

<b>Department of Origin:</b> Integrated Healthcare Services	<b>Effective Date:</b> 12/12/23
<b>Approved by:</b> Medical Policy Quality Management Subcommittee	<b>Date Approved:</b> 12/05/23
<b>Clinical Policy Document:</b> Occupational Therapy and Physical Therapy	<b>Replaces Effective Clinical Policy Dated:</b> 03/17/23
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## 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.

## GUIDELINES:

Medical Necessity Criteria – Must satisfy any of the following: I - V

- I. Initial request (following the evaluation) for physical or occupational therapy services – Rehabilitative services must satisfy all of the following: A - E; Habilitative services must satisfy all of the following: A - F

[Note: For Sensory Integration therapy requests, see III or IV]

- A. Member has any of the following: 1 - 2
1. A documented medical condition, *sickness, injury, or developmental delay* that is causing a *functional defect/ physical impairment* impacting *ADLs*; or
  2. A documented *sickness or injury* that is causing a loss of function (eg, post orthopedic or neurologic surgery that may not impact *ADLs*).
- B. Documentation supports that there is an expectation that improvement is anticipated in a clinically reasonable time frame; and
- C. Documentation includes previous and current therapy treatment plans provided by other providers for the purpose of coordinating care and avoiding duplication of services; and
- D. Proposed treatment plan is initiated by a licensed physical therapist or occupational therapist and includes measurable, functional goals; and
- E. Proposed treatment plan has projected time frames for care and clear criteria for discharge from rehabilitation services; and
- F. For *habilitative* therapy, standardized test scores shows a delay in function - must satisfy any of the following: 1 - 3
1. Norm-based test score below the 5th percentile for age (see Attachment A); or
  2. Standardized test score shows greater than 2 standard deviations from the mean (see Attachment A); or
  3. Criterion-based test score demonstrates moderate-to-severe delay for age.

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- II. Initial request (following the evaluation) for physical therapy (provided by an occupational or physical therapist) for congenital muscular torticollis, positional brachycephaly or positional plagiocephaly - must satisfy any of the following: A or B
  - A. Congenital muscular torticollis (CMT) - allow up to 15 visits for neck passive range of motion (PROM); neck and trunk active range of motion (AROM); development of symmetrical movement; environmental adaptations; parent/caregiver education and follow-up after discontinuation of direct services.
  - B. Positional brachycephaly or positional plagiocephaly - allow up to 10 visits for teaching of passive stretching exercises and repositioning techniques.
- III. Initial request (following the evaluation) for occupational therapy using a *Sensory Integration Therapy* approach – must satisfy all of the following: A - D
  - A. *Sensory integration therapy* is a covered benefit; and
  - B. The member is a child aged 12 and under; and
  - C. Therapy is part of a *habilitative* therapy plan; and
  - D. Standardized test scores shows a delay in function - must satisfy any of the following: 1 - 3
    1. Norm-based test score below the 5th percentile for age (see Attachment A); or
    2. Standardized test score shows greater than 2 standard deviations from the mean (see Attachment A); or
    3. Criterion-based test score demonstrates moderate-to-severe delay for age.
- IV. Initial request (following the evaluation) for occupational therapy using *Sensory Integration Therapy for feeding disorders* – must satisfy all of the following: A - E
  - A. *Sensory integration therapy* is a covered benefit; and
  - B. The member has an eating or feeding disturbance (eg, apparent lack of interest in eating or food; avoidance based on the sensory characteristics of food; concern about aversive consequences of eating) associated with at least one of the following: 1 - 3
    1. Significant weight loss, failure to achieve expected weight or faltering growth; or
    2. Significant nutritional deficiency; or
    3. Receiving enteral feeding or prescribed oral nutritional supplements.
  - C. The member is a child aged 12 and under; and
  - D. Therapy is part of a *habilitative* therapy plan; and
  - E. Standardized test scores shows a delay in function (eg, PediEAT) - must satisfy any of the following: 1 - 3
    1. Norm-based test score below the 5th percentile for age (see Attachment A); or

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2. Standardized test score shows greater than 2 standard deviations from the mean (see Attachment A); or

3. Criterion-based test score demonstrates moderate-to-severe delay for age.

V. Continuation of treatment – must satisfy any of the following: A - C

A. Adults and adolescents aged 13 and above – must satisfy all of the following: 1 - 5

1. Demonstration of sustained improvement and progress toward stated goals through periodic summaries from providers within 2 weeks to 3 months demonstrating improvement in the targeted abnormal findings, symptoms and/or behaviors of concern. Sustained improvement continues to be demonstrated for continuation of treatment in subsequent reviews; and

2. A need for requiring continued treatment at this level of care – must satisfy either of the following: a or b

a. Persistent *functional defect/ physical impairment* impacting *ADLs*; or

b. Persistent loss of function eg, post orthopedic or neurologic surgery that may not impact *ADLs*).

3. Appropriate modifications to treatment plan implemented; and

4. Documented plan for transition to home programming and training plans; and

5. Documented plan for tapering and discontinuation of service.

B. Children aged 12 and under – Rehabilitative services must satisfy all of the following: 1-5; Habilitative services must satisfy all of the following: 1 - 6

1. Demonstration of sustained improvement and progress toward stated goals through periodic summaries from providers within 3 – 6 months demonstrating improvement in the targeted abnormal findings, symptoms and /or behaviors of concern. Sustained improvement continues to be demonstrated for continuation of treatment in subsequent reviews; and

2. A full re-assessment of the child, either on an annual basis or more often if requested, utilizing the same testing that was initially used to qualify the child; and

3. Appropriate modifications to treatment plan and goals implemented; and

4. Documented summary of the child's caregiver-based home program be included on a six-month basis, and transition planning to all caregiver/school/private-based services be included; and

5. Documented plans for tapering and discontinuation of services; and

6. For *habilitative* therapy, a continued, demonstrated significant delay in function below the 10<sup>th</sup> percentile when age appropriate standardized tests are available, despite continued improvement toward goals percentile (see Attachment A).

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- C. Congenital muscular torticollis (CMT) – additional visits may be allowed when documentation supports any of the following: 1 - 4
1. Passive range of motion (PROM) on the affected side is greater than 5 degrees difference when compared to the non-affected side; or
  2. Asymmetrical active move patterns continue; or
  3. Lack of age-appropriate motor development; or
  4. Visible head tilt remains.

VI. Discharge Criteria – any of the following: A - E

- A. Ongoing treatment is primarily custodial or maintenance in nature and/or does not require the services of a licensed provider; or
- B. Member is unable to tolerate or participate in treatment because of a serious medical, psychological, or other condition; or
- C. Member demonstrates behavior that interferes with improvement or participation in treatment (eg, noncompliance, malingering) providing that efforts to address the interfering behavior have been unsuccessful; or
- D. Insufficient progress being made to justify further treatment; or
- E. Member has met the treatment plan goals.

**EXCLUSIONS (not limited to):**

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

*Cognitive Rehabilitation* is considered investigative for ASD (see Investigative List)

**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.

Cognitive Rehabilitation:

Is a multidisciplinary treatment program designed to improve cognitive function and retrain an individual's ability to think, use judgment and make decisions. The focus of these therapeutic activities is to improve deficits in memory, attention, perception, visual processing, language, reasoning, learning, planning, judgment, and problem-solving. CR comprises tasks to reinforce or reestablish previously learned patterns of behavior or to establish new compensatory mechanisms for impaired neurologic systems. The goal of CR is to maximize functional independence with minimal interference from cognitive limitations.

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Developmental Delay:

The child demonstrates a delay or impairment in one or more of the following areas: cognitive development, physical development, vision, hearing, communication development, social or emotional development, or adaptive development

DSM:

The most current edition of the American Psychiatric Association Diagnostic and Statistical Manual of Mental Health Disorders.

Failure to Thrive (FTT):

FTT is a significantly prolonged cessation of appropriate weight gain compared with recognized norms for age and gender after having achieved a stable pattern (eg, weight-for-age decreasing across 2 major percentile channels from a previously established growth pattern; weight-for-length < 80% of ideal weight). This is often accompanied by normal height velocity.

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*.

Habilitative Therapy:

Therapy provided to develop initial functional levels of movement, strength, daily activity or speech.

Injury:

Bodily damage other than sickness including all related conditions and recurrent symptoms.

Maintenance Care:

Care that is not *habilitative* or *rehabilitative* therapy and there is a lack of documented significant progress in functional status over a reasonable period of time; and is performed to maintain clinical status without the ability to expect further clinical improvement.

Rehabilitative Therapy:

Therapy provided to restore functional levels of movement, strength, daily activity or speech after a sickness or injury.

Sensory Integration Disorder and Sensory Integration Therapy (SIT):

The theory of sensory integration disorder or dysfunction is based upon the hypothesis that various sensory experiences (eg, vestibular, proprioceptive, gravitational, tactile, visual, and auditory) help to guide development. Within this hypothesis, aberrations in sensory integration are thought to result in disorganization of the central nervous system that manifests as developmental and behavioral abnormalities known as sensory integration dysfunction. As part of this theory, sensory integration dysfunction is treated through the introduction of intensive sensory inputs using specific equipment and techniques. Such treatment typically is provided by occupational therapists. Sensory integration therapy is often used for children with ASD because many of their behaviors are thought to be related to deficiencies in the sensory system.

Sensory Integration Therapy (SIT) for Feeding Disorders:

Sensory integration therapy (SIT) is the treatment of choice for children diagnosed with a sensory-based feeding problem (the diagnosis may be based on the child's atypical responses to stimulation in and

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around the mouth, such as coughing, gagging, spitting out, or refusing foods). From a sensory integration perspective, the inappropriate feeding behavior is a symptom of the child's inability to process sensory information to make an adaptive response. Intervention targets the underlying sensory processing deficits rather than the specific behaviors. The goal of therapy is to promote sensory modulation, which should result in a decreased sensory defensiveness. SIT usually involves modifying the child's sensory diet (i.e., the sensory input needed by an individual to organize sensory information effectively). Examples of sensory diets for children with sensory-based feeding problems might include rhythm and music activities, proprioceptive activities, heavy work, and sensory modulation techniques.

Sickness:

Presence of a physical or mental illness or disease.

**BACKGROUND:**

Per Minnesota statute, a patient may be treated by a physical therapist without an order or referral from a physician, chiropractor, dentist, podiatrist, or advanced practice nurse, for 90 days. Plan benefits may be more restrictive. For Occupational Therapy, there must be an order for an initial evaluation from a physician, physician assistant, or nurse practitioner. The evaluation must be performed by a licensed physical or occupational therapist. If these requirements are met, the initial evaluation will be recommended as medically necessary without requiring prior authorization. An initial evaluation is needed to determine if any further services will be required

In cases where some parts of the treatment plan for a specific modality of care (i.e. PT or OT) are eligible for coverage and medically necessary and some parts of the treatment plan are not, the entire treatment plan needs to be reviewed to determine if the majority of requested treatments are eligible for coverage and medically necessary. Recommendations need to be for the total treatment plan, not parts of the treatment plan.

Congenital Muscular Torticollis and Plagiocephaly/Brachycephaly

Torticollis in infancy is generally related to positioning in utero, difficult delivery, multiple gestations, fetal positioning low in the pelvis in the last trimester, or rarely, birth trauma causing true muscular torticollis or fibrosis of sternocleidomastoid muscle. The contracture or muscle tightness causes the head to rotate so that the face is turned to the opposite side of tightness and the head to tilt toward the side of tightness so that the ear is closer to the shoulder on the side of tightness.

Positional plagiocephaly results from the skull being exposed to external pressure, which causes the skull to be misshapen. It can be directly related to torticollis as the tightness on one side causes the infant to turn their head position to the unaffected side, sheering forces cause a flatness on that side, pushing the face and ear forward. Another increasingly common reason for positional plagiocephaly is that they spend a lot of time on their backs. Starting in the early 1990s, parents were told to put their babies to sleep on their back to reduce the risk of Sudden Infant Death Syndrome (SIDS). While this advice may have saved thousands of babies' lives, experts have also noted a fivefold increase in the incidence of misshapen heads since then.

Physical therapy is usually effective in treating most cases of torticollis, especially if instituted in the first two months of life. Botulinum toxin has also recently been shown to be an effective intermediate method of treatment for more resistant cases of torticollis in older children and adults but is not used extensively in infants. Surgery may also be an option.

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Treatment for positional brachycephaly/plagiocephaly is based on the age of the infant and severity of the deformity. If the infant is less than or equal to 6 months of age, a trial of physical and positional therapy for about 2-3 months is usually initiated. Infants who have failed physical and positional therapy or who are greater than 6 months of age when diagnosed of positional plagiocephaly may require the use of orthosis for active reshaping of the skull.

## Feeding Disorders

A child with a feeding disorder does not consume enough food (or liquid or a broad enough variety of food) to gain weight and grow normally. General feeding difficulties are relatively common among most children. For example, a child may be a picky eater and consume a limited number of foods, but the foods eaten span all the food groups and provide a well-balanced diet. A child with a feeding disorder, on the other hand, may only eat a few foods, completely avoiding entire food groups, textures or liquids necessary for proper development. As a result, children diagnosed with feeding disorders are at greater risk for compromised physical and cognitive development. Children with feeding disorders may also develop slower, experience behavioral problems and even fail to thrive. Severe feeding disorders can cause children to feel socially isolated and often put financial strains on families.

There are many different types of feeding disorders, and they can take on one or more of the following forms:

- Trouble accepting and swallowing different food textures
- Throwing tantrums at mealtimes
- Refusing to eat certain food groups
- Refusing to eat any solids or liquids
- Choking, gagging or vomiting when eating
- Oral motor and sensory problems
- Gastrostomy (g-tube) or naso-gastric (ng-tube) dependence

Feeding disorders typically develop for several reasons, including medical conditions (food allergies), anatomical or structural abnormalities (e.g., cleft palate), and reinforcement of inappropriate behavior. In most cases, no single factor accounts for a child's feeding difficulties. Rather, several factors interact to produce them.

While a wide spectrum of factors can contribute to feeding disorders, certain medical and psychological conditions may accompany them, including one or more of the following:

- Gastroesophageal reflux disease
- Gastrointestinal motility disorders
- Palate defects
- Failure to thrive
- Prematurity
- Oral Motor Dysfunction (dysfunctional swallow, dysphagia, oral motor dysphagia)
- Esophagitis/Gastritis/Duodenitis
- Food allergies
- Delayed exposure to a variety of foods
- Behavior management issues
- Short Gut Syndrome

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Prior Authorization: Yes, per network provider agreement.

## **CODING:**

CPT® or HCPCS

Evaluation – prior authorization is not required for the evaluation

97161 Physical therapy evaluation: low complexity

97162 Physical therapy evaluation: moderate complexity

97163 Physical therapy evaluation: high complexity

97164 Re-evaluation of physical therapy established plan of care

97165 Occupational therapy evaluation: low complexity

97166 Occupational therapy evaluation: moderate complexity

94167 Occupational therapy evaluation: high complexity

97168 Re-evaluation of occupational therapy established plan of care

Modalities – Supervised

97012 Application of a modality to 1 or more areas; traction, mechanical

97014 Application of a modality to 1 or more areas; electrical stimulation (unattended)

97016 Application of a modality to 1 or more areas; vasopneumatic devices

97018 Application of a modality to 1 or more areas; paraffin bath

97022 Application of a modality to 1 or more areas; whirlpool

97024 Application of a modality to 1 or more areas; diathermy (eg, microwave)

97026 Application of a modality to 1 or more areas; infrared

97028 Application of a modality to 1 or more areas; ultraviolet

Modalities - Constant Attendance

97032 Application of a modality to 1 or more areas; electrical stimulation (manual), each 15 minutes

97033 Application of a modality to 1 or more areas; iontophoresis, each 15 minutes

97034 Application of a modality to 1 or more areas; contrast baths, each 15 minutes

97035 Application of a modality to 1 or more areas; ultrasound, each 15 minutes

97036 Application of a modality to 1 or more areas; Hubbard tank, each 15 minutes

97039 Unlisted modality (specify type and time if constant attendance)

Therapeutic Procedures

97110 Therapeutic procedure, 1 or more areas, each 15 minutes; therapeutic exercises to develop strength and endurance, range of motion and flexibility

97112 Therapeutic procedure, 1 or more areas, each 15 minutes; neuromuscular re-education of movement, balance, coordination, kinesthetic sense, posture, and/or proprioception for sitting and/or standing activities

97113 Therapeutic procedure, 1 or more areas, each 15 minutes; aquatic therapy with therapeutic exercises

97116 Therapeutic procedure, 1 or more areas, each 15 minutes; gait training (includes stair climbing)

97124 Therapeutic procedure, 1 or more areas, each 15 minutes; massage, including effleurage, petrissage and/or tapotement (striking, compression, percussion)

97129 Therapeutic interventions that focus on cognitive function (eg, attention, memory, reasoning, executive function, problem solving, and/or pragmatic functioning) and compensatory strategies to manage the performance of an activity (eg, managing time or schedules, initiative, organizing, and sequencing tasks), direct (one-on-one) patient contact; initial 15 minutes

+97130 Therapeutic interventions that focus on cognitive function (eg, attention, memory, reasoning, executive function, problem solving, and/or pragmatic functioning) and compensatory strategies to manage the performance of an activity (eg, managing time or schedules, initiative, organizing, and sequencing tasks), direct (one-on-one) patient contact; each additional 15 minutes

97140 Manual therapy techniques (eg, mobilization/manipulation, manual lymphatic drainage, manual traction), 1 or more regions, each 15 minutes



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97150 Therapeutic procedure(s), group (2 or more individuals)  
 97530 Therapeutic activities, direct (one-on-one) patient contact (use of dynamic activities to improve functional performance, (each 15 minutes)  
 97533 Sensory integrative techniques to enhance sensory processing and promote adaptive responses to environmental demands, direct (one-on-one) patient contact, each 15 minutes  
 97535 Self-care/home management training (eg, activities of daily living [ADL] and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment) direct (one-on-one) patient contact, each 15 minutes  
 97542 Wheelchair management (eg, assessment, fitting, training), each 15 minutes  
 97760 Orthotic(s) management and training (including assessment and fitting when not otherwise reported) upper extremity(s), lower extremity(s) and/or trunk, each 15 minutes  
 97761 Prosthetics training upper and/or lower extremity(s), each 15 minutes  
 97762 Checkout for orthotic/prosthetic use, established patient, each 15 minutes  
 97763 Orthotic(s)/prosthetic(s) management and/or training upper and/or lower extremity(ies), lower extremity(ies), and/or trunk, subsequent orthotic(s)/prosthetic(s) encounter, each 15 minutes  
 97799 Unlisted physical medicine/rehabilitation service or procedure  
 G0151 Services performed by a qualified physical therapist in the home health or hospice setting, ea 15 minutes  
 G0152 Services performed by a qualified occupational therapist in the home health or hospice setting, ea 15 minutes  
 S9129 Occupational therapy in the home, per diem  
 S9131 Physical therapy in the home, per diem

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## REFERENCES:

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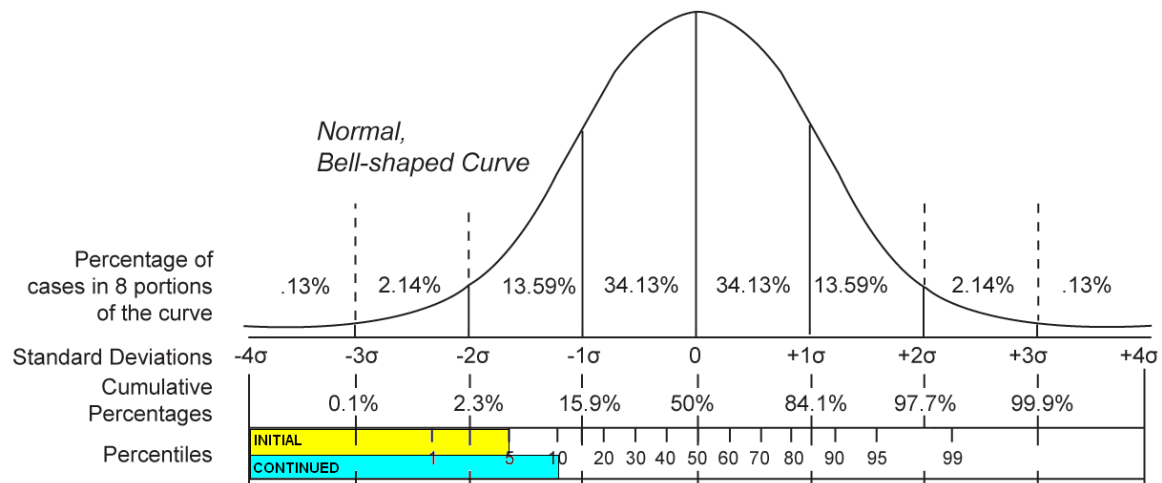
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## Attachment A



Source: [http://psychology.wikia.com/wiki/File:Normal\\_distribution\\_and\\_scales.gif](http://psychology.wikia.com/wiki/File:Normal_distribution_and_scales.gif)

## 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](mailto: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, taiaaajila gargaarsa afaanij, 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).

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1.800.940.5049 (TTY: 763.847.4013).

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

ဟ်သ့ဟ်သး- နမၤကတိၤ ကသီၤ ကျိၣ်အယိၤ, နမၤန့ၣ် ကျိၣ်အတၢ်မၤစၢၤလၢ တလၢၣ်ဘျၣ်လၢၣ်စၢၤ နီၣ်တမံၤဘၣ်သ့န့ၣ်လီၤ. ကိး 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។ ចូរទូរស័ព្ទ 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](mailto: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>.

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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).

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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 ሊያገኙበት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1.800.940.5049 (ማስማት ለተሳናቸው: 763.847.4013)፡፡

ဟံသာဝတီ: နမူနာတို့ ကညီ ကျိအသိ, နမူနာ ကျိအတိအကျတို့ တလက်တက်လက်စွာ 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)។

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