

Long-Acting Granulocyte Colony Stimulating Factors (LA-gCSF): Neulasta®; Fulphila®; Udenyca®; Ziextenzo®; Nyvepria™; Fylnetra®; Stimufend®; Rolvedon®; Ryzneuta® (Subcutaneous)

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I. Length of Authorization ^{1-9,16-21}

- Bone marrow transplantation (BMT) failure or engraftment delay: Coverage will be provided for 1 dose only and may not be renewed.
- Peripheral blood progenitor cell (PBPC) mobilization and transplant: Coverage will be provided for 1 dose only and may not be renewed.
- Acute exposure to myelosuppressive doses of radiation (Hematopoietic Acute Radiation Syndrome [H-ARS]): Coverage will be provided for 2 doses and may not be renewed.
- All other indications: Coverage will be provided for four months and may be renewed unless otherwise specified.

II. Dosing Limits

A. Quantity Limit (max daily dose) [NDC Unit]:

- Neulasta 6 mg single-dose prefilled syringe: 1 syringe per 14 days
- Neulasta 6 mg single-dose prefilled syringe Onpro kit: 1 kit per 14 days
- Fulphila 6 mg single-dose prefilled syringe: 1 syringe per 14 days
- Udenyca 6 mg single-dose prefilled syringe: 1 syringe per 14 days
- Udenyca 6 mg single-dose prefilled autoinjector: 1 autoinjector per 14 days
- Udenyca 6 mg single-dose prefilled syringe ONBODY kit: 1 kit per 14 days
- Ziextenzo 6 mg single-dose prefilled syringe: 1 syringe per 14 days
- Nyvepria 6 mg single-dose prefilled syringe: 1 syringe per 14 days
- Fylnetra 6 mg single-dose prefilled syringe: 1 syringe per 14 days
- Stimufend 6 mg single-dose prefilled syringe: 1 syringe per 14 days

- Rolvedon 13.2 mg single-dose prefilled syringe: 1 syringe per 14 days
- Ryzneuta 20 mg single-dose prefilled syringe: 1 syringe per 14 days

B. Max Units (per dose and over time) [HCPCS Unit]:

| Drug Name | Indication | Billable Units |
|---|--|-------------------------------------|
| Neulasta, Fulphila, Udenyca, Ziextenzo, Nyvepria, Fylnetra, and Stimufend | Acute Radiation Exposure | 12 billable units weekly x 2 doses |
| | BMT failure or engraftment delay/ PBPC mobilization and transplant | 12 billable units x 1 dose |
| | All other indications | 12 billable units per 14 days |
| Rolvedon | Acute Radiation Exposure | 132 billable units weekly x 2 doses |
| | All other indications | 132 billable units per 14 days |
| Ryzneuta | Acute Radiation Exposure | 20 mg weekly x 2 doses |
| | All other indications | 20 mg per 14 days |

III. Initial Approval Criteria ¹⁻⁹

Coverage is provided in the following conditions:

- Patient must try and have an inadequate response, contraindication, or intolerance to Neulasta AND Fulphila, **OR**
- Patient is continuing treatment with a different peg-filgrastim product
- Patient is at least 18 years of age (*Rolvedon and Ryzneuta ONLY*); **AND**

Prophylactic use in patients with solid tumors or non-myeloid malignancy † ‡ ^{1-12,22,24-30}

- Patient is undergoing myelosuppressive chemotherapy with an expected incidence of febrile neutropenia❖ of > 20% §; **OR**
- Patient is undergoing myelosuppressive chemotherapy with an expected incidence of febrile neutropenia❖ of 10% to 20% § **AND one** or more patient-related risk factors ¥; **OR**
- Patient is undergoing myelosuppressive chemotherapy with an expected incidence of febrile neutropenia❖ of <10% § **AND two** or more patient-related risk factors ¥ ******

****Use in this setting is based on clinical judgment.**

Note: Dose-dense therapy, in general, requires growth factor support to maintain dose intensity and schedule. In the palliative setting, consideration should be given to dose reduction or change in regimen.

Patient who experience a neutropenic complication from a prior cycle of the same chemotherapy † ^{11,12}

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Note: Dose-dense therapy, in general, requires growth factor support to maintain dose intensity and schedule. In the palliative setting, consideration should be given to dose reduction or change in regimen.

Patients acutely exposed to myelosuppressive doses of radiation (Hematopoietic Acute Radiation Syndrome [H-ARS]) † ‡ Φ ^{1,3,4,7,11,12,31,32}

Bone marrow transplantation (BMT) failure or engraftment delay ‡ ¹⁶⁻²⁰ (*Neulasta, Fulphila, Udenyca, Ziextenzo, Nyvepria, Fylnetra, and Stimufend ONLY*)

Peripheral blood progenitor cell (PBPC) mobilization and transplant ‡ ¹¹ (*Neulasta, Fulphila, Udenyca, Ziextenzo, Nyvepria, Fylnetra, and Stimufend ONLY*)

Wilms Tumor (Nephroblastoma) ‡ ¹¹ (*Neulasta, Fulphila, Udenyca, Ziextenzo, Nyvepria, Fylnetra, and Stimufend ONLY*)

- Patient has favorable histology disease; **AND**
- Used in combination with a cyclophosphamide-based chemotherapy regimen (i.e., Regimen M or Regimen I only)

† FDA Approved Indication(s); ‡ Compendia Recommended Indication(s); Φ Orphan Drug

| ¥ Patient risk factors for febrile neutropenia ¹² |
|--|
| <ul style="list-style-type: none"> • Age >65 years receiving full dose intensity chemotherapy • Prior exposure to chemotherapy or radiation therapy • Persistent neutropenia (ANC \leq 1000/mm³) • Bone marrow involvement by tumor • Patient has a condition that can potentially increase the risk of serious infection (i.e., HIV/AIDS with low CD4 counts) • Recent surgery and/or open wounds • Poor performance status • Renal dysfunction (creatinine clearance <50 mL/min) • Liver dysfunction (elevated bilirubin >2.0 mg/dL) • Chronic immunosuppression in the post-transplant setting, including organ transplant |
| ❖ Febrile neutropenia is defined as: ¹² |
| <ul style="list-style-type: none"> – Temperature: a single temperature \geq38.3 °C orally or \geq38.0 °C over 1 hour; AND – Neutropenia: <500 neutrophils/mcL or <1,000 neutrophils/mcL and a predicted decline to \leq500 neutrophils/mcL over the next 48 hours |
| § Expected incidence of febrile neutropenia percentages for myelosuppressive chemotherapy regimens can be found in the NCCN Hematopoietic Growth Factors Clinical Practice Guideline at NCCN.org ¹² |

IV. Renewal Criteria ^{1-9,16-21}

Coverage for all other indications can be renewed based upon the following criteria:

- Patient continues to meet indication-specific relevant criteria such as concomitant therapy requirements (not including prerequisite therapy), performance status, etc. identified in section III; **AND**
- Absence of unacceptable toxicity from the drug. Examples of unacceptable toxicity include: splenic rupture, acute respiratory distress syndrome (ARDS), serious allergic reactions/anaphylaxis, sickle cell crisis, glomerulonephritis, leukocytosis, thrombocytopenia, capillary leak syndrome, potential for tumor growth stimulation of malignant cells, aortitis, myelodysplastic syndrome and acute myeloid leukemia in patients with breast and lung cancer, etc.; **AND**

Bone marrow transplantation (BMT) failure or engraftment delay (*Neulasta, Fulphila, Udenyca, Ziextenzo, Nyvepria, Fylnetra, and Stimufend ONLY*)

- Coverage may not be renewed

Peripheral blood progenitor cell (PBPC) mobilization and transplant (*Neulasta, Fulphila, Udenyca, Ziextenzo, Nyvepria, Fylnetra, and Stimufend ONLY*)

- Coverage may not be renewed

Acute exposure to myelosuppressive doses of radiation (Hematopoietic Acute Radiation Syndrome [H-ARS])

- Coverage may not be renewed

V. Dosage/Administration ^{1-9,16-21}

Neulasta, Fulphila, Udenyca, Ziextenzo, Nyvepria, Fylnetra, and Stimufend

| Indication | Dose |
|--|---|
| Prophylactic use in patients with non-myeloid malignancy | <ul style="list-style-type: none"> • Administer 6 mg subcutaneously once per chemotherapy cycle and dosed no more frequently than every 14 days |
| Patient who experienced a neutropenic complication from a prior cycle of the same chemotherapy | <ul style="list-style-type: none"> • For pediatric patients weighing <45 kg: <ul style="list-style-type: none"> – <10 kg = 0.1 mg/kg – 10-20 kg = 1.5 mg – 21-30 kg = 2.5 mg – 31-44 kg = 4 mg |
| Wilms Tumor (Nephroblastoma) | <ul style="list-style-type: none"> – 31-44 kg = 4 mg |
| Acute Radiation Exposure (Hematopoietic Acute Radiation Syndrome) | <ul style="list-style-type: none"> • Administer 6 mg subcutaneously weekly x 2 doses • For pediatric patients weighing <45 kg: <ul style="list-style-type: none"> – <10 kg = 0.1 mg/kg – 10-20 kg = 1.5 mg – 21-30 kg = 2.5 mg – 31-44 kg = 4 mg |

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| | |
|----------------------------------|--|
| BMT failure or engraftment delay | Administer 6 mg subcutaneously for 1 dose only |
| PBPC mobilization and transplant | |

NOTE:

- Do not administer within 14 days before and 24 hours after administration of cytotoxic chemotherapy.
- Use of the pre-filled syringe products may be self-administered or administered by a caregiver or healthcare professional.
- A healthcare provider must fill the on-body injector with Neulasta or Udenyca using the prefilled syringe and then apply the on-body injector to the patient’s skin (abdomen or back of arm).
- On-body Injectors may be applied on the same day as chemotherapy as long as the Neulasta or Udenyca is administered no less than 24 hours after administration of chemotherapy. Not recommended for use in patients with acute radiation exposure or in pediatric patients.

Rolvedon

| Indication | Dose |
|---|---|
| Prophylactic use in patients with non-myeloid malignancy | <ul style="list-style-type: none"> Administer 13.2 mg subcutaneously once per chemotherapy cycle approximately 24 hours after cytotoxic chemotherapy |
| Patient who experienced a neutropenic complication from a prior cycle of the same chemotherapy | |
| Acute Radiation Exposure (Hematopoietic Acute Radiation Syndrome) | <ul style="list-style-type: none"> Administer 13.2 mg subcutaneously weekly x 2 doses |
| <p><u>NOTE:</u></p> <ul style="list-style-type: none"> Do not administer within 14 days before and 24 hours after administration of cytotoxic chemotherapy. Rolvedon may be self-administered or administered by a caregiver or healthcare professional. | |

Ryzneuta

| Indication | Dose |
|--|---|
| Prophylactic use in patients with non-myeloid malignancy | <ul style="list-style-type: none"> Administer 20 mg subcutaneously once per chemotherapy cycle at least 24 hours after cytotoxic chemotherapy. |
| Patient who experienced a neutropenic complication from a prior cycle of the same chemotherapy | |
| Acute Radiation Exposure (Hematopoietic Acute Radiation Syndrome) | <ul style="list-style-type: none"> Administer 20 mg subcutaneously weekly x 2 doses |

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NOTE:

- Do not administer within 14 days before and <24 hours after administration of cytotoxic chemotherapy.
- Ryzneuta is administered subcutaneously via a single-dose prefilled syringe by a healthcare professional.

VI. Billing Code/Availability Information

HCP/PCS Code(s):

- J2506 – Injection, pegfilgrastim, excludes biosimilar, 0.5 mg; 1 billable unit = 0.5 mg (*Neulasta only*)
- Q5108 – Injection, pegfilgrastim-jmdb, biosimilar, (Fulphila), 0.5 mg; 1 billable unit = 0.5 mg
- Q5111 – Injection, pegfilgrastim-cbqv, biosimilar, (Udenyca), 0.5 mg; 1 billable unit = 0.5 mg
- Q5120 – Injection, pegfilgrastim-bmez, biosimilar, (Ziextenzo), 0.5 mg; 1 billable unit = 0.5 mg
- Q5122 – Injection, pegfilgrastim-apgf, biosimilar, (Nyvepria), 0.5 mg; 1 billable unit = 0.5 mg
- Q5127 – Injection, pegfilgrastim-fpgk, biosimilar, (Stimufend), 0.5 mg; 1 billable unit = 0.5 mg
- Q5130 – Injection, pegfilgrastim-pbbk, biosimilar, (Fylnetra), 0.5 mg; 1 billable unit = 0.5 mg
- J1449 – Injection, eflapegrastim-xnst, 0.1 mg; 1 billable unit = 0.1 mg (*Rolvedon only*)
- J3590 – Unclassified biologics (*Ryzneuta only*)

NDC(s):

- Neulasta 6 mg single-dose prefilled syringe: 55513-0190-xx
- Neulasta 6 mg single-dose prefilled syringe Onpro Kit: 55513-0192-xx
- Fulphila 6 mg single-dose prefilled syringe: 83257-0005-xx
- Udenyca 6 mg single-dose prefilled syringe: 70114-0101-xx
- Udenyca 6 mg single-dose prefilled autoinjector: 70114-0120-xx
- Udenyca 6 mg single-dose prefilled syringe ONBODY kit: 70114-0130-xx
- Ziextenzo 6 mg single-dose prefilled syringe: 61314-0866-xx
- Nyvepria 6 mg single-dose prefilled syringe: 00069-0324-xx
- Fylnetra 6 mg single-dose prefilled syringe: 70121-1627-xx
- Stimufend 6 mg single-dose prefilled syringe: 65219-0371-xx
- Rolvedon 13.2 mg single-dose prefilled syringe: 76961-0101-xx
- Ryzneuta 20 mg/mL prefilled syringe: 73491-0627-xx

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Appendix 1 – Covered Diagnosis Codes

Neulasta, Fulphila, Udenyca, Ziextenzo, Nyvepria, Fylnetra, & Stimufend

| ICD-10 | ICD-10 Description |
|----------|---|
| D61.810 | Antineoplastic chemotherapy induced pancytopenia |
| C64.1 | Malignant neoplasm of right kidney, except renal pelvis |
| C64.2 | Malignant neoplasm of left kidney, except renal pelvis |
| C64.9 | Malignant neoplasm of unspecified kidney, except renal pelvis |
| D70.1 | Agranulocytosis secondary to cancer chemotherapy |
| D70.9 | Neutropenia, unspecified |
| T45.1X5A | Adverse effect of antineoplastic and immunosuppressive drugs initial encounter |
| T45.1X5D | Adverse effect of antineoplastic and immunosuppressive drugs subsequent encounter |
| T45.1X5S | Adverse effect of antineoplastic and immunosuppressive drugs sequela |
| T66.XXXA | Radiation sickness, unspecified, initial encounter |
| T66.XXXD | Radiation sickness, unspecified, subsequent encounter |
| T66.XXXS | Radiation sickness, unspecified, sequela |
| W88.1 | Exposure to radioactive isotopes |
| W88.8 | Exposure to other ionizing radiation |
| Z41.8 | Encounter for other procedures for purposes other than remedying health state |
| Z48.290 | Encounter for aftercare following bone marrow transplant |
| Z51.11 | Encounter for antineoplastic chemotherapy |
| Z51.12 | Encounter for antineoplastic immunotherapy |

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| ICD-10 | ICD-10 Description |
|---------|---|
| Z51.89 | Encounter for other specified aftercare |
| Z52.011 | Autologous donor, stem cells |
| Z52.091 | Other blood donor, stem cells |
| Z76.89 | Persons encountering health services in other specified circumstances |
| Z94.81 | Bone marrow transplant status |
| Z94.84 | Stem cells transplant status |

Rolvedon & Ryzneuta

| ICD-10 | ICD-10 Description |
|----------|---|
| D61.810 | Antineoplastic chemotherapy induced pancytopenia |
| D61.811 | Other drug-induced pancytopenia |
| D61.818 | Other pancytopenia |
| D70.1 | Agranulocytosis secondary to cancer chemotherapy |
| D70.9 | Neutropenia, unspecified |
| T45.1X5A | Adverse effect of antineoplastic and immunosuppressive drugs initial encounter |
| T45.1X5D | Adverse effect of antineoplastic and immunosuppressive drugs subsequent encounter |
| T45.1X5S | Adverse effect of antineoplastic and immunosuppressive drugs sequela |
| T66.XXXA | Radiation sickness, unspecified, initial encounter |
| T66.XXXD | Radiation sickness, unspecified, subsequent encounter |
| T66.XXXS | Radiation sickness, unspecified, sequela |
| W88.1 | Exposure to radioactive isotopes |
| W88.8 | Exposure to other ionizing radiation |
| Z41.8 | Encounter for other procedures for purposes other than remedying health state |
| Z51.11 | Encounter for antineoplastic chemotherapy |
| Z51.12 | Encounter for antineoplastic immunotherapy |
| Z51.89 | Encounter for other specified aftercare |
| Z76.89 | Persons encountering health services in other specified circumstances |

Appendix 2 – Centers for Medicare and Medicaid Services (CMS)

The preceding information is intended for non-Medicare coverage determinations. Medicare coverage for outpatient (Part B) drugs is outlined in the Medicare Benefit Policy Manual (Pub. 100-2), Chapter 15, §50 Drugs and Biologicals. In addition, National Coverage Determinations (NCDs) and/or Local Coverage Determinations (LCDs) may exist and compliance with these policies is required where applicable. Local Coverage Articles (LCAs) may also exist for claims payment purposes or to clarify benefit eligibility under Part B for drugs which may be self-administered. The following link may be used to search for NCD, LCD, or LCA documents: <https://www.cms.gov/medicare-coverage->

Long-Acting Granulocyte Colony Stimulating Factors (LA-gCSF)
(NEULASTA®; FULPHILA™; UDENYCA®; ZIEXTENZO®; NYVEPRIA™;
FYLNETRA®; STIMUFEND®; ROLVEDON®; RYZNEUTA®)

Prior Auth Criteria

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[database/search.aspx](#). Additional indications, including any preceding information, may be applied at the discretion of the health plan.

| Medicare Part B Covered Diagnosis Codes | | |
|---|--------------------------|--------------|
| Jurisdiction | NCD/LCA/LCD Document (s) | Contractor |
| J, M | A56748 | Palmetto GBA |
| J, M | A54682 | Palmetto GBA |

| Medicare Part B Administrative Contractor (MAC) Jurisdictions | | |
|---|---|---|
| Jurisdiction | Applicable State/US Territory | Contractor |
| E (1) | CA, HI, NV, AS, GU, CNMI | Noridian Healthcare Solutions, LLC |
| F (2 & 3) | AK, WA, OR, ID, ND, SD, MT, WY, UT, AZ | Noridian Healthcare Solutions, LLC |
| 5 | KS, NE, IA, MO | Wisconsin Physicians Service Insurance Corp (WPS) |
| 6 | MN, WI, IL | National Government Services, Inc. (NGS) |
| H (4 & 7) | LA, AR, MS, TX, OK, CO, NM | Novitas Solutions, Inc. |
| 8 | MI, IN | Wisconsin Physicians Service Insurance Corp (WPS) |
| N (9) | FL, PR, VI | First Coast Service Options, Inc. |
| J (10) | TN, GA, AL | Palmetto GBA |
| M (11) | NC, SC, WV, VA (excluding below) | Palmetto GBA |
| L (12) | DE, MD, PA, NJ, DC (includes Arlington & Fairfax counties and the city of Alexandria in VA) | Novitas Solutions, Inc. |
| K (13 & 14) | NY, CT, MA, RI, VT, ME, NH | National Government Services, Inc. (NGS) |
| 15 | KY, OH | CGS Administrators, LLC |

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, taiaajiila qarqaarsa 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, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, 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- နမၤကတိၤ ကသီၤ ကျိၣ်အယိၤ, နမၤန့ၣ် ကျိၣ်အတၢ်မၤစၢၤလၢ တလၢၣ်ဘျဉ်လၢၣ်စၢၤ 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។ ចរ 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).

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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)

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- Information written in other languages

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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>.

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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 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).

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