

Department of Origin:	Effective Date:
Integrated Healthcare Services	12/12/23
Approved by:	Date Approved:
Medical Policy Quality Management Subcommittee	12/05/23
Clinical Policy Document:	Replaces Effective Clinical Policy Dated:
DMEPOS, Pneumatic Compression Devices and	01/13/23
Heat/Cold Therapy Units	
Reference #:	Page:
MC/D006	1 of 7

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 - III

- I. Request for pneumatic compressor, non-segmental home model or segmental home model without calibrated gradient pressure (HCPCS: E0650, E0651) must satisfy any of the following: A C
 - A. Lymphedema must satisfy all of the following: 1 3
 - 1. Member is under the care of a lymphedema/vascular specialist or program; and
 - 2. Member has chronic, severe lymphedema as evidenced by any of the following clinical findings: a e
 - a. Marked hyperkeratosis w/ hyperplasia and hyperpigmentation; or
 - b. Papillomatosis cutis lymphostatica; or
 - c. Elephantiasis; or
 - d. Skin breakdown with persisting lymphorrhea; or
 - e. Detailed measurements over time confirming the persistence of the lymphedema.
 - 3. There is no significant improvement after a 4-week trial of conservative management (ie, Complex Decongestive Therapy [CDT]) of all the following: a c
 - a. Regular and compliant use of a prefabricated or custom-fabricated compression bandage system or compression garment that provides adequate graduated compression, starting with a minimum of 30 mmHg distally; and
 - [Note: Trial of compression bandage or garment is not required for truncal edema.]
 - b. Exercise program from the lymphedema specialist; and
 - c. Elevation of the limb.
 - B. Chronic venous insufficiency (CVI) must satisfy all the following: 1 4
 - 1. Member is under the care of a lymphedema/vascular specialist or program; and
 - 2. Edema in the affected lower extremity; and
 - 3. One or more venous stasis ulcers; and



Department of Origin:	Effective Date:
Integrated Healthcare Services	12/12/23
Approved by:	Date Approved:
Medical Policy Quality Management Subcommittee	12/05/23
Clinical Policy Document:	Replaces Effective Clinical Policy Dated:
DMEPOS, Pneumatic Compression Devices and	01/13/23
Heat/Cold Therapy Units	
Reference #:	Page:
MC/D006	2 of 7

- 4. The ulcer has failed to heal after a six-month trial of conservative management of all the following: a d
 - a. Regular and compliant use of a prefabricated or custom-fabricated compression bandage system or compression garment that provides adequate graduated compression, starting with a minimum of 30 mmHg distally; and
 - b. Exercise: and
 - c. Elevation of the limb; and
 - d. Appropriate wound care for the ulcer.
- C. Deep vein thrombosis (DVT) prevention is medically necessary when used to prevent deep vein thrombosis (DVT) for members who have any of the following: 1 3
 - 1. Are bedridden due to trauma, orthopedic surgery, neurosurgery; or
 - 2. Have other circumstances preventing ambulation; or
 - 3. Have contraindications to pharmacologic prophylaxis (including high-risk of bleeding/coagulopathy).

[Note: the presence of a cast or splint, the use of an assistive device (eg, walker, crutches), or non-weightbearing status alone due to injury or surgery are not considered "bedridden" for the purpose of this policy.]

- II. Request for pneumatic compressor, segmental home model with calibrated gradient pressure (E0652) must satisfy any of the following: A or B
 - A. Lymphedema must satisfy all the following: 1 5
 - 1. Member is under the care of a lymphedema/vascular specialist or program; and
 - 2. Member has chronic, severe lymphedema as evidenced by any of the following clinical findings: a e
 - a. Marked hyperkeratosis w/ hyperplasia and hyperpigmentation; or
 - b. Papillomatosis cutis lymphostatica; or
 - c. Elephantiasis; or
 - d. Skin breakdown with persisting lymphorrhea; or
 - e. Detailed measurements over time confirming the persistence of the lymphedema.
 - 3. There is no significant improvement after a 4-week trial of conservative management (CDT) of all the following: a c
 - a. Regular and compliant use of a prefabricated or custom-fabricated compression bandage system or compression garment that provides adequate graduated compression, starting with a minimum of 30 mmHg distally; and
 - b. Exercise: and
 - c. Elevation of the limb.
 - 4. The lymphedema extends onto the chest, trunk, and/or abdomen (ie, extends past the limits of a standard compression sleeve); and



Department of Origin:	Effective Date:
Integrated Healthcare Services	12/12/23
Approved by:	Date Approved:
Medical Policy Quality Management Subcommittee	12/05/23
Clinical Policy Document:	Replaces Effective Clinical Policy Dated:
DMEPOS, Pneumatic Compression Devices and	01/13/23
Heat/Cold Therapy Units	
Reference #:	Page:
MC/D006	3 of 7

- Documentation supports no significant improvement after a 4-week trial including all the following: a - e
 - Regular, daily, multiple-hour home usage of pneumatic compression treatment using a non-segmental compressor or a segmental compressor without calibrated gradient pressure (E0650 or E0651) after careful, in-person fitting, training and supervision by a technician who is skilled in and who regularly and successfully uses the appliance provided (CDT); and
 - b. Manual lymphoid drainage (where available) and self-manual lymphatic drain (MLD) for at least 30 minutes per day (CDT); and
 - c. Evaluation of diet and implementation of any necessary change; and
 - d. Medications as appropriate, eg, diuretics; and
 - e. Correction (where possible) of anemia and/or hyponatremia.

[Note: A trial of E0650 or E0651 is not required when there is specific documentation of a rare clinical circumstance that prevents effective pneumatic compression treatment using a device without calibrated pressure contracture that may require reduced pressure in a localized area, such as extensive scarring or contracture.]

- B. Chronic venous insufficiency (CVI) must satisfy all the following: 1 4
 - 1. Edema in the affected lower extremity; and
 - 2. One or more venous stasis ulcers: and
 - 3. The ulcer has failed to heal after a six-month trial of conservative management of all the following: a d
 - Regular and compliant use of a prefabricated or custom-fabricated compression bandage system or compression garment that provides adequate graduated compression, starting with a minimum of 30 mmHg distally; and
 - b. Exercise; and
 - c. Elevation of the limb; and
 - d. Appropriate wound care for the ulcer
 - 4. Documentation supports no significant improvement after a 4-week trial of a non-segmental compressor or a segmental compressor without calibrated gradient pressure (E0650 or E0651) after careful, in-person fitting, training and supervision by a technician who is skilled in and who regularly and successfully uses the appliance provided.

[Note: A trial of E0650 or E0651 is not required when there is specific documentation of a rare clinical circumstance that prevents effective pneumatic compression treatment using a device without calibrated pressure contracture that may require reduced pressure in a localized area, such as extensive scarring or contracture.]

III. Request for pneumatic compression device, high pressure, rapid inflation/deflation cycle for peripheral arterial disease/arterial insufficiency (E0675) - can be allowed for treatment of peripheral artery disease in members that might otherwise require surgical treatment of the arterial insufficiency.



Department of Origin:	Effective Date:
Integrated Healthcare Services	12/12/23
Approved by:	Date Approved:
Medical Policy Quality Management Subcommittee	12/05/23
Clinical Policy Document:	Replaces Effective Clinical Policy Dated:
DMEPOS, Pneumatic Compression Devices and	01/13/23
Heat/Cold Therapy Units	
Reference #:	Page:
MC/D006	4 of 7

NOT ROUTINELY COVERED:

A 2-phase lymph preparation and drainage therapy device (eg, Flexitouch Device, Tactile Systems Technology, Minneapolis, MN; LymphaPress Optimal, Lympha Press USA, Manalapan, NJ) is considered non-standard, as it is equally effective to standard segmented pneumatic compression devices with calibrated gradient pressure.

The ACTitouch Adaptive Compression Therapy System is considered non-standard, as it is equally effective to standard segmented pneumatic compression devices without calibrated gradient pressure.

Devices that deliver heat and/or cold compression therapy are not covered. Therapy administered with these devices has not been proven to be any more effective than traditional delivery of heat/cold and compression (eg, heating pads, ice packs, compression wraps), and therefore these devices are considered convenience items.

EXCLUSIONS (not limited to):

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

The following are considered investigative (see Investigative List): I – III

- I. Active Cooling Therapy for cryoanalgesia are considered investigative (see Investigative List). Including, but not limited to, Aqua Relief System®, AutoChill, BioCryo® Cold Compression System, Game Ready® units with attached cooled systems, IceMan, NanoTherm, Prothermo, and Vascutherm.
- II. Pneumatic compressor, segmental home model with calibrated gradient pressure used to treat lymphedema that does not extend onto the chest, trunk and/or abdomen
- III. Non-pneumatic compression controller with sequential calibrated gradient pressure for treatment of lymphedema. Investigative device includes, but is not limited to: Dayspring system by Koya

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

Chronic venous insufficiency (CVI):

A condition of the lower limbs that occurs when the walls and valves of the veins are not working effectively, leading to blocking or reflux (backflow) of blood in the veins. This makes it difficult for the blood to return to the heart. Signs of CVI include discolored or inflamed skin, chronic swelling, and venous ulcers (sores).

Elephantiasis:

The enlargement and hardening of limbs or body parts due to tissue swelling. It is characterized by edema, hypertrophy, and fibrosis of skin and subcutaneous tissues, due to obstruction of lymphatic vessels. It may affect the genitalia. The term elephantiasis is often used in reference to parasitic worm infections, but may refer to a variety of diseases where parts of a person's body swell to massive proportions.



Department of Origin:	Effective Date:
Integrated Healthcare Services	12/12/23
Approved by:	Date Approved:
Medical Policy Quality Management Subcommittee	12/05/23
Clinical Policy Document:	Replaces Effective Clinical Policy Dated:
DMEPOS, Pneumatic Compression Devices and	01/13/23
Heat/Cold Therapy Units	
Reference #:	Page:
MC/D006	5 of 7

Lymphedema/vascular specialist or program:

Completed training as defined by the National Lymphedema Network Position Statement on Training of Lymphedema Therapists (May 2010) Available at: https://lymphnet.org/position-papers

Lymphorrhea

An escape of lymph onto the surface of the skin from ruptured, torn, or cut lymphatic vessels.

Papillomatosis cutis lymphostatica:

A benign, usually asymptomatic and underreported condition resulting from primary lymphedema or damage of lymphatic vessels due to diabetes

BACKGROUND:

Pneumatic compression devices (PCD) are classified as segmental or non-segmental, depending on whether distinct segments of devices can be inflated sequentially.

PCDs consist of an inflatable garment for the arm or leg and an electrical pneumatic pump that fills the garment with compressed air. The garment is intermittently inflated and deflated with cycle times and pressures that vary between devices.

A non-segmental pneumatic compressor (E0650) is a device which has a single outflow port on the compressor. The fact that the air from the single tube may be transmitted to a sleeve/appliance with multiple compartments or segments (E0671-E0673) does not affect the coding of the compressor.

A segmental pneumatic compressor (E0651, E0652) is a device which has multiple outflow ports on the compressor which lead to distinct segments on the appliance which inflate sequentially.

A segmental device without calibrated gradient pressure (E0651) is one in which either:

- (a) the same pressure is present in each segment; or
- (b) there is a predetermined pressure gradient in successive segments but no ability to individually set or adjust pressures in each of several segments.

In an E0651 device the pressure is usually set by a single control on the distal segment.

A segmental device with calibrated gradient pressure (E0652) is characterized by a manual control on at least three outflow ports which can deliver an individually determined pressure to each segmental unit. The fact that the tubing and/or appliance are capable of achieving a pressure gradient does not classify the compressor as E0652 because this is not a calibrated gradient pressure.

Segmental gradient pressure pneumatic appliances (E0671-E0673) are appliances/sleeves which are used with a non-segmental pneumatic compressor (E0650) but which achieve a pressure gradient through the design of the tubing and/or air chambers.

Pneumatic pumps can consist either of static uni-compartmental pumps where an equal amount of pressure is applied throughout the edematous limb, or a sequential pump which essentially attempts to "wring out" the edema by graded compression from distal to proximal. Due to the short cycles of pressure, higher pressures can be applied compared to the static pumps. Pressures higher than the systolic blood pressure are avoided; pressures up to 80 to 90 mm Hg are typical.

At this point sequential pumps (such as the Lymphapress or the Wright linear sequential pump) appear to be more commonly used than static pumps. The Lymphapress device is composed of a series of



Department of Origin:	Effective Date:
Integrated Healthcare Services	12/12/23
Approved by:	Date Approved:
Medical Policy Quality Management Subcommittee	12/05/23
Clinical Policy Document:	Replaces Effective Clinical Policy Dated:
DMEPOS, Pneumatic Compression Devices and	01/13/23
Heat/Cold Therapy Units	
Reference #:	Page:
MC/D006	6 of 7

overlapping cells that apply a sequential pattern of compression moving distally to proximally along the affected limb. Using this strategy, higher levels of pressure can be applied compared to other unicompartmental devices which apply the same degree of pressure along the entire limb. The Lymphapress device seems to be effective in acutely decreasing lymphedema, and many patients have purchased this device for home use.

Newer, advanced pneumatic compression devices with additional features that the more "traditional" type of pumps have been developed. A two-stage multichamber programmable pneumatic compression device operates in two separate phases. These devices are proposed to be based on the principles of manual lymph drainage (treat the proximal areas first, which is theorized to prepare the distal areas for drainage). The first phase is a "preparatory" phase, followed by the treatment or drainage phase, which utilizes light variable pressure to drain the fluid/ blood from the distal treatment areas. The second phase may be controlled by multiple programmable options. Examples of this type of pump include, but may not be limited to, the Flexitouch or LymphaPress Optimal.

The Flexitouch Device (Tactile Systems Technology, Minneapolis, MN) is a 2-phase lymph preparation and drainage therapy device. The device consists of an electronic controller unit and garments which are worn on the trunk and upper and lower affected extremities and connected to the controller unit by tubing harnesses. The garment consists of 32 inflatable chambers that sequentially inflate and deflate at 1 to 3 second intervals, according to 1 of the 13 pre-programmed treatment patterns selected. Chamber pressure and treatment times can be adjusted. The manufacturer states that device's sequential action evacuates lymph from the trunk and extremities and drains it into the venous system. The garments are made from stretch material and are fitted with Velcro enclosures, so custom fitting of garments is not required. There are no published studies comparing the effectiveness of this 2-phase lymph preparation and drainage therapy device to standard segmental pneumatic compression devices.

The ACTitouch Adaptive Compression therapy system is another more recently developed pump device. It combines intermittent pneumatic compression with a sustained gradient pressure. It may be used when stationary or when ambulating (walking).



Department of Origin:	Effective Date:
Integrated Healthcare Services	12/12/23
Approved by:	Date Approved:
Medical Policy Quality Management Subcommittee	12/05/23
Clinical Policy Document:	Replaces Effective Clinical Policy Dated:
DMEPOS, Pneumatic Compression Devices and	01/13/23
Heat/Cold Therapy Units	
Reference #:	Page:
MC/D006	7 of 7

Prior Authorization: Yes, per network provider agreement.

CODING:

CPT® or HCPCS - See guidelines

CPT codes copyright 2023 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: Coverage Determination Guidelines MP/C009
- 3. Clinical Policy: Durable Medical Equipment, Prosthetics, Orthotics and Supplies MP/D004
- 4. Mehrara B. Clinical staging and conservative management of peripheral lymphedema. (Topic 738, Version 50.0; last update 11/16/22) In: Collins KA, Vora SR, ed. *UpToDate*. Waltham, Mass.: UpToDate; 2023. www.uptodate.com. Accessed 10-27-23.
- 5. Armstrong DG, Meyr AJ. Compression therapy for the treatment of chronic venous insufficiency. (Topic 15199, Version 24.0; last update 07/18/23) In: Collins KA, ed. UpToDate. Waltham, Mass. UpToDate; 2023. www.uptodate.com. Accessed 10-27-23.
- 6. Gerhard-Herma M, Gornik, H, Barrett C, Barshes N, Corriere M, Drachman D, et al. 2016 AHA/ACC Guidelines on the Management of Patients With Lower Extremity Peripheral Artery Disease. *J Am Coll Cardiol.* 2016, Vol. 69, (11) 1465-1508.
- 7. International Society of Lymphology. The Diagnosis and Treatment of Peripheral Lymphedema. 2020. Consensus Document of the International Society of Lymphology. *Lymphology* 2020;53(1):3-19. Retrieved from https://pubmed.ncbi.nlm.nih.gov/32521126/. Accessed 10-09-23.
- 8. Abu Dabrh AM, Steffen MW, Asi N, et al. Nonrevascularization- based treatments in patients with severe or critical limb ischemia. *J Vasc Surg*. 2015;62(5):1330-1339.
- 9. Kavros SJ, Delis KT, Turner NS, et al. Improving limb salvage in critical ischemia with intermittent pneumatic compression: A controlled study with 18-month follow-up. *J Vasc Surg*. 2008;47(3):543-549.
- 10. Moran PS, Teljeur C, Harrington P, Ryan M. A systematic review of intermittent pneumatic compression for critical limb ischaemia. *Vasc Med*. 2015;20(1):41-50.
- 11. National Lymphedema Network Position Papers. Retrieved from https://lymphnet.org/position-papers. Accessed 10-09-23.
- 12. Douketis JD, Mithoowani S. Prevention of venous thromboembolic disease in adult nonorthopedic surgical patients. (Topic 1339, Version 113.0; last update 02/17/23) In: Finlay G and Collins KA, eds. *UpToDate*. Waltham, Mass.: UpToDate; 2023. Accessed 10/27/23.

DOCUMENT HISTORY:

Created Date: 10/28/20	
Reviewed Date: 10/06/21, 10/06/22, 10/06/23	
Revised Date: 03/12/21,10/21/21, 01/13/23	

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.

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 ban nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho ban. Goi 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: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ
1.800.940.5049 (TTY: 763.847.4013).
ማስታወሻ: የሚናንሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1.800.940.5049
(መስጣት ለተሳናቸው: 763.847.4013 ).
ဟ်သူ၌ဟ်သး– နမ့်ကတိ၊ ကညီ ကျို်အယိ, နမၤန္ရ၊ ကျို်အတါမၤစၤလ၊ တလက်ဘူဉ်လက်စ္၊ နီတမံးဘဉ်သုန္၌လီ၊. ကိႏ 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:
ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នល 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.

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 ban nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho ban. Goi 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: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ
1.800.940.5049 (TTY: 763.847.4013).
ማስታወሻ: የሚናንሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1.800.940.5049
(መስጣት ለተሳናቸው: 763.847.4013 ).
ဟ်သူ၌ဟ်သး– နမ့်ကတိ၊ ကညီ ကျို်အယိ, နမၤန္ရ၊ ကျို်အတါမၤစၤလ၊ တလက်ဘူဉ်လက်စ္၊ နီတမံးဘဉ်သုန္၌လီ၊. ကိႏ 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:
ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នល 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).