOTE: Information about the cost of this [plan](#) (called the [premium](#)) 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, 1-844-800-4693 and www.senderohealth.com. 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 www.cciio.cms.gov or call 1-844-800-4693 to request a copy.

| Important Questions | Answers | Why This Matters: |
|---|---|--|
| What is the overall deductible ? | \$0/Individual or \$0/Family | See the Common Medical Events chart below for your costs for services this plan covers. |
| Are there services covered before you meet your deductible ? | Yes | This plan does not have a deductible . |
| Are there other deductibles for specific services? | No | This plan does not have a deductible . |
| What is the out-of-pocket limit for this plan ? | Not Applicable | This plan does not have an out-of-pocket limit on your expenses. |
| What is not included in the out-of-pocket limit ? | Not Applicable | This plan does not have an out-of-pocket limit on your expenses. |
| Will you pay less if you use a network provider ? | Yes. See https://senderohealth.com/idealcareng/providers.html or call 1-844-800-4693 for a list of network providers . | This plan uses a provider network . You will pay less if you use a provider in the plan's network . You will pay the most if you use an out-of-network provider , and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance billing). Be aware your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services. |
| Do you need a referral to see a specialist ? | Yes | This plan will pay some or all of the costs to see a specialist for covered services but only if you have a referral before you see the specialist . |



All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

| Common Medical Event | Services You May Need | What You Will Pay | | | Limitations, Exceptions, & Other Important Information |
|--|--|---|---|---|---|
| | | Indian Health Care Provider (IHCP) (You will pay the least) | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | |
| If you visit a health care provider's office or clinic | Primary care visit to treat an injury or illness | No charge | No charge | Not covered | None. |
| | Specialist visit | No charge | No charge | Not covered | A referral must be obtained from your primary care physician before you see a specialist . (OBGYN and Behavioral/Substance abuse providers do not require a referral). |
| | Preventive care/screening/immunization | No charge | No charge | Not covered | None. |
| If you have a test | Diagnostic test (x-ray, blood work) | No charge | No charge | Not covered | Certain services may require preauthorization . If preauthorization is not obtained you may be responsible for payment. |
| | Imaging (CT/PET scans, MRIs) | No charge | No charge | Not covered | Certain services may require preauthorization . If preauthorization is not obtained you may be responsible for payment. |
| If you need drugs to treat your illness or condition More information about prescription drug coverage is available at https://senderohealth.com/idealcareeng/formulary.html | Generic drugs | No charge | No charge | Not covered | Covers up to a 30-day supply. Oral & injectable fertility drugs are excluded. |
| | Preferred brand drugs | No charge | No charge | Not covered | |
| | Non-preferred brand drugs | No charge | No charge | Not covered | |
| | Specialty drugs | No charge | No charge | Not covered | |

* For more information about limitations and exceptions, see the [plan](#) or policy document at www.senderohealth.com.



All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

| Common Medical Event | Services You May Need | What You Will Pay | | | Limitations, Exceptions, & Other Important Information |
|---|--|---|---|---|--|
| | | Indian Health Care Provider (IHCP) (You will pay the least) | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center) | No charge | No charge | Not covered | Certain services may require preauthorization . If preauthorization is not obtained you may be responsible for payment.. |
| | Physician/surgeon fees | No charge | No charge | Not covered | Certain services may require preauthorization . If preauthorization is not obtained you may be responsible for payment. |
| If you need immediate medical attention | Emergency room care | No charge | No charge | No charge | None. |
| | Emergency medical transportation | No charge | No charge | No charge | None. |
| | Urgent care | No charge | No charge | Not covered | None. |
| If you have a hospital stay | Facility fee (e.g., hospital room) | No charge | No charge | Not covered | Preauthorization is required for services. If preauthorization is not obtained you may be responsible for payment. |
| | Physician/surgeon fees | No charge | No charge | Not covered | Preauthorization is required for services. If preauthorization is not obtained you may be responsible for payment. |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services | No charge | No charge | Not covered | Certain services may require preauthorization . If preauthorization is not obtained you may be responsible for payment. |
| | Inpatient services | No charge | No charge | Not covered | Preauthorization is required for services. If preauthorization is not obtained you may be responsible for payment. |
| If you are pregnant | Office visits | No charge | No charge | Not covered | Certain services may require |

* For more information about limitations and exceptions, see the [plan](#) or policy document at www.senderohealth.com.



All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

| Common Medical Event | Services You May Need | What You Will Pay | | | Limitations, Exceptions, & Other Important Information |
|---|---|---|---|---|---|
| | | Indian Health Care Provider (IHCP) (You will pay the least) | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | |
| | Childbirth/delivery professional services | No charge | No charge | Not covered | preauthorization . If preauthorization is not obtained you may be responsible for payment. |
| | Childbirth/delivery facility services | No charge | No charge | Not covered | |
| If you need help recovering or have other special health needs | Home health care | No charge | No charge | Not covered | Limited to 60 visits per year. Preauthorization is required. If preauthorization is not obtained you may be responsible for payment. |
| | Rehabilitation services | No charge | No charge | Not covered | Certain services may require preauthorization . If preauthorization is not obtained you may be responsible for payment. |
| | Habilitation services | No charge | No charge | Not covered | Habilitation Services include: Autism services and the benchmark plan does not impose age or maximums on autism coverage. Certain services may require preauthorization . If preauthorization is not obtained you may be responsible for payment. |
| | Skilled nursing care | No charge | No charge | Not covered | Limited to 25 visits per year. Preauthorization is required. If preauthorization is not obtained you may be responsible for payment. |
| | Durable medical equipment | No charge | No charge | Not covered | Certain services may require preauthorization . If preauthorization is not obtained you may be responsible for payment. |
| | Hospice services | No charge | No charge | Not covered | Preauthorization is required for services. If |

* For more information about limitations and exceptions, see the [plan](#) or policy document at www.senderohealth.com.



All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

| Common Medical Event | Services You May Need | What You Will Pay | | | Limitations, Exceptions, & Other Important Information |
|--|----------------------------|---|---|---|---|
| | | Indian Health Care Provider (IHCP) (You will pay the least) | Network Provider (You will pay the least) | Out-of-Network Provider (You will pay the most) | |
| | | | | | preauthorization is not obtained you may be responsible for payment. |
| If your child needs dental or eye care | Children's eye exam | No charge | No charge | Not covered | Limited to one (1) visit per year. |
| | Children's glasses | No charge | No charge | Not covered | Limited to contact lenses or 1 pair of glasses (frames and lenses) per calendar year for members 0-21 years of age. Limited to the end of the plan year in which age 21 is reached. |
| | Children's dental check-up | No charge | No charge | Not covered | Limited to the last day of the month in which member turns 19. |

Excluded Services & Other Covered Services:

Services Your [Plan](#) Generally Does NOT Cover (Check your policy or [plan](#) document for more information and a list of any other [excluded services](#).)

- Acupuncture
- Bariatric surgery
- Cosmetic surgery
- Dental care (Adult)
- Long-term care
- Non-emergency care when traveling outside the U.S.
- Routine eye care (Adult)
- Weight loss programs

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

- Abortions (endangerment of life of the mother, rape, or incest)
- Chiropractic care, limited to 35 visits per year.
- Hearing aids are limited to 1 per ear every 3 years.
- Infertility treatment is limited to diagnostic services only. Treatment to correct the infertility condition and services such as in vitro fertilization and artificial insemination are excluded from coverage.
- Private-duty nursing if medically necessary.
- Routine foot care is limited to foot care in connection with diabetes, circulatory disorders of the lower extremities, peripheral vascular disease, peripheral neuropathy, or chronic arterial or venous insufficiency.

* For more information about limitations and exceptions, see the [plan](#) or policy document at www.senderohealth.com.

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:

- IdealCare by Sendero Health Plans 1-844-800-4693 or visit www.senderohealth.com
- Texas Department of Insurance: 1-800-578-4677 or visit <http://www.tdi.texas.gov/index.html>
- Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <https://www.dol.gov/ebsa/contactEBSA/consumerassistance.html>.
- Healthcare.gov <http://www.HealthCare.gov> or call 1-800-318-2596 OR state [health insurance marketplace](#) or SHOP.

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:

- Texas Department of Insurance 1-800-578-4677 or visit <http://www.tdi.texas.gov/index.html>

Does this [plan](#) provide [Minimum Essential Coverage](#)? Yes

If you don't have [Minimum Essential Coverage](#) for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

Does this [plan](#) meet the [Minimum Value Standards](#)? Yes

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](#).

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-844-800-4693.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-844-800-4693.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 1-844-800-4693.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-844-800-4693.

————— *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 [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the [cost sharing](#) amounts ([deductibles](#), [copayments](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). 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 [network provider](#) pre-natal care and a hospital delivery)

- The [plan's](#) overall [deductible](#) \$0
- [Specialist copayment](#) \$0
- Hospital (facility) [copayment](#) \$0
- Other [copayment](#) \$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 | \$12,800 |
|---------------------------|-----------------|

In this example, Peg would pay:

| Cost Sharing | |
|-----------------------------------|------------|
| Deductibles | \$0 |
| Copayments | \$0 |
| Coinsurance | \$0 |
| <i>What isn't covered</i> | |
| Limits or exclusions | \$0 |
| The total Peg would pay is | \$0 |

Managing Joe's type 2 Diabetes
(a year of routine in-network care of a well-controlled condition)

- The [plan's](#) overall [deductible](#) \$0
- [Specialist copayment](#) \$0
- Hospital (facility) [copayment](#) \$0
- Other [copayment](#) \$0

This EXAMPLE event includes services like:

- [Primary care physician](#) office visits (*including disease education*)
- [Diagnostic tests](#) (*blood work*)
- [Prescription drugs](#)
- [Durable medical equipment](#) (*glucose meter*)

| | |
|---------------------------|----------------|
| Total Example Cost | \$7,400 |
|---------------------------|----------------|

In this example, Joe would pay:

| Cost Sharing | |
|-----------------------------------|------------|
| Deductibles | \$0 |
| Copayments | \$0 |
| Coinsurance | \$0 |
| <i>What isn't covered</i> | |
| Limits or exclusions | \$0 |
| The total Joe would pay is | \$0 |

Mia's Simple Fracture
(in-network emergency room visit and follow up care)

- The [plan's](#) overall [deductible](#) \$0
- [Specialist copayment](#) \$0
- Hospital (facility) [copayment](#) \$0
- Other [copayment](#) \$0

This EXAMPLE event includes services like:

- [Emergency Room Care](#) (*including medical supplies*)
- [Diagnostic tests](#) (*x-ray*)
- [Durable medical equipment](#) (*crutches*)
- [Rehabilitation services](#) (*physical therapy*)

| | |
|---------------------------|----------------|
| Total Example Cost | \$1,900 |
|---------------------------|----------------|

In this example, Mia would pay:

| Cost Sharing | |
|-----------------------------------|------------|
| Deductibles | \$0 |
| Copayments | \$0 |
| Coinsurance | \$0 |
| <i>What isn't covered</i> | |
| Limits or exclusions | \$0 |
| The total Mia would pay is | \$0 |

These numbers assume the patient received care from an IHCP [provider](#) or with IHCP [referral](#) at a non-IHCP. If you receive care from a non-IHCP [provider](#) without a [referral](#) from an IHCP your costs may be higher.

NONDISCRIMINATION AND ACCESSIBILITY

IdealCare by Sendero Health Plans, Inc. (IdealCare) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. IdealCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

IdealCare provides free aids and services to people with disabilities to communicate effectively with us, such as:

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

If you need these services, contact IdealCare.

If you believe that IdealCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

IdealCare by Sendero Health Plans, Attn: Member Advocate, 2028 E. Ben White Blvd. Ste. 400, Austin, TX 78741, Telephone: 1-844-800-4693, TTY: 711, Fax: 512-901-9724, Complaints@senderohealth.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, IdealCare Customer Service 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>.

| | |
|---------------|--|
| 1. Spanish | Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Sendero Health Plans, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-800-4693. |
| 2. Vietnamese | Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Sendero Health Plans 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 1-844-800-4693. |
| 3. Chinese | 如果您，或是您正在協助的對象，有關於[插入SBM項目的名稱 Sendero Health Plans, 方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 [在此插入數字 1-844-800-4693. |
| 4. Korean | 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Sendero Health Plans, 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-844-800-4693 로 전화하십시오. |
| 5. Arabic | لا ح لوص ف ي لاقح ف يدل ك ، Sendero Health Plans ب خ صوص أ س ئ ةل ت هدعاس صخش ل ند وأ ل يدك ك نانا تالص م مجرت عم ل ل نذحت. تك ل ةف يا ة نود نم ب ل غ كت لا يروررض ة. لاوم ع تامول لام ةدعاس ع بل 1-844-800-4693 ب |
| 6. Urdu | ک و نود نو پات و م نی، ب ے را ک ے Sendero Health Plans ے ل اوس ک و نود نو پا روا ہ نی ہر ے ے ددم ک و ک یس پا گار 1-844-800-4693 ل ے ی، ک ے ک نر ے ب تا ے س ت نامجر ہ ے قح ک اک نر ے اح لص م لاع تاموروا ددم م تف م نی بز نا پائین ک یر س ف نو |
| 7. Tagalog | Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Sendero Health Plans may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-844-800-4693. |
| 8. French | Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Sendero Health Plans, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1-844-800-4693. |
| 9. Hindi | यदि आपके ,या आप द्वारा सहायता ककए जा रहे ककसी व्यक्तत के Sendero Health Plans के बारे में प्रश्न हैं ,तो आपके पास अपनी भाषा में माफ्त में सहायता और सूचना प्राप्त करने का अधकार है। ककसी धुभाषए से बात करने के धाए , 1-844-800-4693पर कॉधु करें। |

| | |
|--------------|---|
| 10. Persian | که یه براد دار یان قحب اش ديداش مت، Sendero Health Plans دروم رد لاوس، م ی کن دي ک کم و اب ه اش که ه ک ی س ی ا اش، گار ن یام دي اح لصت سام 1-844-800-4693 ن یام دي یرد فافت یار ناگ روطب ه ار دوخ بز نا ب ه تاعل اط او ک کم |
| 11. German | Falls Sie oder jemand, dem Sie helfen, Fragen zum Sendero Health Plans haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-800-4693 an. |
| 12. Gujarati | જો તમે અથવા તમે કોઇને મદદ કરી રહો છો તેમ જ કોઇને Sendero Health Plans વિશે પ્રશ્નો ઊભી રાખી તો તમને મદદ અને મહત્વની માહિતી મેળવવાનો અવકાશ છે. તે અર્થઘટન તમને મદદ કરી શકે છે. દા.લ. વધુ માહિતી માટે, આ 1-844-800-4693 પર કોલ કરો. |
| 13. Russian | Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Sendero Health Plans то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-844-800-4693. |
| 14. Japanese | ご本人様、またはお客様の身の回りの方でもSendero Health Plansについて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、1-844-800-4693までお電話ください。 |
| 15. Laotian | ຖ້າທ່ານ, ຫຼື ຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ມີ ອຳນາດກ່ຽວກັບ Sendero Health Plans ທ່ານມີ ສິດທິ ຈຳນວນໜຶ່ງ ທີ່ທ່ານສາມາດຮ້ອງຂໍ ຫຼື ອະໄວ້ ຂໍ ມູນຂ່າວສານທີ່ ບໍ່ມີ ພາສາຂອງທ່ານ ບໍ່ມີ ຄ່າໃຊ້ຈ່າຍ. ການໂອ້ນລັກບັນຍາຍພາສາ, ໃຫ້ ໂທຫາ 1-844-800-4693. |