



## Aranesp® (darbepoetin alfa) (Subcutaneous/Intravenous)

**\*NON-DIALYSIS\***

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### I. Length of Authorization

- Coverage will be provided for 45 days and may be renewed.

### II. Dosing Limits

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

- Aranesp 10 mcg prefilled syringe: 1 syringe up to every 7 days
- Aranesp 25 mcg vial or prefilled syringe: 1 vial or syringe up to every 7 days
- Aranesp 40 mcg vial or prefilled syringe: 1 vial or syringe up to every 7 days
- Aranesp 60 mcg vial or prefilled syringe: 1 vial or syringe up to every 7 days
- Aranesp 100 mcg vial or prefilled syringe: 1 vial or syringe up to every 7 days
- Aranesp 150 mcg prefilled syringe: 1 syringe up to every 7 days
- Aranesp 200 mcg vial or prefilled syringe: 1 vial or syringe up to every 7 days
- Aranesp 300 mcg vial or prefilled syringe: 1 vial or syringe up to every 14 days (MPN may be as frequent as every 7 days)
- Aranesp 500 mcg prefilled syringe: 1 syringe up to every 14 days

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

- MDS (J0881 only): 500 billable units every 14 days
- MPN (J0881 only): 300 billable units every 7 days
- CKD (Non-Dialysis Patients):
  - Initial: 100 billable units every 14 days
  - Maintenance: 600 billable units every 28 days
- Chemotherapy-induced: 600 billable units every 21 days

### III. Initial Approval Criteria <sup>1,4,5</sup>

Coverage is provided in the following conditions:

- Patient is at least 18 years of age (unless otherwise specified); **AND**
- Initiation of therapy Hemoglobin (Hb) < 10 g/dL and/or Hematocrit (Hct) < 30%; **AND**

#### Universal Criteria <sup>1,3,16,18</sup>

- Lab values are obtained within 30 days of the date of administration (unless otherwise indicated); **AND**
- Patient has adequate iron stores as demonstrated by serum ferritin  $\geq 100$  ng/mL (mcg/L) and transferrin saturation (TSAT)  $\geq 20\%$  (measured within the previous 3 months for renewal)\*; **AND**
- Other causes of anemia (e.g. hemolysis, bleeding, vitamin deficiency, etc.) have been ruled out; **AND**
- Patient does not have uncontrolled hypertension; **AND**

#### Anemia Due to Myelodysplastic Syndrome (MDS) ‡ <sup>2,4</sup>

- Patient has symptomatic anemia; **AND**
  - Patient has lower risk disease (defined as IPSS [Low/Intermediate-1]); **AND**
    - Used as a single agent for del(5q) mutation (*excluding use in patients with cytogenetic abnormality involving chromosome 7*); **OR**
  - Patient has lower risk disease (defined as IPSS-R [Very Low, Low, Intermediate]); **AND**
    - Patient does not have del(5q) mutation; **AND**
      - Patient has a serum erythropoietin (EPO)  $\leq 500$  mU/mL; **AND**
        - Patient has ring sideroblasts < 15% (or <5% with an SF3B1 mutation); **AND**
          - ❖ Used as a single agent; **OR**
          - ❖ Used in combination with either lenalidomide or a granulocyte-colony stimulating factor (G-CSF) following no response (despite adequate iron stores) or erythroid response followed by loss of response to an erythropoiesis-stimulating agent (ESA) alone; **OR**
        - Patient has ring sideroblasts  $\geq 15\%$  (or ring sideroblasts  $\geq 5\%$  with an SF3B1 mutation); **AND**
          - ❖ Used as a single agent; **OR**
          - ❖ Used in combination with a G-CSF

#### Anemia Due to Myeloproliferative Neoplasms (MPN) - Myelofibrosis ‡ <sup>2,5</sup>

- Endogenous serum erythropoietin level of < 500 mUnits/mL

#### Anemia Due to Chemotherapy Treatment † <sup>1-3</sup>

- Patient is receiving concomitant myelosuppressive chemotherapy for a non-myeloid malignancy; **AND**
- Patient's chemotherapy is not intended to cure their disease (i.e., palliative treatment); **AND**
- There are a minimum of two additional months of planned chemotherapy

#### **Anemia Due to Chronic Kidney Disease (Non-Dialysis Patients) †<sup>1,16,18</sup>**

- Patient at least 1 month of age

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

## **IV. Renewal Criteria<sup>1,4,5</sup>**

Coverage can be renewed based upon the following criteria:

- Patient continues to meet universal and other indication-specific relevant criteria identified in section III; **AND**
- Previous dose was administered within the past 60 days; **AND**
- Disease response with treatment as defined by improvement in anemia compared to pretreatment baseline; **AND**
- Absence of unacceptable toxicity from the drug. Examples of unacceptable toxicity include: pure red cell aplasia, severe allergic reactions (anaphylaxis, angioedema, bronchospasm, etc.), severe cardiovascular events (stroke, myocardial infarction, congestive heart failure, thromboembolism, etc.), uncontrolled hypertension, seizures, increased risk of tumor progression/recurrence in patients with cancer, severe cutaneous reactions (erythema multiforme, Stevens-Johnson Syndrome [SJS]/Toxic Epidermal Necrolysis [TEN], etc.), etc.; **AND**

#### **Anemia Due to Myelodysplastic Syndrome (MDS):**

- Hemoglobin (Hb) < 12 g/dL and/or Hematocrit (Hct) < 36%

#### **Anemia Due to Myeloproliferative Neoplasms (MPN) – Myelofibrosis:**

- Hemoglobin (Hb) < 10 g/dL and/or Hematocrit (Hct) < 30%

#### **Anemia Due to Chemotherapy Treatment:**

- *Refer to Section III for criteria*

#### **Anemia Due to Chronic Kidney Disease (Non-Dialysis Patients):**

- **Pediatric patients:** Hemoglobin (Hb) < 12 g/dL and/or Hematocrit (Hct) < 36%
- **Adult patients:** Hemoglobin (Hb) < 11 g/dL and/or Hematocrit (Hct) < 33%

\* Intravenous iron supplementation may be considered when evaluating iron status

- Functional iron deficiency (i.e., adequate iron stores with an insufficient supply of available iron) may occur in patients with chronic diseases, cancer, and/or in those currently receiving ESAs.
- Iron is not generally recommended in anemic patients with a Ferritin >500 ng/mL.
- Anemic patients with a Ferritin ≤500 ng/mL AND TSAT <50% may derive benefit from IV iron therapy in conjunction with ESA.

## V. Dosage/Administration <sup>1,3-5,7,17</sup>

Indication	Dose
Anemia due to chemotherapy §	<p><b><u>Initial Dose:</u></b> Administer 2.25 mcg/kg subcutaneously every 7 days</p> <p><b>-OR-</b> Administer 500 mcg subcutaneously every 21 days</p> <p><b><u>Maximum Dose:</u></b> May increase up to 4.5 mcg/kg subcutaneously every 7 days for insufficient response</p>
Anemia due to Chronic Kidney Disease – Non-dialysis §	<p><b><u>Initial Dose in Adult and Pediatric Patients:</u></b> Administer 0.45 mcg/kg intravenously or subcutaneously every 28 days</p> <p><b>-OR-</b> Administer 0.75 mcg/kg intravenously or subcutaneously every 14 days</p> <p><b><u>Maximum Dose:</u></b> Adult patients: May increase to a maximum dose of 600 mcg every 28 days Pediatric patients: Dose will not exceed maximum initial dosing indicated above</p>
Anemia due to MDS §	<p><b><u>Initial Dose:</u></b> Administer 150 to 300 mcg subcutaneously every 14 days</p> <p><b><u>Maximum Dose:</u></b> May increase up to 500 mcg every 14 days</p>
Anemia due to MPN §	<p><b><u>Initial Dose:</u></b> Administer 150 mcg subcutaneously every 7 days</p> <p><b><u>Maximum Dose:</u></b> May increase up to 300 mcg every 7 days</p>

## §

- For patients with CKD:
  - Dose increases of 25% can be considered if after 4 weeks of initial therapy the hemoglobin has increased less than 1 g/dL and the current hemoglobin level is less than the indication specific level noted above.
  - Dose decreases of 25% or more can be considered if the hemoglobin rises rapidly by more than 1 g/dL in any 2-week period.
  - Dose and frequency requested are the minimum necessary for the patient to avoid RBC transfusions.
  - Avoid frequent dose adjustments. Do not increase the dose more frequently than once every 4 weeks; decreases can occur more frequently.
  - If patients fail to respond over a 12-week dose escalation period, further dose increases are unlikely to improve response and discontinuation of therapy should be considered.
- For patients with MDS:
  - After 3 to 4 months of therapy, if there is no response as measured by at least a 1.5 g/dL increase in hemoglobin or a decrease in RBC transfusions, discontinuation of therapy should be considered.
- For patients with MPN:
  - After 3 months of therapy, if there is no response as measured by at least a 2 g/dL increase in hemoglobin or a decrease in RBC transfusions, discontinuation of therapy should be considered.
- For patients on Cancer Chemotherapy:
  - After 8 weeks of therapy, if there is no response as measured by hemoglobin levels or if RBC transfusions are still required or following completion of a chemotherapy course discontinue therapy.

## VI. Billing Code/Availability Information

HCPCS code:

- J0881 – Injection, darbepoetin alfa, 1 microgram (non-ESRD use); 1 billable unit = 1 mcg

NDC:

Single-dose Vial		Single-dose Prefilled Syringe	
<i>1 Vial/Pack, 4 Packs/Case</i>		<i>1 Syringe/Pack, 4 Packs/Case</i>	
200 mcg/1 mL	55513-0006-xx	200 mcg/0.4 mL	55513-0028-xx
300 mcg/1 mL	55513-0110-xx	300 mcg/0.6 mL	55513-0111-xx
		500 mcg/1 mL	55513-0032-xx
<i>4 Vials/Pack, 10 Packs/Case</i>		<i>4 Syringes/Pack, 10 Packs/Case</i>	
25 mcg/1 mL	55513-0002-xx	10 mcg/0.4 mL	55513-0098-xx
40 mcg/1 mL	55513-0003-xx	25 mcg/0.42 mL	55513-0057-xx
60 mcg/1 mL	55513-0004-xx	40 mcg/0.4 mL	55513-0021-xx
100 mcg/1 mL	55513-0005-xx	60 mcg/0.3 mL	55513-0023-xx
		100 mcg/0.5 mL	55513-0025-xx
		150 mcg/0.3 mL	55513-0027-xx

## VII. References

1. Aranesp [package insert] Thousand Oaks, CA; Amgen Inc; January 2019. Accessed April 2023.
2. Referenced with permission from the NCCN Drugs & Biologics Compendium (NCCN Compendium®) darbepoetin alfa. National Comprehensive Cancer Network, 2023. The

**ARANESP (darbepoetin alfa) Non-Dialysis  
Prior Authorization Criteria**

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4. Referenced with permission from the NCCN Drugs & Biologics Compendium (NCCN Compendium®) Myelodysplastic Syndrome Version 1.2023. National Comprehensive Cancer Network, 2023. The NCCN Compendium® is a derivative work of the NCCN Guidelines®. NATIONAL COMPREHENSIVE CANCER NETWORK®, NCCN®, and NCCN GUIDELINES® are trademarks owned by the National Comprehensive Cancer Network, Inc. To view the most recent and complete version of the Compendium, go online to NCCN.org. Accessed April 2023.
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## Appendix 1 – Covered Diagnosis Codes

ICD-10	ICD-10 Description
C93.10	Chronic myelomonocytic leukemia, not having achieved remission
C94.40	Acute panmyelosis with myelofibrosis not having achieved remission
C94.41	Acute panmyelosis with myelofibrosis in remission
C94.42	Acute panmyelosis with myelofibrosis in relapse
C94.6	Myelodysplastic disease, not classified
D46.0	Refractory anemia without ring sideroblasts, so stated
D46.1	Refractory anemia with ring sideroblasts
D46.20	Refractory anemia with excess of blasts, unspecified
D46.21	Refractory anemia with excess of blasts 1
D46.4	Refractory anemia, unspecified
D46.9	Myelodysplastic syndrome, unspecified
D46.A	Refractory cytopenia with multilineage dysplasia
D46.B	Refractory cytopenia with multilineage dysplasia and ring sideroblasts
D46.C	Myelodysplastic syndrome with isolated del(5q) chromosomal abnormality
D46.Z	Other myelodysplastic syndromes
D47.1	Chronic myeloproliferative disease
D47.4	Osteomyelofibrosis
D63.0	Anemia in neoplastic disease
D63.1	Anemia in chronic kidney disease
D64.81	Anemia due to antineoplastic chemotherapy
D64.9	Anemia unspecified
D75.81	Myelofibrosis
I12.9	Hypertensive chronic kidney disease with stage 1 through stage 4 chronic kidney disease, or unspecified chronic kidney disease
I13.0	Hypertensive heart and chronic kidney disease with heart failure and stage 1 through stage 4 chronic kidney disease, or unspecified chronic kidney disease
I13.10	Hypertensive heart and chronic kidney disease without heart failure, with stage 1 through stage 4 chronic kidney disease, or unspecified chronic kidney disease
N18.30	Chronic kidney disease, stage 3 (moderate), unspecified
N18.31	Chronic kidney disease, stage 3a
N18.32	Chronic kidney disease, stage 3b
N18.4	Chronic kidney disease, stage 4 (severe)
N18.9	Chronic kidney disease, unspecified



Z51.11	Encounter for antineoplastic chemotherapy
Z51.89	Encounter for other specified aftercare

**Dual coding requirements:**

- Anemia due to CKD (not on dialysis): must bill D63.1 AND I12.9, I13.0, I13.10, N18.30, N18.31, N18.32, N18.4, or N18.9
- Anemia due to Chemotherapy: must bill D64.81 or D61.810 AND C-series, D-series or Q-series coding for NON-myeloid malignancies
- Anemia due to MDS: must bill D47.3 AND D75.81

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

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 Determination (NCD), Local Coverage Articles (LCAs), and Local Coverage Determinations (LCDs) may exist and compliance with these policies is required where applicable. They can be found at: <https://www.cms.gov/medicare-coverage-database/search.aspx>. Additional indications may be covered at the discretion of the health plan.

**Medicare Part B Covered Diagnosis Codes (applicable to existing NCD/LCA/LCD):**

<b>Jurisdiction(s):</b> ALL	<b>NCD/LCD/LCA Document (s):</b> 110.21
<a href="https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=110.21&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP">https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=110.21&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP</a>	

<b>Jurisdiction(s):</b> 5, 8	<b>NCD/LCD/LCA Document (s):</b> L34633
<a href="https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=l34633&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP">https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=l34633&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP</a>	

<b>Jurisdiction(s):</b> 15	<b>NCD/LCD/LCA Document (s):</b> L34356
<a href="https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=l34356&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP">https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=l34356&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP</a>	

<b>Jurisdiction(s):</b> 5, 8	<b>NCD/LCD/LCA Document (s):</b> A56795
<a href="https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=a56795&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP">https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=a56795&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP</a>	

<b>Jurisdiction(s):</b> 15	<b>NCD/LCD/LCA Document (s):</b> A56462
<a href="https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=a56462&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP">https://www.cms.gov/medicare-coverage-database/new-search/search-results.aspx?keyword=a56462&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP</a>	

<b>Jurisdiction(s):</b> J,M	<b>NCD/LCD/LCA Document (s):</b> A58982
<a href="https://www.cms.gov/medicare-coverage-database/search-results.aspx?keyword=a58982&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP">https://www.cms.gov/medicare-coverage-database/search-results.aspx?keyword=a58982&amp;areaId=all&amp;docType=NCA%2CCAL%2CNCD%2CMEDCAC%2CTA%2CMD%2C6%2C3%2C5%2C1%2CF%2CP</a>	

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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, LLC
M (11)	NC, SC, WV, VA (excluding below)	Palmetto GBA, LLC
L (12)	DE, MD, PA, NJ, DC (includes Arlington & Fairfax counties and the city of Alexandria in VA)	Novitas Solutions, Inc.
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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).

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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).

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 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។ 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](mailto:customerservice@preferredone.com)

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

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

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