Annual NUFLEX BENEFITS ENROLLMENT



Current Employee Newsletter

Nebraska

NUFLEX BENEFITS ENROLLMENT PERIOD: October 30 - November 17, 2017

The University of Nebraska is pleased to present your NUFlex Benefits enrollment information for 2018.

Between Oct. 30 and Nov. 17, 2017, you will be permitted to make changes. You may enroll, cancel or change coverage elections for medical, dental, vision, life, long term disability, long term care and flexible spending accounts during the enrollment period.

Please read all of the enrollment information carefully. Take time to review your current benefits and make decisions that will be best for you and your family in 2018.

Additional NUFlex Benefits information may be viewed on the university's benefits webpage at www.nebraska.edu/benefits. As always, the University of Nebraska is here to help you through the NUFlex Benefits enrollment process. If you have any questions or need assistance, please call your Campus Benefits Office.

The NUFlex enrollment portal in Firefly has a new look and feel! We encourage you to enroll early to avoid any last minute complications.

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What's New in 2018

• Medical premiums will increase an average of 5.7% in 2018. Deductibles, coinsurance, and out-of-pocket limits will not change.

(See page 8)

- The NUFlex benefits enrollment portal has a new look and feel. You are strongly encouraged to enroll early. (See page 4)
- There will be multiple sessions available on campus to assist in the benefits enrollment process and answer any questions.

(See page 5)

 CVS Caremark will be implementing a new strategy to combat opioid abuse. Other programs will be implemented as well.

(See page 10)

Continued from 2017

Your benefits confirmation statement will be emailed to you.

You will not receive a paper confirmation statement in the mail. (See page 4)

The Wellstream Health Risk Assessment is easy to access.

It is available through the Firefly website when you enroll for benefits. (See page 7)

- You will receive an email confirmation upon successful completion of the Health Risk Assessment.
 (See page 7)
- The Summary of Benefits and Coverage (SBC) documents are available online.

 Go to www.nebraska.edu/benefits as part of the federal health care reform legislation. (See page 8)
- Medical plan enrollees will have on demand or appointment access to health and behavioral services via telehealth communications.

(See page 8)

• Dental and Vision premiums will not increase in 2018.

(See page 11)



Enrollment Checklist

Do This Now
\square Review this newsletter for details about your benefit options for 2018.
\square Review your current benefits by visiting the Firefly website at https://firefly.nebraska.edu.
Do This Soon
\Box Learn more by attending an informational meeting on your campus. (See page 5)
\square Ask questions by calling your Campus Benefits Office.
Do This Between October 30 – November 17
☐ Enroll between 8:00 a.m. CST on Oct. 30 and 5:00 p.m. CST on Nov. 17 at https://firefly.nebraska.edu You can enroll, cancel or change your coverage during this time. Reminder: Firefly is available 24/7 anywhere there is internet access.
☐ Complete the Wellstream Health Risk Assessment to receive the enhanced wellness and preventive services benefit – you must do this every year.
\Box Enroll in Flexible Spending Accounts – you must do this every year.
☐ Designate your tobacco/nicotine status – you must do this every year.
☐ Provide dependent verification documentation if you are adding dependents to your coverage. Documentation must be received in your Campus Benefits Office by 5 p.m. on Nov. 17.
☐ Complete the online life insurance Statement of Health form if you are enrolling or increasing any life insurance coverage amounts. Proof of insurability requests must be completed online by 5 p.m. on Nov. 17, 2017

The information in this newsletter is intended to summarize the university's benefits plans in a manner that is clear and easy to understand. Every effort has been made to ensure that this information is accurate. It is not intended to replace the legal plan document, which contains the complete provisions of a program. In case of any discrepancy between this newsletter and the legal plan document, the legal plan document will govern in all cases. You may review the plan summaries online at www.nebraska.edu/benefits.

☐ Review your NUFlex Benefits confirmation statement to make sure all of your elections are correct.

Benefits Enrollment

How to Enroll

Update your benefits online through the Firefly Employee Self Service website at https://firefly.nebraska.edu. You can enroll, cancel or make changes to your benefits during the NUFlex Benefits enrollment period from Oct. 30 to Nov. 17, 2017 at 5 p.m. All benefit changes made during NUFlex Benefits enrollment will be effective on Jan. 1, 2018.

When you enroll for benefits online, the website will guide you through the enrollment process. Before you begin online enrollment, we encourage you to watch the video tutorial available on the Firefly website.

Important: Please note that benefit changes must be completed by 5 p.m. CST on Friday, Nov. 17, 2017. You will not be able to add or change your benefits after this deadline. If you do not make changes during the enrollment period, you will keep your current benefits and will not be enrolled in the Flexible Spending Accounts and your voluntary life insurance coverage will be defaulted to the tobacco/nicotine premium. If you do not take the Wellstream Health Risk Assessment you will not receive the Enhanced Wellness Benefits.

Confirm Your Benefits

A benefits confirmation statement will be emailed to you the day after you complete online enrollment. Please review the statement carefully to make sure all of your elections are correct. You can go back in to Firefly and make changes as many times as you would like during the enrollment period. You cannot make corrections after 5 p.m. on Friday, Nov. 17. Your confirmation statement will also be available on the Firefly Employee Self Service website under the benefits section. Please note that you will not receive a paper confirmation statement in the mail.

Remember to Update your Records

During enrollment, please remember to update your emergency contact information and your current and permanent addresses in Firefly. It is important that your contact information is up-to-date in case of an emergency.

Please also check to make sure that you have a Social Security number recorded in Firefly for each of your dependents. You must have a Social Security number on file for your spouse and each dependent child enrolled in the university's medical plan. If a Social Security number is missing, please contact your Campus Benefits Office to update your records.

Enroll online through the Firefly Employee Self Service website.



Informational Meetings

The Firefly enrollment module has a new look and feel! There are multiple in person sessions available on each campus to assist you in the benefits enrollment process. The benefits office will be hosting these session to help you complete your enrollment process. We encourage you to come and discuss your unique needs and benefit coverage concerns with representatives from the benefits office.

Click here for the complete listing of informational meetings.

Your campus benefits office is always able to help you through the enrollment process. If you are not able to attend a session on your campus, please call your campus benefits office.

UNL (402) 472-2600 UNMC (402) 559-4340 UNO (402) 554-3660 UNK (308) 865-8516 UNCA (402) 472-5258

Your Only Opportunity to Make a Change

Please remember that the NUFlex Benefits enrollment period is your only opportunity to enroll, change or cancel your benefit elections during the year. The choices you make during NUFlex Benefits enrollment will remain in place from January 1, 2018 through December 31, 2018. You cannot make changes to your benefits during the year unless you experience a permitted election change event. The following events would allow you to make changes to your benefits during the plan year within 31 days unless otherwise noted:

- Marriage
- Divorce
- Employment status
- Birth or adoption (for this event only, the plan now allows 60 days to make your change)
- Significant change to spouse's employer's benefits plan (subject to approval)

If you experience one of these events, you have 31 days to enroll or make changes to your coverage. Please remember that the benefit changes you make must be related to the event (e.g. changing from employee only to employee and spouse coverage after marriage).

Expecting a baby in 2018?

Remember to add your baby to your benefits coverage within 60 days of birth or adoption, or you won't be able to enroll your child until 2019 NUFlex Benefits enrollment. The birth or adoption of a child is the only event where you are allowed 60 days to make the change. Submit the Dependent Information Request Form and the Benefits Change Form, if applicable, to your Campus Benefits Office within 60 days. Forms are available online at www.nebraska.edu/benefits.

Employee Plus One Benefits

The university provides Employee Plus One benefits to eligible employees. This is an opportunity to enroll an adult designee and dependent children of the adult designee in the benefits program during 2018 NUFlex Benefits enrollment. If you would like to enroll for coverage, please contact your Campus Benefits Office.

Is my adult designee eligible for coverage?

University benefits eligibility will be extended to an adult designee of the same or opposite gender who:

- Has resided in the same residence as the employee for at least the past consecutive 12 months and intends to remain so indefinitely;
- Is not related to the employee;
- Is at least 19 years old;
- Is directly dependent upon, or interdependent with, the employee, sharing a common financial obligation that can be documented in a manner prescribed by the university; and
- Is not currently married to or legally separated from another individual under either statutory or common law.

Please see the Employee Plus One module on the benefits webpage for exceptions to the above.

Are there tax implications?

Yes. Please note that if your adult designee or your adult designee's children participate in the university's benefits plan, you may be taxed on the value of that benefit because of federal tax law. One exception to this rule is if the adult designee meets the IRS dependency guidelines. Before you enroll an adult designee, we strongly encourage you to get advice from a tax professional to find out if your adult designee and his or her children are your tax dependents.

How do I enroll my adult designee in coverage?

You must enroll for Employee Plus One coverage through your Campus Benefits Office. You will not be able to enroll online through the Firefly website.

Before enrolling for coverage, read all of the program requirements online at www.nebraska.edu/benefits, confirm that your adult designee is eligible for coverage, speak to a tax professional and contact your Campus Benefits Office.

To enroll for coverage complete the following forms and submit them with all required documentation to your Campus Benefits Office before 5 p.m. on Friday, Nov. 17:

- Affidavit of Employee Plus One Relationship
- Certification Concerning Tax-Qualified Dependents for Employee Plus One Coverage
- Employee Plus One Benefits Change Form
- Dependent Information Request Form

Forms are available online at www.nebraska.edu/benefits



Wellstream Health Risk Assessment

The University of Nebraska is committed to helping you take control of your health. To help you manage your health and health care costs, we are giving you the opportunity to complete the Wellstream Health Risk Assessment (HRA) again this year. This assessment will help you evaluate and monitor your health and you will receive the enhanced wellness and preventive services benefit for completing it. You can complete the HRA during the NUFlex Benefits enrollment period from Monday, Oct. 30 through Friday, Nov. 17 at 5 p.m.

You can access the HRA directly through the Firefly website. Click on the "Health Risk Assessment" link at the beginning or end of enrollment on Firefly. The link will take you directly to the survey and will automatically log you in. After you complete the HRA, you will receive a Personal Health Report.

REMINDER: You will receive a confirmation email following your successful completion of the HRA survey. The confirmation will be sent to the email address you provide when completing the survey. We still recommend that you print or save the HRA report, but the email will be your proof that you completed the assessment.

As always, your personal health information will remain confidential – the university will not have access to your individual survey data.

Complete the HRA through Firefly during NUFlex Benefits enrollment

Enhanced Wellness and Preventive Services

If you complete the HRA and are enrolled in the university's medical plan, you will receive the following enhanced wellness and preventive services benefit for you and your covered family members in 2018:

Annual preventive care allowance of \$300 (for insureds age 2 and over).

allowance

Dependent child (under age 2) preventive care allowance of \$600.

\$0 copay for generic prescription drugs non-speciality through the CVS Caremark mail service program with no annual deductible.

100% coverage for a routine preventive colonoscopy once every 10 years beginning at age 50 (services must be provided by a PPO provider; out-ofnetwork charges may apply if colonoscopy lab services are provided out-of-network or outside the state of where the colonoscopy is performed).

Medical Coverage

Premium Rate Increases for 2018

Premium rates for most health insurance plans will increase by 5.7% in 2018. Deductibles, coinsurance rates, drug co-pays, and out-of-pocket limits will not change in 2018. The current deductibles have been in place since 2010.

This is only the second premium rate increase since 2009. The premium increases will ensure that our health plan remains stable and well positioned to meet the needs of our employees and their families. Our intent is to keep premium increases as modest as possible.

Summary of Benefits and Coverage

The Summary of Benefits and Coverage (SBC) is a document that summarizes important information about your health benefits. The SBC is designed to help you make informed decisions about which medical plan to choose. As part of the federal health care reform legislation, we have made the SBCs available to you at www.nebraska.edu/benefits.

Blue Cross Blue Shield is Mobile

Check out the Blue Cross mobile site at www.nebraskablue.com/mobile for all the same great information you can access on your computer – in the palm of your hand. You'll also find free apps – such as "EveryMove" and "Find a Doctor" – and other mobile resources to manage and maintain a healthy lifestyle while on the go.

Continued: Telehealth Services

Health plan members and dependents will have access to telehealth service offered through Blue Cross and Blue Shield. Telehealth services can be utilized for common conditions, such as sinus infection, cold, flu, ear infection, sore throat, migraine, fever, and abdominal pain. In 2017, behavioral health services were added to the telehealth program. These services are subject to coinsurance and deductible amounts. For more information visit nebraskablue.com/telehealth or call 844-733-3627 (when prompted enter the service key BCBSNE).

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Choosing the Right Medical Plan

You have three medical plan options through Blue Cross Blue Shield – low, basic and high. All options include prescription drug coverage through CVS Caremark. The plans differ in the premium, deductible, coinsurance and stop-loss amounts. Take time to compare the three options and find the right plan for you and your lifestyle.

	Low	Basic	High	
What do you prefer?	Low: You would rather pay	Basic: You prefer a balance	High: You prefer to pay	
· -	less each month and pay more	between the amount you pay	more each month so you	
	when you receive medical care.	each month and the amount	can pay less when you	
	You don't expect to have many	you pay out-of-pocket when	receive medical care.	
	medical expenses, but you have	you receive medical care. Many		
	enough money on hand to pay	people find that the basic		
	the full deductible if you do	option is the best choice, from		
	need care.	a purely economic perspective.		
Monthly Premiums (the amou	ınt that is deducted from your pay mor	nthly for medical coverage)		
- Single	\$91	\$155	\$231	
- Employee + Spouse	\$116	\$246	\$411	
- Employee + Child(ren)	\$104	\$208	\$388	
- Employee + Family	\$134	\$314	\$543	
Annual Deductible (the amount you pay out-of-pocket for health care before the plan begins to pay. You are responsible for the deductible when you receive care.)				
- PPO	\$1,550 single; \$3,100 family	\$450 single; \$900 family	\$300 single; \$600 family	
- Non-PPO	\$1,950 single; \$3,900 family	\$650 single; \$1,300 family	\$450 single; \$900 family	
Coinsurance (the percentage of an insurance claim that you are responsible for paying)				
- PPO	You pay 30%	You pay 30%	You pay 20%	
- Non-PPO	You pay 45%	You pay 45%	You pay 35%	
Stop-loss (the maximum amo	Stop-loss (the maximum amount you will have to pay per year – not including your deductible)			
- PPO	\$2,500 single; \$5,000 family	\$1,600 single; \$3,200 family	\$1,400 single; \$2,800 family	
- Non-PPO	\$2,900 single; \$5,800 family	\$2,000 single; \$4,000 family	\$1,700 single; \$3,400 family	

We encourage you to discuss your unique needs, financial status and health coverage concerns with your Campus Benefits Office to make sure you find the right plan for you and your family. More information is also available at www.nebraska.edu/benefits.

Prescription Drug Coverage

Prescription drug coverage through CVS Caremark is included in your medical coverage – you do not have to pay an additional premium to participate. You can fill your prescriptions in person at a participating CVS Caremark retail network pharmacy or by mail order.

Each covered person is required to establish an annual \$57 prescription drug deductible for brand-name drugs. Once you meet the deductible, you will pay the applicable prescription drug copay listed below.

Day Supply	Up to 30	31-60	61-90
Generic	\$9 copay	\$18 copay	\$27 copay
Brand (on Formulary/Primary Drug List)*	\$31 copay	\$62 copay	\$93 copay
Brand (not on Formulary/Primary Drug List)*	\$52 copay	\$104 copay	\$156 copay

^{*}An annual \$57 deductible is also required for brand-name drugs for each covered person. Continued in 2018 there will be a 30 day supply limit on speciality medication.



Generic copay through CVS mail service if you complete the HRA If you complete the Wellstream Health Risk Assessment and are enrolled in the university's medical plan, you can obtain generic drugs through the CVS Caremark mail service program for \$0 copay. The \$0 copay is not applicable at any CVS Caremark retail network pharmacy and speciality medications.

To order prescriptions through the mail service program, complete the mail service order form and send it to CVS Caremark with the original prescription(s) (not a photocopy) and the appropriate copay for each prescription, if applicable. The form is available online at www.nebraska.edu/benefits. You will receive your prescription within 10 to 14 days after CVS Caremark receives the order. You can also order by phone at (866) 239-4704, or online at www.caremark.com/faststart.

New Programs in 2018

Opioid Limitations - To combat opioid abuse, CVS Caremark will be limiting days supply and quantities of opioid medications. Prior authorization requests are available to participants that have a medical necessity.

ADHD Medications - Starting in 2018, prior authorization will be required for ADHD medications prescribed to participants 19 years and older.

Rheumatoid Arthritis (RA) Medications - New utilizers of RA medications, with low disease activity scores, will be encouraged to use lower cost alternatives. Clinical support will be provided to these participants to encourage medical adherence. This program will not impact existing prescriptions provided to participants for RA treatments.

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Dental and Vision Coverage

Dental Coverage

Dental coverage is offered through Blue Cross Blue Shield. Coverage includes a Preferred Provider option, which lowers your out-of-pocket expenses.

Dental plan premiums will not increase in 2018.

Monthly Dental Premiums	
Employee Only	\$14
Employee + Spouse	\$22
Employee + Child(ren)	\$23
Employee + Family	\$37

^{*}Deductible, coinsurance and benefit maximum amounts are available online at www.nebraska.edu/benefits

Vision Coverage

Vision coverage is offered through EyeMed Vision Care. Coverage includes eye exams, glasses or contact lenses, and other services at a reduced cost.

- Vision Care premiums will not increase in 2018.
- The frame and contact lens allowance for 2018 is \$130.

Monthly Vision Premiums		
Employee Only	\$8.88	
Employee + Spouse	\$19.51	
Employee + Child(ren)	\$19.51	
Employee + Family	\$24.46	

^{*}Copay and benefit maximum amounts are available online at www.nebraska.edu/benefits

Flexible Spending Accounts (FSAs)

Flexible Spending Accounts allow you to set aside pre-tax money to pay for eligible medical and dependent care expenses. Participation does not automatically renew each year so remember to enroll in the FSAs during NUFlex Benefits enrollment. A list of eligible expenses is available on the WageWorks FSA website. A minimum annual contribution of \$480 (\$40.00/month) must be elected to enroll in the Flexible Spending Accounts.

Health Care FSA

The Health Care FSA maximum will be \$2,650 per year.

Dependent Care FSA

The Dependent Care FSA maximum will not change in 2018 and will remain at \$5,000 per year. You can contribute up to \$5,000 in 2018.

Plan Carefully

Plan your FSA contributions carefully. You will forfeit (lose) any money remaining in your FSAs at the end of the calendar year. Estimate your medical and dependent care expenses for 2018 before you enroll.

Advantages of a Flexible Spending Account

- Save an average of 30% on a wide variety of eligible health care and dependent expenses
- Access the full amount of your account on day one of your plan year
- Use several convenient, no-hassle health care payment and reimbursement options

Your Estimated Tax Savings

Without Health Care FSA		With Health Care FSA	
Gross annual pay (estimate)	\$60,000	Gross annual pay (estimate)	\$60,000
Estimated tax rate (30%)	- \$18,000	Annual Health Care FSA contribution	- \$2,550
Net annual pay	= \$42,000	Adjusted gross pay	= \$57,450
Estimated annual health care expenses	- \$2,550	Estimated tax rate (30%)	- \$17,235
Final take-home pay	= \$39,450	Final take-home pay	= \$40,215
		Take home this much more	\$765

Wage Works is the administrator for the University of Nebraska's Flexible Spending Accounts. Participants may call Wage Works for account information and questions at (855) 428-0446 or by accessing their website at www.wageworks.com. Customer Service representatives are available Monday through Friday, 7 am to 7 pm CST.



LTD Coverage and Life Insurance

Long Term Disability (LTD) Coverage

Long term disability coverage through Unum provides monthly benefits if you are unable to work for an extended period of time due to an illness or injury. You can purchase coverage to receive 50% or 66 2/3% of your annual salary with a 90 or 180 day waiting period if you become ill or injured.

Life Insurance

The university provides you with term life insurance equal to 1x your annual budgeted salary (up to \$120,000), at no cost to you. You also have the option to purchase additional life insurance through Assurity Life Insurance Company for yourself, your spouse, and/or your children.

Employer-Provided Life Insurance		
Coverage for:	Coverage available:	
Employee	1x your annual budgeted salary (rounded to the nearest \$100) – up to \$120,000	

Voluntary Life Insurance		
Coverage for:	Coverage available:	
Employee	Up to \$500,000	
Spouse	\$10,000, \$20,000 or \$50,000	
Child	\$5,000 or \$10,000	

^{*}Premiums for voluntary life insurance are based on your age and your tobacco/nicotine use. Premium amounts are available online at www.nebraska.edu/benefits.

Important: Please remember to designate your tobacco/nicotine status on Firefly during NUFlex Benefits enrollment. If you do not designate your tobacco/nicotine status during enrollment, your voluntary life insurance premium will be defaulted to the tobacco/nicotine premium. Any material misrepresentation made to your tobacco/nicotine designation, including your tobacco/nicotine history use, may void your insurance pursuant to the policy's incontestable clause.

You may change your level of life insurance coverage during the NUFlex Benefits enrollment period. To enroll or increase your coverage, you must complete and submit the online proof of insurability form by 5 p.m. on Friday, Nov. 17. If applicable, all underwriting examinations must be scheduled by Dec. 29, 2017, or the new coverage amounts will be denied.

AD&D Insurance

Accidental Death & Dismemberment (AD&D) Insurance

The AD&D insurance plan through Assurity Life Insurance Company provides benefits if you or a covered family member dies or is dismembered (loss of eye, arm, leg, etc.) as result of an accident.

Accidental Death & Dismemberment (AD&D) Insurance		
Coverage for:	Coverage available:	
Employee	Increments of \$25,000 – up to \$250,000	
Employee + Family	Spouse: 50% of your coverage amount	
	Child: 10% of your coverage amount	

^{*}Premium amounts are available online at www.nebraska.edu/benefits.

Update Your Beneficiaries!

A beneficiary is a person you choose to receive your life insurance and retirement benefits in the event of your death. It is very important for you to keep your beneficiary information up to date. The life insurance and accidental death and dismemberment beneficiaries are maintained in Firefly - Employee Self Service. Retirement plan beneficiaries are maintained with the plan vendors (TIAA and Fidelity).

Long Term Care Insurance

Long term care insurance can assist in paying the expense for long term care services received at home, in the community, or in a nursing facility.

You can choose between daily benefit choices of \$100, \$150, or \$200. You can also make choices on the duration of the benefits and cost inflation protection.

For more information or to enroll go to www.genworth.com/groupltc. Use the group ID, Nebraska and access code of groupltc.

Premium rates are provided on the website and vary based on level of insurance and age of the enrollee. Your acceptable enrollment will be subject to the Genworth underwriting requirements, which may include a physical and detailed health questions.

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^{*}Premiums for voluntary life insurance are based on your age and your tobacco/nicotine use.



Contact Information

If you have any questions regarding 2018 NUFlex Benefits enrollment, please contact your Campus Benefits Office.

UNL

Campus Benefits Office Call: (402) 472-2600 E-mail: benefits@unl.edu

UNMC

Campus Benefits Office Call: (402) 559-4340 E-mail: benefits@unmc.edu

UNO

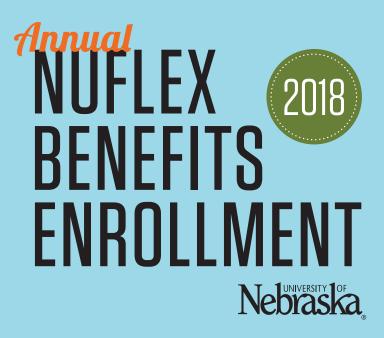
Campus Benefits Office Call: (402) 554-3660 E-mail: benefits@unomaha.edu

UNK

Campus Benefits Office Call: (308) 865-8516 E-mail: benefitsunk@unk.edu

UNCA

System Benefits Office Call: (402) 472-5258 E-mail: benefits@nebraska.edu



The University of Nebraska believes its medical plan is a "grandfathered health plan" under the Patient Protection and Affordable Care Act). As permitted by the Affordable Care Act, a grandfathered health plan can preserve certain basic health coverage that was already in effect when that law was enacted. Being a grandfathered health plan means that your plan may not include certain consumer protections of the Affordable Care Act that apply to other plans (e.g. the requirement for the provision of preventive health services without any cost sharing). However, grandfathered health plans must comply with certain other consumer protections in the Affordable Care Act (e.g. the elimination of lifetime limits on benefits).

Questions regarding which protections apply and which protections do not apply to a grandfathered health plan and what might cause a plan to change from grandfathered health plan status can be directed to your Campus Benefits Office. You may also contact the Employee Benefits Security Administration, U.S. Department of Labor at 1-866-444-3272 or www.dol.gov/ebsa/healthreform. This website has a table summarizing which protections do and do not apply to grandfathered health plans.

The University of Nebraska does not discriminate based on race, color, ethnicity, national origin, sex, pregnancy, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, marital status, and/or political affiliation in its programs, activities, or employment. For nondiscrimination inquiries, contact the Title IX Coordinator or the Section 504/ADA Coordinator at 3835 Holdrege Street, Lincoln, NE 68583, (402) 472-2111.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-xxx-xxx-xxxx (TTY:1-888-592-8963). 註意: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-xxx-xxx-xxxx (TTY:1-888-592-8963)。