Small Business Employee Enrollment Form b Blue Shield of California and Blue Shield of California Life & Health Insurance Company

blue 🗑 of california

Effective October 1, 2017

Subscriber information – Please note: Missing informati	on may delay processing.	
Additional subscriber information is located in Section 2.		
Subscriber's last name	First name	MI
Social Security number	·	·
Reason for application – Please indicate the reason for you	r enrollment below:	
New group enrollment	New hire/rehire	
Group effective date:	Date of hire/rehire:	
Open enrollment	COBRA/Cal-COBRA enrollment	
Renewal date:		
New spouse/dependent	Other qualifying event (specify):	
Date of marriage/birth/adoption:	Qualifying event date:	
Section 1a – Health plan selection – Select one hea	Ith plan from the package offered by your en	nployer.
Blue Shield of California Off Exchange Package for Small Business		
PPO plans – Full PPO Network Platinum Full PPO 0/10 OffEx Gold Full PPO 150/15 OffEx Gold Full PPO 0/20 OffEx Gold Full PPO 250/30 OffEx Gold Full PPO 750/20 OffEx Gold Full PPO 1000/35 OffEx Silver Full PPO 1300/45 OffEx Silver Full PPO 1700/40 OffEx Bronze Full PPO 3750/65 OffEx Bronze Full PPO 5100/60 OffEx HSA-compatible HDHP plans – Full PPO Network Silver Full PPO Savings 2000/20% OffEx Bronze Full PPO Savings 5500/40% OffEx Bronze Full PPO Savings 5500/40% OffEx	Access+ HMO plans – Access+ HMO Network Platinum Access+ HMO® 0/20 OffEx Platinum Access+ HMO® 0/25 OffEx Gold Access+ HMO® 0/30 OffEx Gold Access+ HMO® 1700/30 OffEx Gold Access+ HMO® 1700/30 OffEx Silver Access+ HMO® 1700/55 OffEx Delatinum Local Access+ HMO® 0/20 OffEx Platinum Local Access+ HMO® 0/20 OffEx Platinum Local Access+ HMO® 0/20 OffEx Platinum Local Access+ HMO® 0/20 OffEx Bold Local Access+ HMO® 0/30 OffEx Gold Local Access+ HMO® 1700/55 OffEx Gold Local Access+ HMO® 0/30 OffEx Gold Local Access+ HMO® 1700/55 OffEx Trio ACO HMO Plans – Trio ACO HMO Network Platinum Trio ACO HMO 0/20 OffEx Platinum Trio ACO HMO 0/30 OffEx Gold Trio ACO HMO 500/35 OffEx Gold Trio ACO HMO 1700/30 OffEx Gold Trio ACO HMO 1700/30 OffEx Silver Trio ACO HMO 1700/55 OffEx	
Blue Shield of California Mirror Package for Small Business	1	
Blue Shield Platinum 90 HMO 0/15 + Child Dental INF	Blue Shield Silver 70 HMO 2000/45 + Child Dental INF	
Blue Shield Platinum 90 PPO 0/15 + Child Dental	Blue Shield Silver 70 PPO 2000/45 + Child Dental	
Blue Shield Platinum 90 PPO 0/15 + Child Dental INF Blue Shield Gold 80 HMO 0/30 + Child Dental INF	Blue Shield Silver 70 PPO 2000/45 + Child Dental INF Blue Shield Bronze 60 PPO 6300/75 + Child Dental	
Blue Shield Gold 80 PPO 0/30 + Child Dental	Blue Shield Bronze 60 PPO 6300/75 + Child Dental INF	

Blue Shield Gold 80 PPO 0/30 + Child Dental INF

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Section 1b – Spec	ialty Benefits –	Den	tal,* Vision,* (and Life Insuranc	e* plan s	election
If your employer offers specialty b	penefits, please complete th	ne attac	hed Specialty Benefits E	mployee Benefit Selection Form	n to select speci	alty benefits coverage.
Section SB1 – Den	al benefits					
Dental HMO Plans						
DHMO Basic	🗌 DHMO Plu	S		DHMO Deluxe		DHMO Voluntary
Dental PPO Plans						
Ultimate Dental PPO for Small Ultimate Dental Plus PPO for S Smile SM Deluxe 2000 50/2000 Smile SM Deluxe Plus 2000 50/2 Smile SM Deluxe 50/1500/07thd Smile SM Deluxe Gold 50/1500/ Dental In-Network Only (INO)	Small Business 50/2000 /No Ortho/MAC 2000/Ortho/MAC b/MAC /Ortho/U85			Smile SM 50/1500/No Ortho Smile SM Plus 50/1500/Orth Smile SM Value 50/1500/Orth Smile SM Plus Gold 50/1500 Smile SM Basic 75/1000/No Smile SM Basic Voluntary 75	o/MAC o Ortho/MAC 0/Ortho/U85 o Ortho/MAC	o/MAC
Smile SM INO Dental Plan 50/1		ho		Smile ^{s™} INO Dental Plan 5 Smile ^{s™} INO Dental Plan 5		
Smile [™] INO Dental Plan 50/1 Smile [™] INO Dental Voluntary			10 ¹	Smile ^{s™} INO Dental Volun		
Smile [™] INO Dental Voluntary Plan 50/1500/Endo-Perio 50%/No Ortho ¹					, .	00/Endo-Perio 50%/No Ortho ¹
 * Underwritten by Blue Shield of 1 Voluntary dental plans requi 			. , (eld Life).		
Section SB2 – Visio	on coverage					
Vision coverage*						
Ultimate Vision for Small Bus Ultimate Vision Plus 0/0/150 Ultimate Vision 0/0/150 Ultimate Vision Plus 15/25/15 Ultimate Vision 15/25/150 Ultimate Vision 0/0/120 Ultimate Vision 15/25/120 Ultimate Vision Voluntary 15/	0/120	Pre	rred Vision for Small eferred Vision Plus 0/0/ eferred Vision 0/0/150 eferred Vision Plus 15/2 eferred Vision 15/25/15 eferred Vision 0/0/120 eferred Vision 15/25/12 eferred Vision Voluntary	150/120 5/150/120 0	Enhanced Enhanced Enhanced Enhanced Enhanced Enhanced Enhanced	sion for Small Business (12-24-24) Vision Plus 0/0/150/120 Vision 0/0/150 Vision Plus 15/25/150/120 Vision 15/25/150 Vision 0/0/120 Vision 15/25/120 Vision Voluntary 15/25/120 ¹
* Underwritten by Blue Shield of				eld Life).	·	
1 Voluntary vision plans require		-	ligible employees.			
Section SB3 – Life/	AD&D Insurance	e				
Group Term Life Insurance*						
Employee information			1			
Full-time employment date	Average hours worked per	week	Rehire date	Job class/occupation		Earnings \$ (excluding overtime, bonuses, etc.) ☐ Hour ☐ Week ☐ Month ☐ Year
Designation of beneficiary						
), and name someone other tner also signs the benefici	r than ye	our spouse/domestic pa			daho, Louisiana, Nevada, New Mexico, t of benefits will be delayed or disputed
	re:					Date:

Spouse/domestic partner name (please print)

of hire is the first day after completion of the orientation period.)

Employment status: Mark one option

Do you have any eligible dependent children under the age of 26? Yes No How many?

I am a full-time employee actively working 30 hours or more per week for this employer. 🗌 Yes 🗌 No I am a part-time employee actively working between 20-29 hours per week for this employer. 🗌 Yes 🗌 No

I am an existing COBRA participant or enrolling due to a COBRA qualifying event. 🗌 Yes 🗌 No If yes, proceed to section 7.

distributed equally to those prima is signed and dated by the employ				nployee. To de	esignate r	nore than two primary b	peneficiarie	s, please pr	ovide on a sepa	irate sheet of pa	aper, which
First name	MI	Last name		Social Security number		Relations	nip	Date of birth	% of I	penefits	
Address		City		City			State		ZIP code		
First name	MI	Last name	Last name So		Social Sec	curity number	Relations	nip	Date of birth	% of I	penefits
Address City					State		ZIP code				
Contingent beneficiary – Proce	eds will be	e paid to a contir	ngent bei	neficiary only	if no des	ignated primary benefic	iary survive	es the insure	ed.		
First name	MI	Last name		5	Social Sec	curity number	Relations	nip	Date of birth	% of I	benefits
Address				City			State		ZIP code		
Information on benefit amounts	6										
Please contact your benefits a form shall be subject to all provisi											s enrollment
Number of eligible dependents:					Basic Dependent Life Insurance: Yes No						
Employee Basic Life and AD&D In	surance an	nount: \$				Amount of coverage requested for dependent(s): \$					
						(Minimum amount of coverage is \$1,000; maximum is \$5,000)					
* Underwritten by Blue Shield o A46897	r California	a Life & Healfh li	nsuranc	e Company	(BIDE 2DIE	eid Life).					
Section 2 – Subscrib	per inf	ormation									
Note: Social Security numbers	are requ	ired per CMS.									
Social Security number				Employer (group) na	ame			Blue Shield	Group ID	
Last name			I		First ı	name					МІ
Home (physical) address (no P.	O. Box ad	ldresses)			City			State ZI		ZIP code	1
Mailing address (if different from home address)			City	City State ZIP con		ZIP code					
Work phone number: Home phone number:			0	Language preference:							
Email address (required)						vould you prefer we con ail 🔲 Standard mail 🗌	'		, 1	ferred method v	when possible.
Date of birth:			Gende	er: 🗌 Male [Female		Marital S	Status: 🗌 S	ingle 🗌 Marri	ed 🗌 Domesti	c partner
Date of hire:	-				Job ti	Job title:					
(Full time or part time as noted below. If orientation period is applied, the date											

Job classification:

How many are enrolling?

beneficiary. Please show percentages for each primary beneficiary in the "% of benefits" column to total 100% of benefits. If the percentage is not defined, the benefits will be distr ch is sig

Primary beneficiary - Blue Shield Life will pay the life insurance benefits to the primary beneficiary/beneficiaries identified. An employee may designate more than one primary

Subscriber's last name

Fi	rst	na	me

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Employee Application 3 of 8 MI

Section 3 – HMO	Personal	Physicia	n/Dental	HMC) provider assignm	nent		
This section is only required in	f you selected a	n HMO plan. If	you selected a F	PPO plan	, please proceed to Section 4.			
Yes, I would like Blue Shie	d to designate a eld to designate	a Personal Phys	sician and/or De	ental HN	pendents who is located near yo 10 provider for me and my depen ider for myself and my depender	ndents.		
* Please note: If Blue Shield Physicians can be chang					ental HMO provider you reques	sted, Blue	e Shield will designate a provider. H	IMO Personal
HMO Personal Physician name					Provider number IPA/I		PA/MG name	Existing patient?
Dental HMO provider name					Provider number	[Dental Group name	Existing patient?
Section 4 – Depe	endent in	formatior	า					
	form at the end	l of this applicat					by the group, the employee must con roll dependents under all plans that t	
Dependent type: Spouse Domestic partner	Gender: Male Female	Social Secu	rity number (re	equired)		[Enrolling in all products selected Yes No f no, Refusal of Coverage attached?[
First name			MI	Last na	ame			Suffix
Date of birth	Date of birth Address (if different from employee)							<u> </u>
HMO Personal Physician name	O Personal Physician name Prov					Provider number IPA name		Existing patient?
Dental HMO provider name				Provid	er number	[Dental Group name	Existing patient?
Dependent type: Dependent child Other dependent child: legal guardianship	Gender: Male Female	Social Secu	rity number (re	equired)		[Enrolling in all products selected by subscriber? Yes No If no, Refusal of Coverage attached? Yes No	
First name			MI	Last na	ame			Suffix
Date of birth	Address (if dif	ferent from emp	loyee)					<u> </u>
HMO Personal Physician name	HMO Personal Physician name Provid				er number		PA name	Existing patient?
Dental HMO provider name	Dental HMO provider name Provid				er number	[Dental Group name	Existing patient?
Dependent type: Dependent child Other dependent child: legal guardianship	Gender: Male Female	Social Secu	rity number (re	equired)] [Enrolling in all products selected Yes No f no, Refusal of Coverage attached?	
First name			MI	Last na	ame			Suffix
Date of birth	Address (if dif	ferent from emp	loyee)					·
HMO Personal Physician name	e			Provid	Provider number IPA name		PA name	Existing patient?
Dental HMO provider name				Provider number Dental Group name		Existing patient?		

🗌 Yes 🗌 No

Subscriber's last name	First name
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MI

Social Security number

Dependent type: Dependent child Other dependent child: legal guardianship	Gender: Male Female	Social Secu	rity number (re	equired)	Enrolling in all products selected by subscriber? Yes No If no, Refusal of Coverage attached? Yes No	
First name		·	MI	Last name		Suffix
Date of birth	Address (if dif	ferent from emp	oloyee)			
HMO Personal Physician name				Provider number	IPA name	Existing patient?
Dental HMO provider name				Provider number	Dental Group name	Existing patient?
Dependent type: Dependent child Other dependent child: legal guardianship	Gender: Male Female	Social Secu	rity number (re	equired)	Enrolling in all products selected by subscriber? Yes No If no, Refusal of Coverage attached? Yes No	
First name			MI	Last name		Suffix
Date of birth	Address (if dif	ferent from emp	erent from employee)			
HMO Personal Physician nam	e		Provider number		IPA name	Existing patient?
Dental HMO provider name				Provider number	Dental Group name Existing patie	
Dependent type:	Gender:	Social Secu	Social Security number (required)		Enrolling in all products selected	by subseriber?
Dependent child Other dependent child: legal guardianship	Male Female		nty number (re	պասշայ	Yes No If no, Refusal of Coverage attached?	
 Dependent child Other dependent child: 	🗌 Male		MI	Last name	Yes No	
Dependent child Other dependent child: legal guardianship	Male Female	ferent from emp	MI	1	Yes No	Yes No
Dependent child Other dependent child: legal guardianship First name	Address (if dif		MI	1	Yes No	Yes No
Dependent child Other dependent child: legal guardianship First name Date of birth	Address (if dif		MI	Last name	☐ Yes ☐ No If no, Refusal of Coverage attached?	Yes No Suffix Existing patient?
Dependent child Other dependent child: legal guardianship First name Date of birth HMO Personal Physician nam	Address (if dif	ferent from emp	MI	Last name Provider number Provider number	☐ Yes ☐ No If no, Refusal of Coverage attached? IPA name	Yes No Suffix Existing patient? Yes No Existing patient? Yes No Existing patient? Yes No by subscriber?
Dependent child Other dependent child: legal guardianship First name Date of birth HMO Personal Physician nam Dental HMO provider name Dependent type: Dependent child Other dependent child:	☐ Male ☐ Female Address (if dif e Gender: ☐ Male	ferent from emp	MI ployee)	Last name Provider number Provider number	☐ Yes ☐ No If no, Refusal of Coverage attached? IPA name Dental Group name Enrolling in all products selected Yes ☐ No	Yes No Suffix Existing patient? Yes No Existing patient? Yes No Existing patient? Yes No by subscriber?
Dependent child Other dependent child: legal guardianship First name Date of birth HMO Personal Physician nam Dental HMO provider name Dependent type: Dependent child Other dependent child: legal guardianship	☐ Male ☐ Female Address (if dif e Gender: ☐ Male ☐ Female	ferent from emp	MI ployee)	Last name Provider number Provider number Provider number	☐ Yes ☐ No If no, Refusal of Coverage attached? IPA name Dental Group name Enrolling in all products selected Yes ☐ No	Yes No Suffix Existing patient? Yes No Existing patient? Yes No Existing patient? Yes No by subscriber? Yes No
Dependent child Other dependent child: legal guardianship First name Date of birth HMO Personal Physician nam Dental HMO provider name Dependent type: Dependent child Other dependent child: legal guardianship First name	Address (if dif e Gender: Male Female Address (if dif	ferent from emp	MI ployee)	Last name Provider number Provider number Provider number	☐ Yes ☐ No If no, Refusal of Coverage attached? IPA name Dental Group name Enrolling in all products selected Yes ☐ No	Yes No Suffix Existing patient? Yes No Existing patient? Yes No Existing patient? Yes No by subscriber? Yes No

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Dependent type: Dependent child Other dependent child: legal guardianship	Gender: Male Female	Social Security number (required) Enrolling in all products sel Yes No If no, Refusal of Coverage attact				
First name			MI	Last name		Suffix
Date of birth Address (if different from employee)						·
HMO Personal Physician name				Provider number	IPA name	Existing patient?
Dental HMO provider name				Provider number	Dental Group name	Existing patient?
Dependent type: Dependent child Other dependent child: legal guardianship	Gender: Male Female] Male			Enrolling in all products sel Yes No If no, Refusal of Coverage attac	
First name			MI	Last name		Suffix
Date of birth	Date of birth Address (if different from employee)					I
HMO Personal Physician name				Provider number	IPA name	Existing patient?
Dental HMO provider name				Provider number	Dental Group name	Existing patient?
				- If enrolling due to a loss of co aiting period, documentation i		
	-	-	-	e or previously had health coverage at any	time in the past six (6) months	s? Yes No
If yes, specify carrier:				 California/State Health Insurance Exchange [Other (specify):	
				an: Date ended (if coveraç		
Please list all subscriber and dependent member names currently or previously enrolled in the health coverage identified above:					Documentation attached?	
Section 6 – Mec	licare inf	ormatio	n			
Are you or any of your depend Please attach a copy of your Part A: Effective date:	Medicare card(s) and/or enter th	he type of cover	age here: Effective date: (mm/dd/		Yes No
Type: 🗌 Hemo 🗌 Self	owing questions f dialysis treatm -dialysis (peritor	ent and what ty neal)	ype of dialysis a	re you receiving? Date(rr	ım/dd/yyyy)	Yes No
b) If you had a kidney transp	lant, what was	the date of the	transplant:	(mm/dd/yyyy)		

Section 7 – COBRA/Cal-COBRA group continuation coverage

First name

Please complete this section only if enrolling for COBRA or Cal-COBRA group continuation coverage. Those individuals already enrolled in COBRA or Cal-COBRA coverage from a prior carrier are eligible to continue that coverage with Blue Shield for the remaining duration of time allowed through COBRA and/or Cal-COBRA (as applicable). Proof of enrollment as a COBRA/Cal-COBRA participant is required.

Please provide the name of the employee through whom group coverage was obtained prior to	the qualifying event, in order to be eligible for COBRA/Cal-COBRA continuation	coverage.
Employee last name	Employee first name	МІ
Employee's/subscriber's Blue Shield ID (if applicable)	Original qualifying event date	I
Qualifying event reason:		
Termination or reduction in hours (last day worked) Termination or reduction in hours due to disability Divorce or legal separation Entitlement to Medicare by covered employee	 Attainment of maximum age for a dependent child Death of covered employee Termination of domestic partnership 	

Section 8 - Disclosure of personal and health information

At Blue Shield of California, we understand the importance of keeping your personal information private, and we take our obligation to do so very seriously. Blue Shield protects the privacy and security of the personal information that we maintain, use, and disclose for purposes of administering your Blue Shield coverage.

Blue Shield obtains personal information about you and/or your covered dependents, including health and/or financial information, from you, at your direction, and/or with your permission. We are also permitted by federal and state law to obtain your personal information from other sources, including, for example, from your healthcare provider, insurer, insurance support organization, health plan, or insurance agent. We use and disclose your personal information to administer your Blue Shield coverage and as otherwise permitted or required by law. In doing so, we may disclose your personal information to others including, for example, a healthcare provider, insurer, insurance support organization, health plan, or your insurance agent. Blue Shield will not disclose your personal information without your authorization except as permitted or required by law.

Blue Shield is required to provide you with a Notice of Privacy Practices ("Notice") that describes your privacy rights, our obligations to protect your privacy, and how we use and disclose your personal information with and without your specific authorization. When we use or disclose your personal information, we are bound by the terms of the Notice, which applies to all records that we create, obtain, and/or maintain that contain your personal information. You will receive our Notice when you enroll for Blue Shield coverage. You may also obtain a copy of our Notice by calling the customer service number on your Blue Shield member ID card or by visiting our website at **blueshieldca.com/bsca/documents/about-blue-shield/privacy**.

Acknowledgement and signature

I acknowledge and agree: All information I have provided on this enrollment form is correct and true to the best of my knowledge and belief. I understand that it is the basis on which coverage may be issued under the plan. I understand that if I have committed fraud or made an intentional misrepresentation of any material fact in conjunction with this enrollment within 24 months of issuance, Blue Shield may pursue one of the following remedies: coverage may be cancelled, or the applicable premium may be adjusted, or, following notice, coverage may be rescinded. I further authorize my employer to deduct from my earnings the contribution (if any) required toward the cost of this plan.

I understand that coverage does not become effective until this and my employer's application have been approved by Blue Shield of California.

Signature of employee

Print employee name

All pages of this form are necessary to process your enrollment. Missing information may delay processing. If submitting for an existing Blue Shield plan, go to blueshieldca.com.

Social Security number

MI

Date

Refusal of Coverage form

Employee name	Social Security number	Date of birth
Employer (Group) name	Hire date	State of residence
Marital status Married Yes No Domestic partnership Yes No	Job title	
Is the employee a full-time employee, working at least 30 hours per week for t Is the employee a part-time employee, working at least 20 hours per week for t		
Declining coverage for: I decline health plan coverage for: Myself and all dependents. My spouse/domestic partner only My children only My spouse/domestic partner and children only The following dependents only:		VERAGE is group health plan er health plan (through another carrier) health plan (e.g., through your spouse/domestic partner)
If dental plan offered, I decline dental plan coverage for: Myself and all dependents. My spouse/domestic partner My children My spouse/domestic partner and children The following dependents only:	OTHER NON-EMPLOYER HEALT Covered by an individual health Carrier name ID number Covered California or other Sta Medicare, Medi-Cal, Healthy F Other	te Health Exchange amilies Program
If vision plan offered, I decline vision plan coverage for: Myself and all dependents My spouse/domestic partner My children My spouse/domestic partner and children The following dependents only:	OTHER DENTAL COVERAGE Enrolling as a dependent on thi Covered by another employer's of Carrier name	dental plan (e.g., through your spouse/domestic partner)
If life insurance plan offered, I decline life plan coverage for:	OTHER VISION COVERAGE	vision plan (e.g., through your spouse/domestic partner)
	OTHER LIFE INSURANCE COVER	RAGE life insurance coverage (e.g., through your spouse/

I acknowledge that the coverage available to me has been explained to me by my employer and I know that I have every right to enroll in this coverage and I have decided not to enroll myself and/or my dependent(s), if any. I now decline to enroll myself, my spouse/domestic partner, and/or my child dependent(s) in my employer's group health plan. I have made this decision voluntarily, and no one has tried to influence me or put any pressure on me to decline coverage.

If I am declining enrollment for myself or my dependents because of other health coverage or because the employer stops contributing toward this coverage, I acknowledge that I may be able to enroll myself and my dependents in this plan if I request enrollment within 60 days after my or my dependents' other coverage ends or after the employer stops contributing toward the other coverage.

In addition, if I acquire a new dependent as the result of marriage/domestic partnership, birth, adoption or placement for adoption, I acknowledge that I, and my dependents, may request enrollment in my employer's health plan by applying for that coverage within 60 days of the marriage/domestic partnership, birth, adoption, or placement for adoption. I also acknowledge that if I, or my dependents, become eligible for the Healthy Families or the Medi-Cal Premium Assistance programs, I or my dependents may request enrollment in my employer's health plan by applying for coverage within 60 days of the notice of eligibility for these premium assistance programs.

If I have indicated above that the reason for declining coverage for myself or my dependent(s) is coverage under another employer health benefit plan, I acknowledge that if I or my dependent(s) involuntarily lose coverage under the other employer health benefit plan, I must request enrollment for myself and/or my dependent(s) in my employer health benefit plan within 60 days. Otherwise, I understand I may not enroll myself and/or my dependents in my employer's health plan until the earlier of the end of my employer's next open enrollment period or 12 months.

Signature of employee

Date

Print name

blue 🗑 of california

Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

Discrimination is against the law

Blue Shield of California complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Blue Shield of California does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Shield of California:

- Provides aids and services at no cost to people with disabilities to communicate effectively with us such as:
 - Qualified sign language interpreters
 - Written information in other formats (including large print, audio, accessible electronic formats and other formats)
- Provides language services at no cost to people whose primary language is not English such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Blue Shield of California Civil Rights Coordinator.

If you believe that Blue Shield of California 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:

Blue Shield of California Civil Rights Coordinator P.O. Box 629007 El Dorado Hills, CA 95762-9007

Phone: (844) 831-4133 (TTY: 711) Fax: (916) 350-7405 Email: BlueShieldCivilRightsCoordinator@blueshieldca.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Civil Rights Coordinator 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, DC 20201 (800) 368-1019; TTY: (800) 537-7697

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

IMPORTANT: Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For help at no cost, please call right away at the Member/Customer Service telephone number on the back of your Blue Shield ID card, or (866) 346-7198.

IMPORTANTE: ¿Puede leer esta carta? Si no, podemos hacer que alguien le ayude a leerla. También puede recibir esta carta en su idioma. Para ayuda sin cargo, por favor llame inmediatamente al teléfono de Servicios al miembro/cliente que se encuentra al reverso de su tarjeta de identificación de Blue Shield o al (866) 346-7198. (Spanish)

重要通知:您能讀懂這封信嗎?如果不能,我們可以請人幫您閱讀。這封信也可以用您所講的語言書寫

。如需免费幫助,請立即撥打登列在您的Blue Shield ID卡背面上的 會員/客戶服務部的電話,或者撥打

電話 (866) 346-7198。(Chinese)

QUAN TRỌNG: Quý vị có thể đọc lá thư này không? Nếu không, chúng tôi có thể nhờ người giúp quý vị đọc thư. Quý vị cũng có thể nhận lá thư này được viết bằng ngôn ngữ của quý vị. Để được hỗ trợ miễn phí, vui lòng gọi ngay đến Ban Dịch vụ Hội viên/Khách hàng theo số ở mặt sau thẻ ID Blue Shield của quý vị hoặc theo số (866) 346-7198. (Vietnamese)

MAHALAGA: Nababasa mo ba ang sulat na ito? Kung hindi, maari kaming kumuha ng isang tao upang matulungan ka upang mabasa ito. Maari ka ring makakuha ng sulat na ito na nakasulat sa iyong wika. Para sa libreng tulong, mangyaring tumawag kaagad sa numerong telepono ng Miyembro/Customer Service sa likod ng iyong Blue Shield ID kard, o (866) 346-7198. (Tagalog)

Baa' ákohwiindzindooígí: Díí naaltsoosísh yííniłta'go bííníghah? Doo bííníghahgóó éí, naaltsoos nich'į' yiidóołtahígíí ła' nihee hóló. Díí naaltsoos ałdó' t'áá Diné k'ehjí ádoolnííł nínízingo bíighah. Doo bąah ílínígó shíká' adoowoł nínízingó nihich'į' béésh bee hodíilnih dóó námboo éí díí Blue Shield bee néího'dílzinígí bine'déé' bikáá' éí doodagó éí (866) 346-7198 jį' hodíílnih. (Navajo)

중요: 이 서신을 읽을 수 있으세요? 읽으실 수 경우, 도움을 드릴 수 있는 사람이 있습니다. 또한 다른 언어로 작성된 이 서신을 받으실 수도 있습니다. 무료로 도움을 받으시려면 Blue Shield ID 카드 뒷면의 회원/고객 서비스 전화번호 또는 (866) 346-7198로 지금 전환하세요. (Korean) **ԿԱՐԵՎՈՐ Է.** Կարողանում ե[°]ք կարդալ այս նամակը։ Եթե ոչ, ապա մենք կօգնենք ձեզ։ Դուք պետք է նաև կարողանաք ստանալ այս նամակը ձեր լեզվով։ Ծառայությունն անվձար է։ Խնդրում ենք անմիջապես զանգահարել Հաձախորդների սպասարկման բաժնի հեռախոսահամարով, որը նշված է ձեր Blue Shield ID քարտի ետևի մասում, կամ (866) 346-7198 համարով։ (Armenian)

ВАЖНО: Не можете прочесть данное письмо? Мы поможем вам, если необходимо. Вы также можете получить это письмо написанное на вашем родном языке. Позвоните в Службу клиентской/членской поддержки прямо сейчас по телефону, указанному сзади идентификационной карты Blue Shield, или по телефону (866) 346-7198, и вам помогут совершенно бесплатно. (Russian)

重要:お客様は、この手紙を読むことができますか?もし読むことができない場合、弊社が、お客様 をサポートする人物を手配いたします。また、お客様の母国語で書かれた手紙をお送りすることも可 能です。 無料のサポートを希望される場合は、Blue Shield IDカードの裏面に記載されている会員/お客 様サービスの電話番号、または、(866) 346-7198にお電話をおかけください。 (Japanese)

مهم: آیا میتوانید این نامه را بخوانید؟ اگر پاسختان منفی است، میتوانیم کسی را بر ای کمک به شما در اختیارتان قر ار دهیم. حتی میتوانید نسخه مکتوب این نامه را به زبان خودتان دریافت کنید. بر ای دریافت کمک رایگان، لطفاً بدون فوت وقت از طریق شماره تلفنی که در پشت کارت شناسی Blue Shield تان درج شده است و یا از طریق شماره تلفن 7198-346 (866) با خدمات اعضا/مشتری تماس بگیرید. (Persian)

ਮਹੱਤਵਪੂਰਨ: ਕੀ ਤੁਸੀਂ ਇਸ ਪੱਤਰ ਨੂੰ ਪੜ੍ਹ ਸਕਦੇ ਹੋ? ਜੇ ਨਹੀਂ ਤਾਂ ਇਸ ਨੂੰ ਪੜ੍ਹਨ ਵਿਚ ਮਦਦ ਲਈ ਅਸੀਂ ਕਿਸੇ ਵਿਅਕਤੀ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ। ਤੁਸੀਂ ਇਹ ਪੱਤਰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਲਿਖਿਆ ਹੋਇਆ ਵੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਮੁਫ਼ਤ ਵਿਚ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ Blue Shield ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਮੈਂਬਰ/ਕਸਟਮਰ ਸਰਵਿਸ ਟੈਲੀਫ਼ੋਨ ਨੰਬਰ ਤੇ, ਜਾਂ (866) 346-7198 ਤੇ ਕਾੱਲ ਕਰੋ। (Punjabi)

ប្រការសំខាន់៖ កើអ្នកអាចលិខិតនេះ បានដែរឬទេ? បើមិនអាចទេ យើងអាចឲ្យគេជួយអ្នកក្នុងការអានលិ ខិតនេះ។ អ្នកក៍អាចទទួលបានលិខិតនេះជាភាសារបស់អ្នកផងដែរ។ សម្រាប់ជំនួយដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទភ្លាមៗទៅកាន់លេខទូរស័ព្ទសេវាសមាជិក/អតិថិជនដែលមាននៅលើខ្នងប័ណ្ណសម្គាល់ Blue Shield របស់អ្នក ឬតាមរយៈលេខ (866) 346-7198។ (Khmer)

ا**لمهم :** هل تستطيع قراءة هذا الخطاب؟ أن لم تستطع قراءته، يمكننا إحضار شخص ما ليساعدك في قراءته. قد تحتاج أيضاً إلى الحصول على هذا الخطاب مكتوباً بلغتك. للحصول على المساعدة بدون تكلفة، يرجى الاتصال الآن على رقم هاتف خدمة العملاء/أحد الأعضاء المدون على الجانب الخلفي من بطاقة الهوية Blue Shield أو على الرقم 7198-346 (866). (Arabic)

TSEEM CEEB: Koj pos tuaj yeem nyeem tau tsab ntawv no? Yog hais tias nyeem tsis tau, peb tuaj yeem nrhiav ib tug neeg los pab nyeem nws rau koj. Tej zaum koj kuj yuav tau txais muab tsab ntawv no sau ua koj hom lus. Rau kev pab txhais dawb, thov hu kiag rau tus xov tooj Kev Pab Cuam Tub Koom Xeeb/Tub Lag Luam uas nyob rau sab nraum nrob qaum ntawm koj daim npav Blue Shield ID, los yog hu rau tus xov tooj (866) 346-7198. (Hmong)

สำคัญ: คุณอ่านจดหมายฉบับนี้ได้หรือไม่ หากไม่ได้ โปรดขอคงามช่วยจากผู้อ่านได้ คุณอาจได้รับจดหมายฉบับนี้เป็นภาษาของคุณ หากต้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย โปรดติดต่อฝ่ายบริการลูกคัา/สมาชิกทางเบอร์โทรศัพท์ในบัตรประจำตัว Blue Shield ของคุณ หรือโทร (866) 346-7198 (Thai)

महत्वपूर्ण: क्या आप इस पत्र को पढ़ सकते हैं? यदि नहीं, तो हम इसे पढ़ने में आपकी मदद के लिए किसी व्यक्ति का प्रबंध कर सकते हैं। आप इस पत्र को अपनी भाषा में भी प्राप्त कर सकते हैं। निःशुल्क मदद प्राप्त करने के लिए अपने Blue Shield ID कार्ड के पीछे दिए गये मेंबर/कस्टमर सर्विस टेलीफोन नंबर, या

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(866) 346-7198 पर कॉल करें। (Hindi)
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Notice of the Availability of Language Assistance Services Blue Shield of California Life & Health Insurance Company

No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or 1-866-346-7198. For more help call the CA Dept. of Insurance at 1-800-927-4357. English

Servicios de idiomas sin costo. Puede obtener un intérprete. Le pueden leer documentos y que le envíen algunos en español. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o al 1-866-346-7198. Para obtener más ayuda, Ilame al Departamento de Seguros de CA al 1-800-927-4357. Spanish

免費語言服務。您可獲得口譯員服務。可以用中文把文件唸給您聽,有些文件有中文的版本,也可以把這些文件寄給您。欲取得協助,請致電您的保險卡所列的電話號碼,或撥打 1-866-346-7198 與我們聯絡。欲取得其他協助,請致電 1-800-927-4357 與加州保險部聯絡。Chinese

Các Dịch Vụ Trợ Giúp Ngôn Ngữ Miễn Phí. Quý vị có thể được nhận dịch vụ thông dịch. Quý vị có thể được người khác đọc giúp các tài liệu và nhận một số tài liệu bằng tiếng Việt. Để được giúp đỡ, hãy gọi cho chúng tôi tại số điện thoại ghi trên thẻ hội viên của quý vị hoặc 1-866-346-7198. Để được trợ giúp thêm, xin gọi Sở Bảo Hiểm California tại số 1-800-927-4357. Vietnamese

무료 통역 서비스. 귀하는 한국어 통역 서비스를 받으실 수 있으며 한국어로 서류를 낭독해주는 서비스를 받으실 수 있습니다. 도움이 필요하신 분은 귀하의 ID 카드에 나와있는 안내 전화: 1-866-346-7198번으로 문의해 주십시오. 보다 자세한 사항을 문의하실 분은 캘리포니아 주 보험국, 안내 전화 1-800-927-4357번으로 연락해 주십시오. Korean

Walang Gastos na mga Serbisyo sa Wika. Makakakuha ka ng interpreter o tagasalin at maipababasa mo sa Tagalog ang mga dokumento. Para makakuha ng tulong, tawagan kami sa numerong nakalista sa iyong ID card o sa 1-866-346-7198. Para sa karagdagang tulong, tawagan ang CA Dept. of Insurance sa 1-800-927-4357. Tagalog

ԱնվՀար Լեզվական Ծառայություններ։ Դուք կարող եք թարգման ձեռք բերել և փաստաթղթերը ընթերցել տալ ձեզ համար հայերեն լեզվով։ Օգնության համար մեզ զանգահարեք ձեր ինքնության (ID) տոմսի վրա նշված կամ 1-866-346-7198 համարով։ Լրացուցիչ օգնության համար 1-800-927-4357 համարով զանգահարեք Կալիֆորնիայի Ապահովագրության Բաժանմունք։ Armenian

Беслпатные услуги перевода. Вы можете воспользоваться услугами переводчика, и ваши документы прочтут для вас на русском языке. Если вам требуется помощь, звоните нам по номеру, указанному на вашей идентификационной карте, или 1-866-346-7198. Если вам требуется дополнительная помощь, звоните в Департамент страхования штата Калифорния (Department of Insurance), по телефону 1-800-927-4357. Russian

無料の言語サービス日本語で通訳をご提供し、書類をお読みします。サービスをご希望の方は、IDカード記載の番号または1-866-346-7198までお問い合わせください。更なるお問い合わせは、カリフォルニア州保険庁、1-800-927-4357までご連絡ください。Japanese

خدمات مجانی مربوط به زبان میتوانید از خدمات یک مترجم شفاهی استفاده کنید و بگوئید مدارک به زبان فارسی بر ایتان خوانده شوند برای دریافت کمک،با ما از طریق شماره تلفنی که روی کارت شناسانی شما قید شده است و یا این شماره 7198-346-366-1 تماس بگیرید برای دریافت کمک بیشتر، به CA Dept. of Insurance (اداره بیمه کالیفرنیا) به شماره 7357-920-1-800 تلفن کنید.Persian

ਮੁਫ਼ਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ: ਤੁਸੀਂ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਹਾਸਲ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਦਸਤਾਵੇਜ਼ਾਂ ਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਸੁਣ ਸਕਦੇ ਹੋ। ਕੁਝ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਭੇਜੇ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ ਤੁਹਾਡੇ ਆਈਡੀ (ID) ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਜਾਂ 1-866-346-7198 'ਤੇ ' ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ। ਵਧੇਰੇ ਮਦਦ ਲਈ ਕੈਲੀਫ਼ੋਰਨੀਆ ਡਿਪਾਰਟਮੈਂਟ ਆਫ਼ ਇਨਸ਼ੋਰੈੱਸ ਨੂੰ 1-800-927-4357 'ਤੇ ਫ਼ੋਨ ਕਰੋ। Punjabi

<mark>សេវាកម្មកាសាឥតគិតថ្លៃ</mark>ៗ អ្នកអាចទទួលបានអ្នកបកប្រែកាសា និងអានឯកសារជូនអ្នកជា កាសាខ្មែរ ។ សម្រាប់ជំនួយ ស្ងមទូរស័ព្ទមកយើងខ្ញុំតាមលេខដែលមានបង្ហាញលើប័ណ្ណសំគាល់ខ្លួនរបស់អ្នក ឬលេខ 1-866-346-7198 ។ សម្រាប់ជំនួយបន្ថែមទៀត ស្ងមទូរស័ព្ទទៅក្រស្ងង់ធានារ៉ាប់រងរដ្ឋកាលីហ្វ័រញ៉ា តាមលេខ 1-800-927-4357 Khmer

خدمات ترجمة بدون تكلقة. يمكنك الحصول على مترجم و قراءة الوثائق لك باللغة العربية. للحصول على المساعدة، اتصل بنا على الرقم المبين على بطاقة عضويتك أو على الرقم 7198-346-346 للحصول على المزيد من المعلومات، اتصل بدارة التأمين لولاية كاليفورنيا على الرقم 4357-1800-1.800 مالم و المريد من المعلومات، اتصل بدارة التأمين لولاية كاليفورنيا على الرقم Arabic 1.800-927-435

Cov Kev Pab Txhais Lus Tsis Them Nqi. Koj yuav thov tau kom muaj neeg los txhais lus rau koj thiab kom neeg nyeem cov ntawv ua lus Hmoob. Yog xav tau kev pab, hu rau peb ntawm tus xov tooj nyob hauv koj daim yuaj ID los sis 1-866-346-7198. Yog xav tau kev pab ntxiv hu rau CA lub Caj Meem Fai Muab Kev Tuav Pov Hwm ntawm 1-800-927-4357 Hmong

บริการทางภาษาอย่างไม่เสียค่าใช้จ่าย คุณสามารถรับบริการจากล่าม รวมถึงให้เจ้าหน้าที่อ่านเอกสารให้คุณพัง หรือส่งเอกสารบางส่วนในภาษาของคุณไปหาคุณได้ หากต้องการความช่วยเหลือ กรุณาโทรศัพท์ตามหมายเลขที่ระบุอยู่ด้านหลังบัตรประจำดัวของคุณ หรือ ที่หมายเลข 1-866-346-7198 หากต้องการความช่วยเหลือเพิ่มเดิม โปรดโทรมาที กรมการประกันภัยแห่งมลรัฐแคลิฟอร์เนียทีหมายเลข 1-800-927-4357 Thai

निःशुल्क भाषा सेवाएँ। आप एक दुआषिया की सेवा प्राप्त कर सकते हैं। आप दस्तावेजों को पढ़वा के सुन सकते हैं और कुछ को अपनी भाषा में स्वयं को भिजवा सकते हैं। सहायता के लिए, अपने ID कार्ड पर दिए गए नंबर पर, या 1-866-346-7198 पर हमें फ़ोन करें। अधिक सहायता के लिए कैलीफोर्निया बीमा विभाग (CA Dept. of Insurance) को 1-800-927-4357 पर फ़ोन करें। Hindi

Doo bááh ílínígó saad bee yáťi' bee aná'áwo'. Díí shá ata'halne'dooígí hólóodo nínízingo éí bíighah. Naaltsoos naanináhájeehígí shich'i' yíidooltah éí doodagó ła' shich'i' ádoolníił nínízingo bíighah. Shíká a'doowoł nínízingo nihich'i' béésh bee hodíilnih dóó námboo éí díí ninaaltsoos dootł'ízhígí bee néího'dílzinígí bine'déé' bikáá' éí doodagó éí (866) 346-7198ji' hodíílnih. Hózhó shíká anáá'doowoł nínízingo éí díí Akééháshílh Béeso Ách'aah Naa'nil bił haz'áaji' 1-800-927-4357ji' hodíílnih. Natvajo

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