

Changes to Small Business PPO Mirrored plans Blue Shield of California

As of January 1, 2021

This notice describes the changes to your Blue Shield health coverage upon your group's renewal. This is only a summary. Updates will be made to the *Evidence of Coverage and Health Service Agreement (EOC)*. Please visit the [blueshieldca.com/policies](https://www.blueshieldca.com/policies) site on or after November 1, 2020 for updated terms and conditions of coverage. If you have any questions about the changes listed below, please contact your Blue Shield representative or call Group Employer Services at (800) 325-5166.

The following changes are being made to your health plan.

| Description | Summary |
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| Product Name | <p><i>In keeping with the standard Covered California plan design, the following Product Names have been updated to reflect the correct frequencies:</i></p> <p><i>From:</i> Blue Shield Gold 80 PPO 250/25 + Child Dental <i>To:</i> Blue Shield Gold 80 PPO 350/25 + Child Dental</p> |
| Calendar year medical deductible change | <p><i>In keeping with the standard Covered California plan design, the Calendar year medical deductible for participating providers will change for the following plan:</i></p> <p><i>Blue Shield Gold 80 PPO 250/25 + Child Dental</i></p> <p><i>When using a participating provider³</i> <i>From:</i> \$250 individual/\$500 family <i>To:</i> \$350 individual/\$700 family</p> |
| Calendar-Year Out-of-Pocket Maximum | <p><i>In keeping with the standard Covered California plan design, the Calendar-year out-of-pocket maximums for participating providers will change for the following plans:</i></p> <p><i>Blue Shield Silver 70 PPO 2250/50 + Child Dental</i></p> <p><i>When using a participating provider³</i> <i>From:</i> \$7,800 individual/\$15,600 family <i>To:</i> \$8,200 individual/\$16,400 family</p> <p><i>When using a non-participating provider⁴</i> <i>From:</i> \$12,850 individual/\$25,700 family <i>To:</i> \$13,250 individual/\$26,500 family</p> |

A47514-MIR Rev(1/21)



[blueshieldca.com](https://www.blueshieldca.com)

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| | <p>Blue Shield Bronze 60 PPO 6300/65 + Child Dental When using a participating provider³ From: \$7,800 individual/\$15,600 family To: \$8,200 individual/\$16,400family</p> <p>When using a non-participating provider⁴ From: \$12,850 individual/\$25,700 family To: \$13,250 individual/\$26,500 family</p> |
| Physician or surgeon services in an Outpatient Facility and inpatient facility | <p>In keeping with the standard Covered California plan design, cost share for Physician or surgeon services in an Outpatient Facility and inpatient facility will change for the following plan:</p> <p>Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Teladoc Consultation | <p>In keeping with the standard Covered California plan design, cost share for Teladoc Consultation will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: \$5 To: No Charge</p> <p>When using a participating provider³ Blue Shield Gold 80 PPO 350/25 + Child Dental From: \$5 To: No Charge</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: \$5 To: No Charge</p> <p>When using a participating provider³ Blue Shield Bronze 60 PPO 6300/65 + Child Dental From: \$5 To: No Charge</p> |

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| Vasectomy | <p>In keeping with the standard Covered California plan design, cost share for Vasectomy will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Physician services for pregnancy termination | <p>In keeping with the standard Covered California plan design, cost share for Physician services for pregnancy termination will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Emergency room services | <p>In keeping with the standard Covered California plan design, cost share for Emergency room services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: \$150 To: \$200</p> <p>When using a participating provider³ Blue Shield Gold 80 PPO 350/25 + Child Dental From: \$250 To: 20%</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: \$400 To: 30%</p> |
| Ambulance services | <p>In keeping with the standard Covered California plan design, cost share for Ambulance services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Gold 80 PPO 250/25 + Child Dental From: \$250(calendar deductible does apply) To: 20%</p> |

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| | <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: \$250(calendar deductible does apply) To: 30%</p> |
| Ambulatory surgery center | <p>In keeping with the standard Covered California plan design, cost share for Ambulatory surgery center will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Outpatient department of a Hospital: surgery | <p>In keeping with the standard Covered California plan design, cost share for Outpatient department of a Hospital: surgery will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Inpatient Services (Hospital services and stay, Special transplant facility inpatient services, Physician Inpatient services, Inpatient facility services Outpatient Facility services and Physician services) | <p>In keeping with the standard Covered California plan design, cost share for Inpatient Services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Diagnostic Tests (Laboratory center Includes diagnostic Papanicolaou (Pap) test) | <p>In keeping with the standard Covered California plan design, cost share for Laboratory center Includes diagnostic Papanicolaou (Pap) test will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: \$40 To: \$50</p> |

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| <p>Diagnostic Tests (Outpatient department of a Hospital Includes diagnostic Papanicolaou (Pap) test)</p> | <p><i>In keeping with the standard Covered California plan design, cost share for Outpatient department of a Hospital Includes diagnostic Papanicolaou (Pap) test will change for the following plan:</i></p> <p><i>When using a participating provider³</i> <i>Blue Shield Silver 70 PPO 2250/50 + Child Dental</i> <i>From: \$40</i> <i>To: \$50</i></p> |
| <p>X-ray and imaging services (Outpatient radiology center)</p> | <p><i>In keeping with the standard Covered California plan design, cost share for outpatient radiology center will change for the following plan:</i></p> <p><i>When using a participating provider³</i> <i>Blue Shield Silver 70 PPO 2250/50 + Child Dental</i> <i>From: 20%</i> <i>To: 30%</i></p> |
| <p>X-ray and imaging services (Outpatient department of a hospital)</p> | <p><i>In keeping with the standard Covered California plan design, cost share for outpatient department of a hospital will change for the following plan:</i></p> <p><i>When using a participating provider³</i> <i>Blue Shield Silver 70 PPO 2250/50 + Child Dental</i> <i>From: 20%</i> <i>To: 30%</i></p> |
| <p>Medical Equipment and Supplies, DME (Durable Medical Equipment), Orthotic equipment and devices, Prosthetic equipment and devices</p> | <p><i>In keeping with the standard Covered California plan design, cost share for Medical Equipment and Supplies (DME (Durable Medical Equipment, Orthotic equipment and devices, Prosthetic equipment and devices) will change for the following plan:</i></p> <p><i>When using a participating provider³</i> <i>Blue Shield Silver 70 PPO 2250/50 + Child Dental</i> <i>From: 20%</i> <i>To: 30%</i></p> |
| <p>Home Health (Home health care and services and Home visits by an infusion nurse)</p> | <p><i>In keeping with the standard Covered California plan design, cost share for Home Health (Home health care and services and Home visits by an infusion nurse) will change for the following plan:</i></p> |

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| | <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Skilled Nursing Care (Freestanding SNF and Hospital-based SNF) | <p>In keeping with the standard Covered California plan design, cost share for Freestanding SNF and Hospital-based SNF will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> <p>When using a non-participating provider⁴ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: 10% (calendar deductible does not apply) To: 50% (calendar deductible does apply)</p> <p>When using a non-participating provider³ Blue Shield Gold 80 PPO 350/25 + Child Dental From: 20% To: 50%</p> |
| Hospice Services (Diabetes Devices, equipment, and supplies, Dialysis services, PKU product formulas and special food products, Allergy serum billed separately from an office visit) | <p>In keeping with the standard Covered California plan design, cost share for Hospice Services (Diabetes Devices, equipment, and supplies, Dialysis services, PKU product formulas and special food products, Allergy serum billed separately from an office visit) will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Teladoc Behavioral Health | <p>In keeping with the standard Covered California plan design, cost share for Teladoc Behavioral Health will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: Not Covered To: No Charge</p> |

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| | <p>When using a participating provider³ Blue Shield Gold 80 PPO 350/25 + Child Dental From: Not Covered To: No Charge</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: Not Covered To: No Charge</p> <p>When using a participating provider³ Blue Shield Bronze 60 PPO 6300/65 + Child Dental From: Not Covered To: No Charge</p> |
| Mental Health and Substance Use Disorder Benefits for (Office visit, including physician office visit) | <p>In keeping with the standard Covered California plan design, cost share for mental health and substance use disorder Office visit, including physician office visit will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Mental Health and Substance Use Disorder Benefits for (Other outpatient services, including intensive outpatient care, behavioral health treatment for pervasive developmental disorder or autism in an office setting, home, or other non-institutional facility setting, and office-based opioid treatment) | <p>In keeping with the standard Covered California plan design, cost share for mental health and substance use disorder Other outpatient services Other outpatient services, including intensive outpatient care, behavioral health treatment for pervasive developmental disorder or autism in an office setting, home, or other non-institutional facility setting, and office-based opioid treatment), will change for the following plans:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |

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| <p>Mental Health and Substance Use Disorder Benefits for (Partial hospitalization program)</p> | <p><i>In keeping with the standard Covered California plan design, cost share for mental health and substance use disorder Partial hospitalization program will change for the following plans:</i></p> <p><i>When using a participating provider³</i> <i>Blue Shield Silver 70 PPO 2250/50 + Child Dental</i> <i>From: 20%</i> <i>To: 30%</i></p> |
| <p>Mental Health and Substance Use Disorder Benefits for (Psychological testing)</p> | <p><i>In keeping with the standard Covered California plan design, cost share for mental health and substance use disorder Psychological testing will change for the following plans:</i></p> <p><i>When using a participating provider³</i> <i>Blue Shield Silver 70 PPO 2250/50 + Child Dental</i> <i>From: 20%</i> <i>To: 30%</i></p> |
| <p>Mental Health and Substance Use Disorder Benefits for (Physician inpatient services Hospital services, Residential care)</p> | <p><i>In keeping with the standard Covered California plan design, cost share for Mental Health and Substance Use Disorder Benefits for (Physician inpatient services Hospital services, Residential care) will change for the following plans:</i></p> <p><i>When using a participating provider³</i> <i>Blue Shield Silver 70 PPO 2250/50 + Child Dental</i> <i>From: 20%</i> <i>To: 30%</i></p> |
| <p>Retail Service Tier 1 Drugs</p> | <p><i>In keeping with the standard Covered California plan design, cost share for Retail Service Tier 1 Drugs services will change for the following plan:</i></p> <p><i>When using a participating provider³</i> <i>Blue Shield Platinum 90 PPO 0/15 + Child Dental</i> <i>From: \$5</i> <i>To: \$10</i></p> |

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| Retail Service Tier 2 Drugs | <p>In keeping with the standard Covered California plan design, cost share for Retail Service Tier 2 Drugs services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: \$15 To: \$25</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: \$65 To: \$70</p> |
| Retail Service Tier 3 Drugs | <p>In keeping with the standard Covered California plan design, cost share for Retail Service Tier 3 Drugs services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: \$25 To: \$40</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: \$90 To: \$100</p> |
| Retail Service Tier 4 Drugs | <p>In keeping with the standard Covered California plan design, cost share for Retail Service Tier 4 Drugs services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| Mail Service Tier 1 Drugs | <p>In keeping with the standard Covered California plan design, cost share for Mail Service Tier 1 Drugs services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: \$10 To: \$20</p> |

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| <p>Mail Service Tier 2 Drugs</p> | <p>In keeping with the standard Covered California plan design, cost share for Mail Service Tier 2 Drugs services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: \$30 To: \$50</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: \$130 To: \$140</p> |
| <p>Mail Service Tier 3 Drugs</p> | <p>In keeping with the standard Covered California plan design, cost share for Mail Service Tier 3 Drugs services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: \$50 To: \$80</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: \$180 To: \$200</p> |
| <p>Mail Service Tier 4 Drugs</p> | <p>In keeping with the standard Covered California plan design, cost share for Mail Service Tier 4 Drugs services will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% To: 30%</p> |
| <p>Oral anticancer drugs</p> | <p>In keeping with the standard Covered California plan design, cost share for oral anticancer drugs will change for the following plan:</p> <p>When using a participating provider³ Blue Shield Platinum 90 PPO 0/15 + Child Dental From: 10% of up to \$250/prescription To: Applicable Tier 1, 2, 3 or 4 Copayment up to \$250/prescription</p> |

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| | <p>When using a participating provider³ Blue Shield Gold 80 PPO 350/25 + Child Dental From: 20% of up to \$250/prescription To: Applicable Tier 1, 2, 3 or 4 Copayment up to \$250/prescription</p> <p>When using a participating provider³ Blue Shield Silver 70 PPO 2250/50 + Child Dental From: 20% of up to \$250/prescription To: Applicable Tier 1, 2, 3 or 4 Copayment up to \$250/prescription</p> <p>When using a participating provider³ Blue Shield Bronze 60 PPO 6300/65 + Child Dental From: 40% of up to \$250/prescription To: Applicable Tier 1, 2, 3 or 4 Copayment up to \$250/prescription</p> |
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The following **changes** have been made to your benefits.

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| EOC Modification: Other ways to access care: Teladoc: Mental Health and Substance Use Disorder (Behavioral Health) Consultations | In an effort to expand access to telehealth services, Teladoc services have been expanded to include Teladoc Behavioral Health services for members age 18 and over. |
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| EOC Modification: Other ways to access care: Teladoc: Office Visits for Outpatient Mental Health and Substance Use Disorder Services | In an effort to expand access to telehealth services, Teladoc services have been expanded to include Teladoc Behavioral Health services for Mental Health and Substance Use Disorders through MHSA Participating Providers and are a Covered Service regardless of the Member's age. |
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EOC Modification: Language Update: Dependent eligibility section

Dependent eligibility

To be eligible for coverage as a Dependent, you must:

- Be listed on the enrollment form completed by the Subscriber; and
- Be the Subscriber's spouse, Domestic Partner, or be under age 26 and the child of the Subscriber, spouse, or Domestic Partner.
 - o For the Subscriber's spouse to be eligible for this plan, the Subscriber and spouse must not be legally separated.
 - o For the Subscriber's Domestic Partner to be eligible for this plan, the Subscriber and Domestic Partner must have a registered domestic partnership if required under your Employer's written policy.
 - o "Child" includes a stepchild, newborn, child placed for adoption, child placed in foster care, and child for whom the Subscriber, spouse, or Domestic Partner is the legal guardian. It does not include a grandchild unless the Subscriber, spouse, or Domestic Partner has adopted or is the legal guardian of the grandchild.

EOC Modification: Language Update: Emergency Exception for Obtaining Outpatient Prescription Drugs at a Non-Participating Pharmacy

Language updated with new address directing members where to send out of network pharmacy claims.

Emergency Exception for Obtaining Outpatient Prescription Drugs at a Non-Participating Pharmacy

When the Member obtains Drugs from a Non-Participating Pharmacy for Emergency Services:

- The Member must first pay all charges for the prescription,
- Submit a completed Prescription Drug Claim Form to

Blue Shield of California
P.O. Box 52136,
Phoenix, AZ 85072-2136

- Blue Shield will reimburse the Member based on the price the Member paid for the Drugs, minus any applicable Deductible, Copayment or Coinsurance.
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Blue Shield of California

Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

Discrimination is against the law

Blue Shield of California complies with applicable state laws and federal civil rights laws, and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. Blue Shield of California does not exclude people or treat them differently because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

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, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, 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: (844) 696-6070

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.

Notice of the Availability of Language Assistance Services

Blue Shield of California

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。如需免費幫助，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 lib्रेng 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 naaltsoosish yíiniłta'go bíniíghah? Doo bíniíghahgóó éí, naaltsoos nich'í' yiidóolta'hígíí ła' nihee hółó. Díí naaltsoos aldó' t'áá Diné k'ehjí ádoolníł nínízingó bííghah. Doo ɓaąh ílinígó shíká' adoowoł nínízingó nihich'í' béesh bee hodiłnih dóó námboo éí díí Blue Shield bee néiho'díłzinígí bine'déé' bikáá' éí doodagó éí (866) 346-7198 jí' hodiłnih. (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)

ԿԱՐՆՎՈՐ Է. Կարողանում ե՞ք կարդալ այս նամակը: Եթե ոչ, ապա մենք կօգնենք ձեզ: Դուք պետք է նաև կարողանաք ստանալ այս նամակը ձեր լեզվով: Օտոայությունն անվճար է: Խնդրում ենք անմիջապես զանգահարել Հաճախորդների 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 برای کمک به شما در اختیارتان قرار دهیم. حتی می‌توانید نسخه مکتوب این نامه را به زبان خودتان دریافت کنید. برای 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 (866) 346-7198 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। ਮੁਫਤ ਵਿਚ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ Blue Shield ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਮੈਂਬਰ/ਕਸਟਮਰ ਸਰਵਿਸ ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ, ਜਾਂ (866) 346-7198 ਤੇ ਕਾਲ ਕਰੋ। (Punjabi)

ប្រការសំខាន់៖ តើអ្នកអាចលិខិតនេះ បានដែរឬទេ? បើមិនអាចទេ យើងអាចឲ្យគេជួយអ្នកក្នុងការអានលិខិតនេះ។ អ្នកក៏អាចទទួលបានលិខិតនេះជាភាសារបស់អ្នកផងដែរ។ សម្រាប់ជំនួយដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទភ្លាមៗទៅកាន់លេខទូរស័ព្ទសេវាសមាជិក/អតិថិជនដែលមាននៅលើខ្នងប័ណ្ណសម្គាល់ Blue Shield របស់អ្នក ឬតាមរយៈលេខ (866) 346-7198។ (Khmer)

المهم: 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 (866) 346-7198. (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 โปรดขอความช่วยเหลือจากผู้อ่านได้ คุณอาจได้รับจดหมายฉบับนี้เป็นภาษาของคุณ หากต้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย โปรดติดต่อฝ่ายบริการลูกค้า/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 मंबर/कस्टमर सर्विस टेलीफोन नंबर, या (866) 346-7198 पर कॉल करें। (Hindi)

ສິ່ງສຳຄັນ: ທ່ານສາມາດອ່ານຈົດໝາຍນີ້ໄດ້ບໍ່? ຖ້າອ່ານບໍ່ໄດ້, ພວກເຮົາສາມາດໃຫ້ບາງຄົນຊ່ວຍອ່ານໃຫ້ທ່ານພັງໄດ້. ທ່ານຍັງສາມາດຂໍໃຫ້ແບ່ງຈົດໝາຍນີ້ເປັນພາສາຂອງທ່ານໄດ້. ສຳລັບຄວາມຊ່ວຍເຫຼືອແບບບໍ່ເສຍຄ່າ, ກະລຸນາ ໂທຫາເບີໂທຂອງຝ່າຍບໍລິການສະມາຊິກ/ລູກຄ້າໃນທັນທີເບີໂທລະສັບຢູ່ດ້ານຫຼັງບັດສະມາຊິກ Blue Shield ຂອງທ່ານ, ຫຼືໂທໂທເບີ(866) 346-7198. (Laotian)