

Department of Origin: Integrated Healthcare Services	Effective Date: 04/11/24
Approved by: Medical Policy Quality Management Subcommittee	Date Approved: 06/06/23
Clinical Policy Document: Eyelid and Brow Surgery	Replaces Effective Clinical Policy Dated: 09/28/23
Reference #: MC/G001	Page: 1 of 9

PURPOSE:

The intent of this clinical policy is to ensure services are medically necessary.

Please refer to the member's benefit document for specific information. To the extent there is any inconsistency between this policy and the terms of the member's benefit plan or certificate of coverage, the terms of the member's benefit plan document will govern.

POLICY:

Benefits must be available for health care services. Health care services must be ordered by a provider. Health care services must be medically necessary, applicable conservative treatments must have been tried, and the most cost-effective alternative must be requested for coverage consideration.

Health care services that are *cosmetic* are not considered medically necessary and therefore, not eligible for coverage.

Health care services that are *reconstructive* (ie, performed for an injury, sickness, congenital disease or anomaly) causing a *functional or physical impairment* or clinically significant distress or impairment are not considered *cosmetic*.

GUIDELINES:

Medical Necessity Criteria – Must satisfy any of the following: I or II

- I. *Blepharoplasty* for upper eyelid (CPTs 15822,15823) – any of the following: A or B
 - A. Requests for *blepharochalasis*, *dermatochalasis*, or *pseudoptosis* – any of the following: 1 – 3
 - 1. Aspirus, Inc. Employee Health Plan (Group Plan Number ASP20000) – must satisfy: a and b, or c

[Note: If request is for both eyes, but only one eye meets medical necessity indications in a and b, bilateral procedures can be allowed.]
 - a. Photo (front and side) of untaped position of the eyelid, with the camera at eye level and the individual looking straight ahead (primary gaze), demonstrates either of the following: 1) or 2)
 - 1) Redundant skin overhanging the upper eyelid margin and resting on the eyelashes; or
 - 2) Significant dermatitis caused by the redundant skin overhanging the upper eyelid.
 - b. Documented visual impairment – must satisfy any of the following: 1) – 3)
 - 1) A visual field measurement demonstrates a difference between taped and un-taped of at least 12 degrees, or at least 30% of upper field vision. Test must be done by an optometrist or ophthalmologist and must include an interpretation of the test; or

Department of Origin: Integrated Healthcare Services	Effective Date: 04/11/24
Approved by: Medical Policy Quality Management Subcommittee	Date Approved: 06/06/23
Clinical Policy Document: Eyelid and Brow Surgery	Replaces Effective Clinical Policy Dated: 09/28/23
Reference #: MC/G001	Page: 2 of 9

- 2) Loss of central (ie, forward or mid-line) vision (loss of vision 20 degrees above fixation during primary [straight] gaze); or
 - 3) A *margin reflex distance 1* (MRD[1]) of less than or equal to 2mm (see Attachment A).
- c. Requests for blepharoplasty for upper eyelid *blepharochalasis*, *dermatochalasis*, or *pseudoptosis* causing a psychological condition must have documentation from a *mental health professional* supporting that the member's clinical condition meets the diagnostic criteria for a *DSM* mental disorder diagnosis (eg, anxiety disorder, major depressive disorder, body dysmorphic disorder) and is causing clinically significant distress or impairment as evidenced by validated scales and measures - must satisfy the following: 1) or 2), and 3)
- 1) Clinically significant distress must be quantified is defined as a score of 2 standard deviations (SD) from the mean, by a disorder-specific symptom rating scale such as the Appearance Anxiety Inventory; or
 - 2) Clinically significant impairment is defined as a World Health Organization Disability Schedule (WHODAS) General Disability Score (GDS) of 2.6 using the current 0-4 scoring convention. (See Attachment C); and
 - 3) Where applicable, there must be documentation that the member has not responded, is intolerant to, or a poor candidate for other appropriate or conservative treatments for the member's clinical condition (eg, psychotherapy).
2. ETF Health Plan (Wisconsin Department of Employee Trust Funds) - must satisfy: a and b
- [Note: If request is for both eyes, but only one eye meets medical necessity indications in a and b, bilateral procedures can be allowed.]
- a. Photo (front and side) of untaped position of the eyelid, with the camera at eye level and the individual looking straight ahead (primary gaze), demonstrates either of the following: 1) or 2)
 - 1) Redundant skin overhanging the upper eyelid margin and resting on the eyelashes; or
 - 2) Significant dermatitis caused by the redundant skin overhanging the upper eyelid.
 - b. Documented visual impairment – must satisfy any of the following: 1) – 3)
 - 1) A visual field measurement demonstrates a difference between taped and un-taped of at least 12 degrees, or at least 30% of upper field vision. Test must be done by an optometrist or ophthalmologist and must include an interpretation of the test; or
 - 2) Loss of central (ie, forward or mid-line) vision (loss of vision 20 degrees above fixation during primary [straight] gaze); or

Department of Origin: Integrated Healthcare Services	Effective Date: 04/11/24
Approved by: Medical Policy Quality Management Subcommittee	Date Approved: 06/06/23
Clinical Policy Document: Eyelid and Brow Surgery	Replaces Effective Clinical Policy Dated: 09/28/23
Reference #: MC/G001	Page: 3 of 9

- 3) A *margin reflex distance* 1 (MRD[1]) of less than or equal to 2mm (see Attachment A).
3. All other plans/groups – The Plan excludes coverage for excision or elimination of hanging skin on any part of the body.
- B. Requests for other indications – must satisfy any of the following: 1 – 3
 1. The upper eyelid position contributes to difficulty tolerating prosthesis in an anophthalmia socket; or
 2. To treat periorbital sequelae of thyroid disease; or
 3. To correct abnormal lid position due to cranial nerve palsy.
- II. Other eyelid or brow surgeries – any of the following: A – E
 - A. *Blepharoptosis* repair for upper eyelid *ptosis* – must satisfy any of the following: 1 – 3 (CPTs 67901, 67902, 67903, 67904, 67906, 67908) (See Attachment B)
 1. To improve function and/or decrease symptoms – must satisfy both of the following: a – b
 - a. Photo of untaped position of the eyelid, with the camera at eye level and the individual looking straight ahead (primary gaze), documenting the abnormal eyelid position; and
 - b. Documented visual impairment – any of the following: 1) – 3)
 - 1) A visual field measurement demonstrates a difference between taped and un-taped of at least 12 degrees, or at least 30% of upper field vision. (Test must be done by an optometrist or ophthalmologist and must include an interpretation of the test); or
 - 2) Loss of central vision (loss of vision 20 degrees above fixation with primary gaze); or
 - 3) Documented *margin reflex distance* (MRD) of less than or equal to 2mm (see Attachment A).
 2. Congenital defect in infants or young children causing functional impairment where repair will improve function and/or decrease symptoms (need photographs demonstrating defect).
 3. The upper eyelid position contributes to difficulty tolerating prosthesis in an anophthalmia socket.
 - B. Brow *ptosis* repair (lift) (alone) – must satisfy all of the following: 1 – 3 (CPT 67900)
 1. Laxity of the forehead muscles must be causing functional visual defects; and
 2. A visual field measurement demonstrates a difference between taped and un-taped of at least 12 degrees, or at least 30% of upper field vision. (Test must be done by an optometrist or ophthalmologist and must include an interpretation of the test); and
 3. Photo of untaped position of brow demonstrating visual field limitation (if needed to confirm functional deficit).

Department of Origin: Integrated Healthcare Services	Effective Date: 04/11/24
Approved by: Medical Policy Quality Management Subcommittee	Date Approved: 06/06/23
Clinical Policy Document: Eyelid and Brow Surgery	Replaces Effective Clinical Policy Dated: 09/28/23
Reference #: MC/G001	Page: 4 of 9

- C. Brow ptosis repair (lift) (CPT 67900) as an adjunct to upper eyelid blepharoplasty (CPTs 15822, 15823) – must satisfy both of the following: 1 – 2
1. The criteria for each separate service are met (as per above); and
 2. A visual field measurement demonstrates a difference between taped and untaped of both of the following: a – b
 - a. At least 12 degrees, or at least 30% of upper field vision with the upper eyelid taped; and
 - b. An additional 30% (or 12 degrees) or more improvement in total number of points seen with the eyelid and eyebrow taped up.
- (Note: Test must be done by an optometrist or ophthalmologist and must include an interpretation of the test)
- D. Requests for lower lid *blepharoplasty* – will be assessed on a case-by-case basis (CPTs 15820, 15821); or
- E. Requests for eyelid or brow surgery due to a psychological condition – any of the following: 1 or 2
1. ETF Health Plan (Wisconsin Department of Employee Trust Funds) – The Plan excludes coverage due to a psychological condition; or
 2. All other plans/groups - must have documentation from a *mental health professional* supporting that the member's clinical condition meets the diagnostic criteria for a *DSM* mental disorder diagnosis (eg, anxiety disorder, major depressive disorder, body dysmorphic disorder) and is causing clinically significant distress or impairment as evidenced by validated scales and measures - must satisfy the following: a or b, and c
 - a. Clinically significant distress must be quantified is defined as a score of 2 standard deviations (SD) from the mean, by a disorder-specific symptom rating scale such as the Appearance Anxiety Inventory; or
 - b. Clinically significant impairment is defined as a World Health Organization Disability Schedule (WHODAS) General Disability Score (GDS) of 2.6 using the current 0-4 scoring convention. (See Attachment C); and
 - c. Where applicable, there must be documentation that the member has not responded, is intolerant to, or a poor candidate for other appropriate or conservative treatments for the member's clinical condition (eg, psychotherapy).

EXCLUSIONS (not limited to):

Refer to member's Certificate of Coverage or Summary Plan Description.

DEFINITIONS:**Activities of Daily Living (ADL):**

Activities related to personal self-care and independent living, which include eating, bathing, dressing, transferring, walking/mobility, and toileting/continence.

Department of Origin: Integrated Healthcare Services	Effective Date: 04/11/24
Approved by: Medical Policy Quality Management Subcommittee	Date Approved: 06/06/23
Clinical Policy Document: Eyelid and Brow Surgery	Replaces Effective Clinical Policy Dated: 09/28/23
Reference #: MC/G001	Page: 5 of 9

Blepharochalasis:

Relaxation of the skin of the eyelid due to atrophy of the intercellular tissue

Blepharoplasty:

Surgical modification of the eyelid; excess tissue such as skin and fat are removed or repositioned, and surrounding muscles and tendons may be reinforced

Blepharoptosis or Ptosis:

Abnormally low position (drooping) of the upper eyelid which relates to the position of the eyelid margin with respect to the cornea and visual axis. It usually results from acquired or congenital abnormalities of the muscles (including the innervating nerves) of the eyelids.

Cosmetic:

Services, medications and procedures that improve physical appearance but do not correct or improve a physiological function or are not medically necessary.

Dermatochalasis:

Excessive skin usually the result of the aging process with loss of elasticity.

Functional Defect/ Physical Impairment:

A functional defect or physical/physiological impairment causes deviation from the normal function of a tissue or organ. This results in a significantly limited, impaired, or delayed capacity to move, coordinate actions, or perform physical activities and is exhibited by difficulties in one or more of the following areas: physical and motor tasks; independent movement; performing *activities of daily living*.

Margin Reflex Distance (MRD):

Distance between lid margin and midpoint of the pupil; normal MRD is 4-5mm

Pseudoptosis:

"False *ptosis*;" The eyelid margin is usually in an appropriate position with respect to the eyeball and visual axis. However, the amount of excessive skin is so great as to overhang the eyelid margins and create its own ptosis.

Reconstructive:

Surgery to restore or correct:

1. A defective body part when such defect is incidental to or resulting from *injury, sickness*, or prior surgery of the involved body part; or
2. A covered dependent child's congenital disease or anomaly which has resulted in a functional defect as determined by a physician.

BACKGROUND:

Lower lid blepharoplasty is generally considered cosmetic and requires physician review. Blepharoplasty performed to improve appearance in the absence of signs and/or symptoms of functional abnormalities is considered cosmetic and not eligible for coverage.

Department of Origin: Integrated Healthcare Services	Effective Date: 04/11/24
Approved by: Medical Policy Quality Management Subcommittee	Date Approved: 06/06/23
Clinical Policy Document: Eyelid and Brow Surgery	Replaces Effective Clinical Policy Dated: 09/28/23
Reference #: MC/G001	Page: 6 of 9

Prior Authorization: Yes, per network provider agreement.

CODING:

CPT®

15820 Blepharoplasty; lower lid
 15821 Blepharoplasty; lower eyelid with extensive herniated fat pad
 15822 Blepharoplasty; upper eyelid
 15823 Blepharoplasty; upper eyelid with excessive skin weighting down lid
 67900 Repair of brow ptosis (supraciliary, mid-forehead or coronal approach) open or endoscopic
 67901 Repair of blepharoptosis; frontalis muscle technique with suture or other material
 67902 Repair of blepharoptosis; frontalis muscle technique with autologous fascial sling (includes obtaining fascia)
 67903 Repair of blepharoptosis; (tarso) levator resection or advancement, internal approach
 67904 Repair of blepharoptosis; (tarso) levator resection or advancement, external approach
 67906 Repair of blepharoptosis; superior rectus technique with fascial sling (includes obtaining fascia)
 67908 Repair of blepharoptosis; conjunctivo-tarso-Muller's muscle-levator resection (eg, Fasanella-Servat type)

CPT codes copyright 2024 American Medical Association. All Rights Reserved. CPT is a trademark of the AMA. The AMA assumes no liability for the data contained herein.

REFERENCES:

1. Integrated Healthcare Services Process Manual: UR015 Use of Medical Policy and Criteria
2. Clinical Policy: Cosmetic Procedures/Treatments (MP/C002)
3. Clinical Policy: Coverage Determination Guidelines (MP/C009)
4. Lee MS. Overview of ptosis. (Topic 5243 Version 15.0; last updated: 03/02/23) In: Wilterdink JL, ed. *UpToDate*. Waltham, Mass.: UpToDate; 2020. www.uptodate.com. Accessed 03-08-24.
5. Local Coverage Determination (LCD): Blepharoplasty, Blepharoptosis and Brow Lift (L34528). Revision Effective Date: 12-28-23. Accessed 03-08-24.
6. American Society of Ophthalmic Plastic and Reconstructive Surgery. White Paper on Functional Blepharoplasty, Blepharoptosis, and Brow Ptosis Repair, 2015. Available at <https://www.asoprs.org/assets/docs/1%20-%20FINAL%20ASOPRS%20White%20Paper%20January%202015.pdf>.
7. Graham DW, Heller J, Kurkjian TJ, Schaub TS, Rohrich RJ. Brow lift in facial rejuvenation: a systematic literature of open versus endoscopic. *Plast Reconstr Surg*. 2011 Oct;128(4):335e-341e.
8. Javadnia H, Rohrich RJ, Cho MJ. Endoscopic Temporal Brow Lift: Surgical Indications, Technique, and 10-Year Outcome Analysis. *Plast Reconstr Surg*. 2019 Dec;144(6):1305-1310.
9. Putterman AM. Margin Reflex Distance (MRD) 1, 2, and 3 [letter to the editor]. *Ophthal Plast Reconstr Surg*. 2012;28(4).

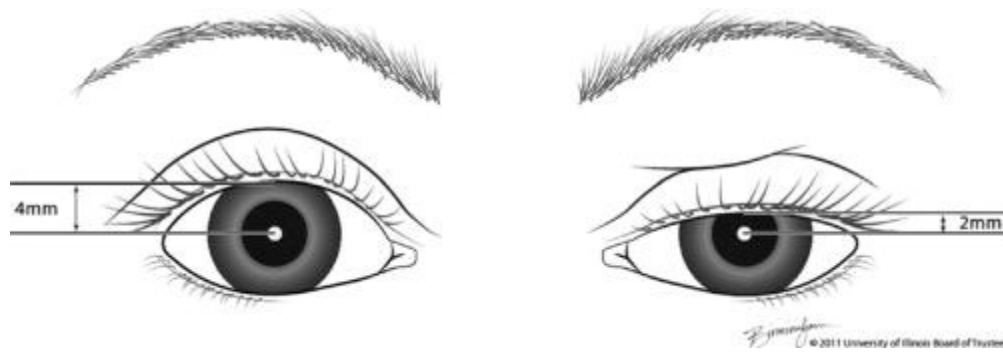
DOCUMENT HISTORY:

Created Date: 10/91
Reviewed Date: 03/28/06, 06/24/08, 04/26/10, 04/19/11, 03/26/13, 03/26/14, 03/25/15, 03/25/16, 03/24/17, 03/23/18, 03/22/19, 03/12/20, 03/12/21, 03/11/22, 03/10/23, 03/08/24
Revised Date: 01/25/05, 05/22/07, 05/26/09, 02/23/10, 03/26/12, 09/19/12, 03/26/13, 05/12/17, 03/20/20, 04/18/22, 08/04/23, 03/08/24, 05/17/24

Department of Origin: Integrated Healthcare Services	Effective Date: 04/11/24
Approved by: Medical Policy Quality Management Subcommittee	Date Approved: 06/06/23
Clinical Policy Document: Eyelid and Brow Surgery	Replaces Effective Clinical Policy Dated: 09/28/23
Reference #: MC/G001	Page: 7 of 9

Attachment A

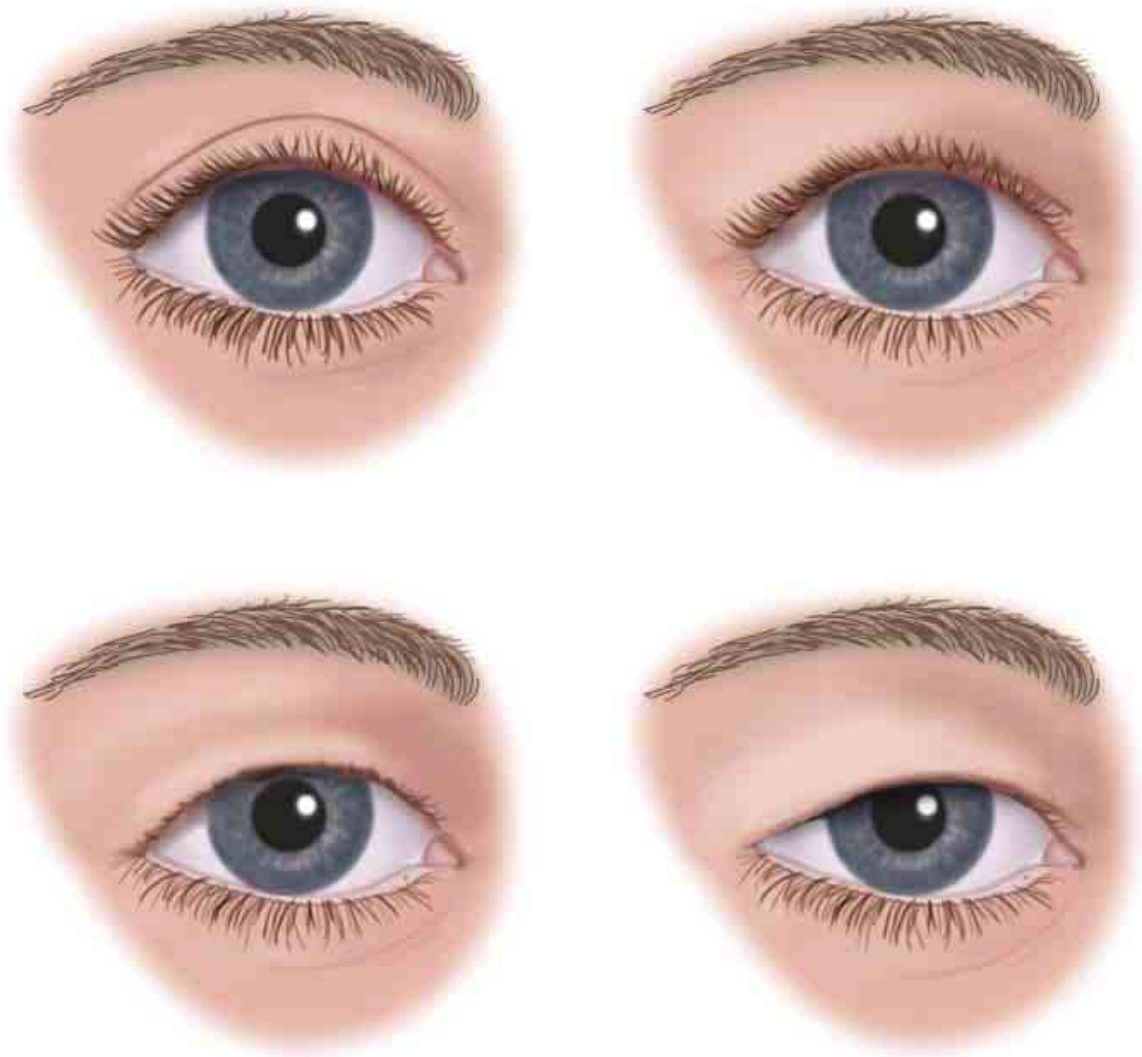
Margin Reflex Distance 1 (MRD1)



Retrieved from: Putterman AM. Margin Reflex Distance (MRD) 1, 2, and 3 [letter to the editor]. *Ophthal Plast Reconstr Surg*. 2012;28(4).

Department of Origin: Integrated Healthcare Services	Effective Date: 04/11/24
Approved by: Medical Policy Quality Management Subcommittee	Date Approved: 06/06/23
Clinical Policy Document: Eyelid and Brow Surgery	Replaces Effective Clinical Policy Dated: 09/28/23
Reference #: MC/G001	Page: 8 of 9

Attachment B



Top Left: Normal (the upper eyelid skin is not touching the eyelashes).

Top Right: Mild (the upper eyelid skin is touching the eyelashes).

Bottom Left: Moderate (the upper eyelid skin is hanging over the eyelashes).

Bottom Right: Severe (the upper eyelid skin is hanging over the eye).

Department of Origin: Integrated Healthcare Services	Effective Date: 04/11/24
Approved by: Medical Policy Quality Management Subcommittee	Date Approved: 06/06/23
Clinical Policy Document: Eyelid and Brow Surgery	Replaces Effective Clinical Policy Dated: 09/28/23
Reference #: MC/G001	Page: 9 of 9

Attachment C

WHODAS 2.0, 12-items

12-item World Health Organization Disability Assessment Schedule.

In the past 30 days, how much difficulty did you have in. . .

(0) None. (1) Mild. (2) Moderate. (3) Severe. (4) Extreme/Cannot do.

1. Standing for long periods such as 30 minutes?
2. Taking care of your household responsibilities?
3. Learning a new task, for example, learning how to get to a new place?
4. How much of a problem did you have in joining in community activities (for example, festivities, religious or other activities) in the same way as anyone else can?
5. How much have you been emotionally affected by your health problems?
6. Concentrating on doing something for ten minutes?
7. Walking a long distance such as a kilometre (or equivalent)?
8. Washing your whole body?
9. Getting dressed?
10. Dealing with people you do not know?
11. Maintaining a friendship?
12. Your day-to-day work?

The World Health Organisation Disability Assessment Schedule, WHODAS 2.0, 12 items, can be found at:

[https://www.who.int/standards/classifications/international-classification-of-functioning-disability-and-health/who-disability-assessment-schedule#:~:text=Scoring&text=Simple%3A%20the%20scores%20assigned%20to,\(4\)%20%E2%80%93%20are%20summed.](https://www.who.int/standards/classifications/international-classification-of-functioning-disability-and-health/who-disability-assessment-schedule#:~:text=Scoring&text=Simple%3A%20the%20scores%20assigned%20to,(4)%20%E2%80%93%20are%20summed.)

General Disability Score

- < 1.0 = Little or no impairment
- 1.0 to 1.9 = Mild
- 2.0 to 2.9 = Moderate
- 3.0 to 3.9 = Severe
- 4.0 = Extreme or cannot do

PreferredOne Community Health Plan Nondiscrimination Notice

PreferredOne Community Health Plan ("PCHP") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PCHP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PCHP:

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 a Grievance Specialist.

If you believe that PCHP 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:

Grievance Specialist
PreferredOne Community Health Plan
PO Box 59052
Minneapolis, MN 55459-0052
Phone: 1.800.940.5049 (TTY: 763.847.4013)
Fax: 763.847.4010
customerservice@preferredone.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Grievance Specialist 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>.

Language Assistance Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1.800.940.5049 (TTY: 763.847.4013).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.940.5049 (TTY: 763.847.4013).

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1.800.940.5049 (TTY: 763.847.4013).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1.800.940.5049 (TTY: 763.847.4013).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.800.940.5049 (TTY: 763.847.4013).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.800.940.5049 (TTY: 763.847.4013)。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.800.940.5049 (телетайп: 763.847.4013).

ໂບດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອຕໍ່ພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1.800.940.5049 (TTY: 763.847.4013).

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1.800.940.5049 (መስማት ለተሳናቸው፡ 763.847.4013) .

ဟ်သ့ဟ်သး- နမံကတိ၊ ကညိ ကျိာ်အယံ၊ နမံကျိာ်အတိမၤစၢလၢ တလၢာ်ဘျဉ်လၢာ်စၢ နီတမံဘျဉ်သန့လီၤ. ကိ: 1.800.940.5049 (TTY: 763.847.4013).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.800.940.5049 (TTY: 763.847.4013).

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1.800.940.5049 (TTY: 763.847.4013)។

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1.800.940.5049 (رقم هاتف الصم والبكم: 763.847.4013).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.800.940.5049 (TTY: 763.847.4013).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.800.940.5049 (TTY: 763.847.4013), 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.800.940.5049 (TTY: 763.847.4013).

PreferredOne Insurance Company Nondiscrimination Notice

PreferredOne Insurance Company ("PIC") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PIC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PIC:

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 a Grievance Specialist.

If you believe that PIC 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:

Grievance Specialist
PreferredOne Insurance Company
PO Box 59212
Minneapolis, MN 55459-0212
Phone: 1.800.940.5049 (TTY: 763.847.4013)
Fax: 763.847.4010
customerservice@preferredone.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Grievance Specialist 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>.

Language Assistance Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1.800.940.5049 (TTY: 763.847.4013).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.940.5049 (TTY: 763.847.4013).

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1.800.940.5049 (TTY: 763.847.4013).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1.800.940.5049 (TTY: 763.847.4013).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.800.940.5049 (TTY: 763.847.4013).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.800.940.5049 (TTY: 763.847.4013)。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.800.940.5049 (телетайп: 763.847.4013).

បំពេញ: ប្រសិនបើ អ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ហៅ 1.800.940.5049 (TTY: 763.847.4013).

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፡ በነጻ ሊያገኙት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1.800.940.5049 (ማስማት ለተሳናቸው: 763.847.4013) .

ဟံသာဝတီ: နမူနာတို့ ကညီ ကျိအသိ, နမူနာ ကျိအတိအကျတို့ တလက်တလက်စွာ နှိမ့်တံ့သည့်လို့လိ။ ကိ: 1.800.940.5049 (TTY: 763.847.4013).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.800.940.5049 (TTY: 763.847.4013).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ហៅ 1.800.940.5049 (TTY: 763.847.4013).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1.800.940.5049 (رقم هاتف الصم والبكم: 763.847.4013).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.800.940.5049 (TTY: 763.847.4013).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.800.940.5049 (TTY: 763.847.4013). 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.800.940.5049 (TTY: 763.847.4013).