



Small Business Group Change Request

Effective October 1, 2020

Blue Shield of California and
Blue Shield of California Life & Health Insurance Company

Current Blue Shield Small Business Group: Use this form to change company information, contacts, group elections, or plans. Blue Shield will send you an amended contract, if needed, after processing your requests. It's the group's responsibility to keep its contact information up to date. This form cannot be used to add, remove, or change member information.

Please type or print clearly in black ink. Subsequent billing will reflect requested changes once processed by Blue Shield. Alternatively, to ensure accuracy and faster processing, you may complete this form online at blueshieldca.com/SBMforms.

Instructions: 1) Complete all of sections 1 and 2. 2) Fill out the remainder of the document, but only for the items you marked in #2.

Return by either **Email:** small.group@blueshieldca.com or **Mail:** Small Group (1-100 employees), P.O. Box 3008, Lodi, CA 95241-1912

1 GROUP IDENTIFICATION

Current group legal name	Blue Shield group ID number	Requested effective date for changes
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2 WHICH CHANGES ARE YOU MAKING?

Select all that apply:

- | | |
|--|--|
| ☐ Employer address | ☐ Part-time employee eligibility |
| ☐ Employer contacts | ☐ Medical plans ¹ |
| ☐ Employer name, DBA, Federal Tax ID Number, SIC, legal entity type | ☐ Additional selections |
| ☐ Employer waiting period | ☐ Specialty benefits – Dental ² |
| ☐ Continuation of coverage – status | ☐ Specialty benefits – Vision ² |
| ☐ Continuation of coverage – administrator | ☐ Specialty benefits – Life/AD&D ² |
| | ☐ Employer contributions |

¹ ☐ Submit the Multiple Subscriber Change Spreadsheet for existing Off-Exchange plan membership in lieu of individual enrollment forms when making renewal changes to current medical elections. This form is available on Broker Connection.

² ☐ Add dental ☐ Add vision ☐ Add flat life

Add specialty product(s) for the first time to existing Blue Shield Medical and ALL currently enrolled employees and dependents will elect specialty coverage. They will automatically be enrolled and no forms will be required (except for multiple of salary or graded life plans, and to designate life beneficiaries).

Otherwise, please submit an enrollment, refusal of coverage, or subscriber change request form for all eligible employees and dependents electing coverage. (Refusal of coverage is only allowed for contributory plans.)

3A EMPLOYER ADDRESS

Provide the group's new information, where applicable.

Principal business address – number and street (no P.O. box)*

City	State	ZIP code
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Billing address (if different from above)

City	State	ZIP code
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* The principal business address is where Blue Shield will send all paper notices and correspondence; however, the group may choose to have the bill sent to a different address. The principal business address means the principal business address registered with the Secretary of the state of California. If a principal business address is not registered with the state or is registered solely for purposes of service of process and is not a substantial worksite for the group's business, then provide the business address within the state where the greatest number of employees work.

3B GROUP CONTACT INFORMATION

We are a digital-first company – email is a **mandatory** field, so that we can best serve you.

Primary contact

☐ Add **Name** **Email**
☐ Delete

☐ Add **Name** **Email**
☐ Delete

Employer Connection Plus contact (must also be a primary contact)

☐ Add **Name** **Email**
☐ Delete

☐ Add **Name** **Email**
☐ Delete

Secondary contact

☐ Add **Name** **Email**
☐ Delete

☐ Add **Name** **Email**
☐ Delete

Billing contact

☐ Add **Name** **Email**
☐ Delete

☐ Add **Name** **Email**
☐ Delete

3C EMPLOYER NAME, DBA, FEDERAL TAX ID NUMBER, SIC, LEGAL ENTITY TYPE

1. Provide the group's new information

Group legal name Federal Tax ID (TID) number

Doing business as (DBA) Standard Industry Classification (SIC) and industry description

Choose one legal entity type:

☐ S-Corporation ☐ C-Corporation ☐ Partnership or LP ☐ Sole proprietor ☐ LLC ☐ Non-profit

☐ Other (specify)

2. Select one option – either 2A Simple name change, or 2B Comprehensive business change. Answer related questions and provide requested documentation to small.group@blueshieldca.com.

2A. Simple name change

1. Select all that apply:

☐ Filed FBN for new fictitious business DBA

☐ Filed amendment/conversion for corporations/partnerships

2. Requested documentation:

1. IRS documentation of new name and EIN; or W9 or SS-4

2. Proof of name change showing old and new name, as follows:

1. Amendment and/or Conversion document, filed with CA Secretary Of State (Corporations, Partnerships, LLC only) and/or

2. Fictitious Business Name (FBN) statement, filed with county (Sole Proprietor, or DBA changes)

3C EMPLOYER NAME, DBA, FEDERAL TAX ID NUMBER, SIC, LEGAL ENTITY TYPE (continued)**2B. Comprehensive business change**

1. Select all that apply:

☐ Ownership change☐ Adding subsidiary/affiliate business☐ Business purchase or sale☐ Merger☐ Entity type change☐ Other:☐ Employees moving to other existing business

2. Additional questions:

Total current FTE and FTE Equivalent _____

If current count is >100, how many employed in prior calendar quarter? _____

If prior calendar quarter count is >100 how many employed in prior calendar year? _____

Total current FTE and FTE Equivalent employed out of state _____

Total FTE and FTE Equivalent employed out of state during the prior calendar quarter _____

Total FTE and FTE Equivalent employed of of state during the prior calendar year _____

3. Requested documentation:

1. IRS documentation of new name and EIN; or W9 or SS-4

2. Payroll or W4 for all employees

3. New employees only: applications and refusals

4. Documentation supporting the change. Examples **include:** purchase, merger, or partnership agreement; corporate documentation

4. If you selected "Adding subsidiary/affiliate business" above, then fill out the table below

Subsidiary or affiliated company name(s)	Include in coverage?	Eligible to file a combined state tax return?
	☐ Yes ☐ No	☐ Yes ☐ No
	☐ Yes ☐ No	☐ Yes ☐ No
	☐ Yes ☐ No	☐ Yes ☐ No

4 EMPLOYER WAITING PERIODS**Choose one of the following options.** Coverage for eligible employees will become effective following completion of the waiting period on the day specified.

- ☐ Effective first of the month following date of hire
(if hired on the first of the month, coverage will be effective the first of the following month)
- ☐ Effective first of the month following 30 days from date of hire
- ☐ Effective first of the month following 60 days from date of hire
- ☐ Effective on the 91st day following date of hire
(a group may be partially billed when electing the 91st day waiting period)

5A CONTINUATION COVERAGE – STATUS

Complete this section if the employee count has changed to impact whether the group is subject to COBRA or Cal-COBRA requirements. If you are changing your COBRA status, Blue Shield will also change your Medicare Secondary Payer (MSP) status; you do not need to request MSP changes. Please note that Blue Shield must receive COBRA status change requests at the beginning of the calendar year.

☐ **Federal COBRA, OR**

As of January 1, 2020, the group has 20+ total employees, employed 50% working days in previous calendar year.

☐ **Cal-COBRA**

As of January 1, 2020, the group has 2-19 eligible employees, employed 50% working days in previous calendar year; or if not in the business during the previous calendar year, during the previous calendar quarter.

5B CONTINUATION COVERAGE – COBRA THIRD-PARTY ADMINISTRATOR

☐ Add Company name

☐ Delete Company name

6 PART-TIME EMPLOYEE ELIGIBILITY

If you are adding or removing part-time coverage, submit the most recently filed DE-9C with this form.

☐ Remove part-time coverage

☐ Add part-time coverage

* **Eligible Employee** – An eligible employee is an employee who:

- **(Full-time)** Is a permanent employee who works on a full-time basis in the conduct of the business of the employer, whose duties are performed at the employer's regular place(s) of business, working an average of 30 hours per work week, and who has met any statutorily authorized waiting period; or
- **(Part-time)** Meets all the conditions set forth in the first bullet except works at least 20 hours but no more than 29 hours at least 50% of the weeks in the previous calendar quarter, the group offers such employees health coverage and all similarly situated employees are offered such coverage; and
- Receives monetary compensation in the course of employment (shown through W-2); and
- Is a bona fide employee and a bona-fide employee/employer relationship exists.
- An eligible employee also includes a sole proprietor, spouse, or Domestic Partner of a sole proprietor, or partners of a partnership, or the spouse or Domestic Partner of a partner of a partnership working on a full-time basis at the employer's regular place(s) of business, working an average of 30 hours per work week, when the group meets all small employer eligibility requirements.
- An eligible employee does not include individuals working on a temporary or substitute basis.

7A MEDICAL PLANS

For groups with one or more enrolling employee, choose plans from either the Off-Exchange or Mirror plan packages, but not both. Plan packages cannot be combined. Within a plan package, HMO and PPO can be offered together.

Off-Exchange Package May be offered with another carrier's HMO plan

Mirror Package Cannot be offered alongside Off-Exchange plans or any other carrier's plans. These plans "mirror" standardized plans offered through Covered California.

Blue Shield of California Off-Exchange Package for Small Business

PPO Plans Full PPO and Tandem PPO have different provider networks. Full PPO and Full HSA-compatible High-Deductible Health Plan (HDHP) plans share a full Blue Shield provider network. Tandem PPO and Tandem HSA-compatible HDHP plans share a select Blue Shield provider network. Choose any combination of Full PPO Network and Tandem PPO Network plans.

☐ Choose ALL PPO plans, OR

☐ Individually choose any number of the plan(s) below:

PPO plans – Full PPO Network

- ☐ Platinum Full PPO 0/0 OffEx
- ☐ Platinum Full PPO 0/10 OffEx
- ☐ Platinum Full PPO 250/15 OffEx
- ☐ Gold Full PPO 0/20 OffEx
- ☐ Gold Full PPO 500/30 OffEx
- ☐ Gold Full PPO 750/30 OffEx
- ☐ Gold Full PPO 1200/35 OffEx
- ☐ Silver Full PPO 1800/55 OffEx
- ☐ Silver Full PPO 2300/45 OffEx
- ☐ Bronze Full PPO 5000/70 OffEx
- ☐ Bronze Full PPO 6850/65 OffEx
- ☐ Bronze Full PPO 6500/50 OffEx

HSA-compatible HDHP plans – Full PPO Network

- ☐ Silver Full PPO Savings 2000/25% OffEx
- ☐ Silver Full PPO Savings 2500/35% OffEx
- ☐ Bronze Full PPO Savings 5300/40% OffEx
- ☐ Bronze Full PPO Savings 6900 OffEx

HSA-compatible HDHP plans – Tandem PPO Network

- ☐ Silver Tandem PPO Savings 2000/25% Off/Ex
- ☐ Silver Tandem PPO Savings 2500/35% OffEx
- ☐ Bronze Tandem PPO Savings 5300/40% OffEx
- ☐ Bronze Tandem PPO Savings 6900 OffEx

Tandem PPO plans – Tandem PPO Network

- ☐ Platinum Tandem PPO 0/0 OffEx
- ☐ Platinum Tandem PPO 0/10 OffEx
- ☐ Platinum Tandem PPO 250/15 OffEx
- ☐ Gold Tandem PPO 0/20 OffEx
- ☐ Gold Tandem PPO 500/30 OffEx
- ☐ Gold Tandem PPO 750/30 OffEx
- ☐ Gold Tandem PPO 1200/35 OffEx
- ☐ Silver Tandem PPO 1800/55 OffEx
- ☐ Silver Tandem PPO 2300/45 OffEx
- ☐ Bronze Tandem PPO 5000/70 OffEx
- ☐ Bronze Tandem PPO 6500/50 OffEx
- ☐ Bronze Tandem PPO 6850/65 OffEx

HMO Plans Access+ HMO® plans, Local Access+ HMO plans, and Trio HMO plans have different provider networks. Local Access+ and Trio are select networks and Access+ is a full network. Access+ and Local Access+ networks may not be offered together.

☐ Choose ALL Trio and Local Access+ plans, OR

☐ Choose ALL Trio and Access+ plans, OR

☐ Individually choose any number of plan(s) below from Trio/Access+ or Trio/Local Access+:

Access+ HMO plans – Access+ HMO Network

- ☐ Platinum Access+ HMO® 0/20 OffEx
- ☐ Platinum Access+ HMO® 0/25 OffEx
- ☐ Platinum Access+ HMO® 0/30 OffEx
- ☐ Gold Access+ HMO® 0/30 OffEx
- ☐ Gold Access+ HMO® 500/35 OffEx
- ☐ Gold Access+ HMO® 1000/35 OffEx
- ☐ Gold Access+ HMO® 1500/35 OffEx
- ☐ Silver Access+ HMO® 2350/65 OffEx

Trio HMO plans – Trio ACO HMO Network

- ☐ Platinum Trio HMO 0/20 OffEx
- ☐ Platinum Trio HMO 0/25 OffEx
- ☐ Platinum Trio HMO 0/30 OffEx
- ☐ Gold Trio HMO 0/30 OffEx
- ☐ Gold Trio HMO 500/35 OffEx
- ☐ Gold Trio HMO 1000/35 OffEx
- ☐ Gold Trio HMO 1500/35 OffEx
- ☐ Silver Trio HMO 2350/65 OffEx

Local Access+ HMO plans – Local Access+ HMO Network

- ☐ Platinum Local Access+ HMO® 0/20 OffEx
- ☐ Platinum Local Access+ HMO® 0/25 OffEx
- ☐ Platinum Local Access+ HMO® 0/30 OffEx
- ☐ Gold Local Access+ HMO® 0/30 OffEx
- ☐ Gold Local Access+ HMO® 500/35 OffEx
- ☐ Gold Local Access+ HMO® 1000/35 OffEx
- ☐ Gold Local Access+ HMO® 1500/35 OffEx
- ☐ Silver Local Access+ HMO® 2350/65 OffEx

Blue Shield of California Mirror Package for Small Business

☐ Choose ALL Trio HMO and Full PPO plans, OR

☐ Individually choose any number of plan(s) below from Trio HMO and/or Full PPO

Platinum Mirror plans

- ☐ Blue Shield Trio Platinum 90 HMO 0/15 + Child Dental
- ☐ Blue Shield Platinum 90 PPO 0/15 + Child Dental

Silver Mirror plans

- ☐ Blue Shield Trio Silver 70 HMO 2250/50 + Child Dental
- ☐ Blue Shield Silver 70 PPO 2250/50 + Child Dental

Gold Mirror plans

- ☐ Blue Shield Trio Gold 80 HMO 250/25 + Child Dental
- ☐ Blue Shield Gold 80 PPO 250/25 + Child Dental

Bronze Mirror plans

- ☐ Blue Shield Bronze 60 PPO 6300/65 + Child Dental

7B ADDITIONAL SELECTIONS

Choose any additional selections, as applicable.

☐ **Yes, HealthEquity**

If you selected an HDHP plan, you may choose to make HealthEquity your HSA administrator. **Choosing HealthEquity means Blue Shield shares eligibility and claims data for a seamless experience.** If you do not select HealthEquity, please work directly with your own HSA administrator.

☐ **Yes, Infertility Rider**

If selected, a rider for infertility benefits will be added to all medical plans for the entire group. This rider can be offered with either an off-exchange or a mirror plan package, HMO and PPO.

8A SPECIALTY BENEFITS – DENTAL

Choose one dental plan option below:

☐ **Single dental plan option** – Choose any ONE plan below (HMO or PPO), OR

☐ **Dual Choice dental plan option** – Choose any TWO plans below (any combination of HMO or PPO), OR

☐ **Triple Choice dental plan option** – Choose THREE plans below in one of these combinations:

☐ 2 Dental HMO and 1 Dental PPO, OR

☐ 3 Dental HMO plans, OR

☐ 2 Dental PPO plans and 1 Dental HMO plan – This option requires you to offer Blue Shield medical plans. The 2 Dental PPO plans must have the same Ortho benefit.

Dental HMO plans

☐ DHMO Basic

☐ DHMO Standard

☐ DHMO Plus

☐ DHMO Deluxe

☐ DHMO Voluntary

Dental PPO plans

☐ SmileSM Value 50/1500/No Ortho/MAC/NR

☐ SmileSM 50/1500/No Ortho/MAC/NR

☐ SmileSM Plus 50/1500/Ortho/MAC/NR

☐ SmileSM Basic 75/1000/No Ortho/MAC/NR

☐ SmileSM Basic 50/1000/No Ortho/MAC

☐ SmileSM Basic 50/1000/Ortho/U85

☐ SmileSM Plus 50/1500/No Ortho/MAC

☐ SmileSM Plus 50/1500/No Ortho/MAC/WP*

☐ SmileSM Deluxe 50/1500/Ortho/MAC/NR

☐ SmileSM Deluxe 2000 50/2000/No Ortho/MAC/NR

☐ SmileSM Deluxe Plus 2000 50/2000/Ortho/MAC/NR

☐ SmileSM Deluxe Gold 50/1500/Ortho/U85/NR

☐ SmileSM Plus Gold 50/1500/Ortho/U85/NR

☐ SmileSM Plus Gold 50/1500/Ortho/U80

☐ SmileSM Plus Gold 50/1500/No Ortho/U80

☐ SmileSM Plus Gold 50/1500/Ortho/U80/ADV

☐ SmileSM Plus Gold 50/1500/Ortho/U90/ADV

☐ SmileSM Plus Gold 50/1500/No Ortho/U90/ADV

☐ SmileSM Plus Gold 50/2500/Ortho/U90/ADV

☐ SmileSM Plus Gold 50/2500/No Ortho/U90/ADV

☐ Ultimate Dental Plus PPO for Small Business 50/2000/Ortho/MAC/NR

☐ Ultimate Dental PPO for Small Business 50/2000/No Ortho/MAC/NR

☐ Ultimate Dental PPO for Small Business 50/2000/No Ortho/U80

☐ Ultimate Dental PPO for Small Business 50/2000/Lifetime Ortho/U90

☐ Ultimate Dental PPO for Small Business 50/2000/No Ortho/U90

Voluntary Dental PPO plans*

☐ SmileSM Basic Voluntary 75/1000/No Ortho/MAC/NR

☐ SmileSM Basic Voluntary 50/1000/No Ortho/MAC

☐ SmileSM Basic Voluntary 50/1500/Ortho/U80

☐ SmileSM Basic Voluntary 50/1000/No Ortho/U80 (No Wait)†

* Voluntary Dental plans require one eligible, enrolling employee.

† This Voluntary plan does not include Waiting Periods. Submission of proof of any prior coverage is not required.

ADV stands for Advantage. ADV plans incentivize members to use in-network providers.

NR stands for No Rollover.

8B SPECIALTY BENEFITS – VISION*

Choose one vision plan option below:

☐ Single vision plan option – choose any ONE plan below, OR☐ Dual Choice vision plan option – choose any TWO plan options below:

Ultimate Vision for Small Business (12-12-12)	Preferred Vision for Small Business (12-12-24)	Basic Vision for Small Business (12-24-24)
☐ Ultimate Vision Plus 0/0/150/120	☐ Preferred Vision Plus 0/0/150/120	☐ Basic Vision Plus 0/0/150/120
☐ Ultimate Vision 0/0/150	☐ Preferred Vision 0/0/150	☐ Basic Vision 0/0/150
☐ Ultimate Vision Plus 10/25/150/120	☐ Preferred Vision Plus 10/25/150/120	☐ Basic Vision Plus 10/25/150/120
☐ Ultimate Vision 10/25/150	☐ Preferred Vision 10/25/150	☐ Basic Vision 10/25/150
☐ Ultimate Vision 0/0/120	☐ Preferred Vision 0/0/120	☐ Basic Vision 0/0/120
☐ Ultimate Vision 10/25/120	☐ Preferred Vision 10/25/120	☐ Basic Vision 10/25/120
☐ Ultimate Vision Voluntary 10/25/150	☐ Preferred Vision Voluntary 10/25/120	☐ Basic Vision Voluntary 10/25/120

Voluntary Vision plans require one eligible, enrolling employee.

* Vision plans are underwritten by Blue Shield of California Life & Health Insurance Company (Blue Shield Life).

8C SPECIALTY BENEFITS – LIFE/AD&D*

Choose the life plan design and coverage amount from the options below:

- 1. Select plans** – Choose one employee plan option: Flat, Multiple of salary, or Graded. Determine if you also want to offer dependent life. If offering dependent life, the group must also offer Employee Life/AD&D.
- 2. Provide benefit details** – Use the “Benefit amounts table” at the bottom of this section to find available amounts for each plan type.

	1. Select plan(s)	2. Provide benefit details	Description
Employee	☐ Flat	Benefit amount: \$ _____	All employees are covered at the same flat amount (up to the maximum amount).
	☐ Multiple of salary	☐ 1x salary or ☐ 2x salary Up to a maximum benefit of: \$ _____	All employees are covered for the same multiple of salary at one or two times annual salary (up to the maximum amount). Benefit amounts are rounded to the next highest \$1,000.
	☐ Graded	Make selections in the “Graded life table” below	Employees are covered by class (up to four), defined with different levels of benefits. Classes can be either flat or multiple of salary, and this selection can vary for each class.
	☐ Dependent	Benefit amount: \$ _____	Only available to employees electing Life/AD&D. Benefits for children ages 14 days to six months are 10% of total benefit, with no coverage for infants from birth to 14 days. AD&D is not available for dependents.

Graded life table (use only if choosing a graded plan). Provide a class description and choose one plan option, Flat or Multiple of Salary, for each class. Plan choices may vary by class. The benefit amount for each class must be no more than 2.5 times that of the next lower class.

Provide class description	Flat	Multiple of salary	
Up to four classes	Provide benefit amount	Select salary multiplier	Provide maximum benefit amount
Class 1	\$ _____	☐ 1x or ☐ 2x	\$ _____
Class 2	\$ _____	☐ 1x or ☐ 2x	\$ _____
Class 3	\$ _____	☐ 1x or ☐ 2x	\$ _____
Class 4	\$ _____	☐ 1x or ☐ 2x	\$ _____

Benefit amount table (use to find benefit amount or maximum benefit for your plan type)

Number of eligible employees	Flat	Multiple of salary	Basic dependent life
	If benefit is within a range, pick any increment of \$5,000.	Minimum benefit always \$15,000. 1x or 2x annual salary up to the below maximums.	Dependent life benefit must not be more than 50% of the employee benefit. Spouse/domestic partner and children must be covered for the same benefit amount.
2-9	\$15,000 – \$35,000 or \$50,000	\$30,000 or \$50,000	\$1,000 or \$2,000 or \$3,000 or \$4,000 or \$5,000
10-24	\$15,000 – \$100,000	\$50,000 or \$75,000 or \$100,000	
25-50	\$15,000 – \$150,000	\$50,000 or \$75,000 or \$100,000 or \$125,000 or \$150,000	\$1,000 or \$2,000 or \$3,000 or \$4,000 or \$5,000 or \$7,500 or \$10,000 or \$20,000
51-100	\$15,000 – \$150,000 or \$175,000 or \$200,000	\$50,000 or \$75,000 or \$100,000 or \$125,000 or \$150,000 or \$175,000, or \$200,000 or \$250,000 or \$300,000	

Employee Life/AD&D requires two eligible, enrolling employees.

* Life/AD&D Insurance is underwritten by Blue Shield of California Life & Health Insurance Company (Blue Shield Life).

9 EMPLOYER CONTRIBUTIONS

How much will the group contribute for each product selected?

Medical	Employee: _____ % or \$ _____	Employer must contribute either (1) at least 50% of employee's total premium, or (2) a defined contribution minimum of \$100 per employee (or the cost of total employee premiums, whichever is less). If employer pays 100% employee premium, all eligible employees must enroll in coverage.
	Dependent: _____ % or \$ _____	
Dental	Employee: _____ % or \$ _____	Employer must contribute at least 50% of employee's total premium (except for voluntary plans). If 100% is paid by the employer, all eligible employees must enroll in coverage.
	Dependent: _____ % or \$ _____	
Vision	Employee: _____ % or \$ _____	Employer must contribute at least 25% of employee's total premium (except for voluntary plans). If 100% is paid by the employer, all eligible employees must enroll in coverage.
	Dependent: _____ % or \$ _____	
Life	Employee: _____ % or \$ _____	Employer must contribute at least 25% of employee's total premium. If 100% is paid by the employer (non-contributory), all eligible employees must enroll in coverage.
	Dependent: _____ % or \$ _____	

10 EMPLOYER REPRESENTATIVE ATTESTATIONS AND SIGNATURE☐ The group representative attests to the following:

1. The group understands that no requested change(s) will be effective until Blue Shield has processed this request and assigned an effective date. The group or the group's broker will be notified by Blue Shield of the change, or Blue Shield can be contacted for confirmation.
2. The person signing this form must be an existing authorized group contact on file with Blue Shield.

X

Authorized group representative signature

Date

Authorized group representative printed name

Authorized group representative printed title

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 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 naaltsoosish yíiniłta'go bíinígah? Doo bíinígahgóó éí, naaltsoos nich'í' yiidóolta'hígíí ła' nihee hółó. Díí naaltsoos áldó' t'áá Diné k'ehjí ádoólnííł nínízingo bíighah. Doo baa'ah ílínígó shíká' adoowoł nínízingó nihich'í' béesh bee hodílnih dóó námboo éí díí Blue Shield bee néího'dílníngí bine'dée' bikáá' éí doodagó éí (866) 346-7198 jì' hodílnih. (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 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 اختیاراتان 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 شناسایی 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/អតិថិជនដែលមាននៅលើខ្ទង់ប័ណ្ណសម្គាល់ 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 मँबर/कस्टमर सर्विस टेलीफोन नंबर, या (866) 346-7198 पर कॉल करें। (Hindi)

ສິ່ງສຳຄັນ: ທ່ານສາມາດອ່ານຈົດໝາຍນີ້ໄດ້ບໍ່? ຖ້າອ່ານບໍ່ໄດ້, ພວກເຮົາສາມາດໃຫ້ບາງຄົນຊ່ວຍອ່ານໃຫ້ທ່ານຟັງໄດ້.
ທ່ານຍັງສາມາດຂໍໃຫ້ແປຈົດໝາຍນີ້ເປັນພາສາຂອງທ່ານໄດ້. ສຳລັບຄວາມຊ່ວຍເຫຼືອແບບບໍ່ເສຍຄ່າ, ກະລຸນາ
ໂທຫາເບີໂທຂອງຝ່າຍບໍລິການສະມາຊິກ/ລູກຄ້າໃນທັນທີເບີໂທລະສັບຢູ່ດ້ານຫຼັງບັດສະມາຊິກ Blue Shield ຂອງທ່ານ,
ຫຼືໂທໄປຫາເບີ(866) 346-7198. (Laotian)

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, llame 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

Անվճար 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

Бесплатные 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 برایتان خوانده شوند. برای دریافت کمک، با ما از طریق شماره تلفنی که روی کارت شناسائی شما قید شده است و یا این شماره 1-866-346-7198 تماس بگیرید. برای دریافت کمک بیشتر، به CA Dept. of Insurance (اداره بیمه کالیفرنیا) به شماره 1-800-927-4357 تلفن کنید. Persian

ਮੁਫਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ: ਤੁਸੀਂ ਦੁਬਾਰੀਏ 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 ਇਨਸ਼ੂਰੈਂਸ ਨੂੰ 1-800-927-4357 'ਤੇ ਫ਼ੋਨ ਕਰੋ। Punjabi

សេវាកម្មភាសាភូតិកផ្នែក៖ អ្នកអាចទទួលបានអ្នកបកប្រែភាសា និងអានឯកសារជូនអ្នកជា ភាសាខ្មែរ ។ សម្រាប់ជំនួយសូមទូរស័ព្ទមកយើងខ្ញុំតាមលេខដែលមានបង្ហាញលើប័ណ្ណសំគាល់ខ្លួនរបស់អ្នក ឬលេខ 1-866-346-7198 ។ សម្រាប់ជំនួយបន្ថែមទៀត សូមទូរស័ព្ទទៅក្រសួងធានារ៉ាប់រងរដ្ឋកាលីហ្វ័រញ៉ា តាមលេខ 1-800-927-4357 Khmer

خدمات ترجمة بدون تكلفة. يمكنك الحصول علي مترجم و قراءة الوثائق لك باللغة العربية. للحصول علي المساعدة، اتصل بنا علي الرقم المبين علي بطاقة عضويتك أو علي الرقم 1-866-346-7198. للحصول علي المزيد من المعلومات، اتصل بإدارة التأمين لولاية كاليفورنيا علي الرقم 1-800-927-4357. Arabic

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 คุณสามารถรับบริการจากสาม รวมถึงให้เจ้าหน้าที่อ่านเอกสารให้คุณฟัง หรือส่งเอกสารบางส่วนในภาษาของคุณไปหาคุณได้ หากต้องการความช่วยเหลือ กรุณาโทรศัพท์ตามหมายเลขที่ระบุอยู่ด้านหลังบัตรประจำตัวของคุณ หรือ ที่หมายเลข 1-866-346-7198 หากต้องการความช่วยเหลือเพิ่มเติม โปรดโทรมาที่ กรมการประกันภัยแห่งมลรัฐแคลิฟอร์เนียที่หมายเลข 1-800-927-4357 Thai

निःशुल्क भाषा सेवाएँ। आप एक दुभाषिया 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 yát'i' bee aná'áwo'. Díí shá ata'halne'dooígí hólóqodoo nínízingo éí bííghah. Naaltsoos naanínáhájeehígí shich'í' yíidooltah éí doodagó ła' shich'í' ádoolníí nínízingo bííghah. Shíká a'doowoł nínízingo nihich'í' béeesh bee hodíílnih dóó námboo éí díí ninaaltsoos dootł'ízhígí bee néího'díłzinígí bine'déé' bikáá' éí doodagó éí (866)346-7198jí' hodíílnih. Hózhó shíká anáá'doowoł nínízingo éí díí béeso ách'áah naa'nil bit haz'áají' 1-800-927-4357jí' hodíílnih. Navajo

ບໍລິການແປພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍເອົາຜູ້ແປພາສາໄດ້. ທ່ານສາມາດຂໍໃຫ້ອ່ານເອກະສານໃຫ້ທ່ານຟັງ ແລະ ສົ່ງເອກະສານບາງຢ່າງທີ່ເປັນພາສາຂອງທ່ານ. ສໍາລັບຄວາມຊ່ວຍເຫຼືອ, ໃຫ້ໂທຫາພວກເຮົາຕາມເບີໂທລະສັບທີ່ມີ ໃນບັດປະຈຳຕົວຂອງທ່ານ ຫຼື ໂທຫາເບີ 1-866-346-7198. ສໍາລັບຄວາມຊ່ວຍເຫຼືອເພີ່ມເຕີມໂທຫາ ພະແນກ ປະກັນໄພຂອງ ລັດຄາລິຟໍເນຍໄດ້ທີ່ເບີ 1-800-927-4357. Laotian