

## WHAT TO EXPECT FROM YOUR HEALTH INSURANCE PLAN

### IF YOU HAVE A HEALTH INSURANCE PLAN, YOU HAVE THE RIGHT TO SEE A PROVIDER:



within a reasonable travel distance from where you live or work (the exact distance depends on the service and location).



in a reasonable amount of time.



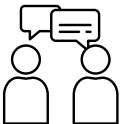
in person if you do not want to use or cannot use telehealth services.



who is listed in the provider directory, even if the health insurance company tells you the listing was a mistake.



who provides services that match your culture, language, race, ethnic background, gender, sexual orientation or gender identity.



who speaks to you in your primary language.

**IF YOUR NEEDS ARE NOT BEING MET BY YOUR INSURANCE PLAN,  
CONTACT H-CAT TO RECEIVE ASSISTANCE**

