Access one of the largest networks of doctors and hospitals in the state.

Go with Blue Shield.
Go with Blue Shield’s Access+ HMO plan.

Our Access+ HMO® plan offers access to one of the largest, quality networks of doctors, specialists and hospitals, along with many care options, so you can choose what’s right for you and your family.

Here are some of the valuable programs and services that offer you more choice, convenience and control over your own care:

1. **Self-refer to a specialist** within your medical group, without going to your doctor first!

2. **Get a second opinion** from any physician in our network, anywhere in the state.

3. **Select a different Personal Physician** for each member of your family and change that doctor anytime you want.

4. **Contact a Teladoc** physician 24/7/365 when your doctor isn’t available.

5. **Receive up to 20 chiropractic and acupuncture** treatments per year for a $15 copay.

6. **Call Shield Concierge**, our team of experts, for help with healthcare questions, concerns or decisions.
About the Access+ HMO plan

Blue Shield's Access+ HMO plan is designed to provide both comprehensive coverage and access to one of the largest, quality networks of doctors, specialists and hospitals throughout the state.

With our Access+ HMO plan, you can expect zero or low copayments for most covered services, plus no deductible and virtually no claim forms.

Choosing a doctor

When you enroll in the Access+ HMO plan, you will be asked to select a primary care physician for you and each of your dependents. At Blue Shield, we call them Personal Physicians. You and your covered dependents have the option to select different Personal Physicians and medical groups within the Access+ network of providers.

To find out if your current doctor is in our network, or to locate a new doctor, go to blueshieldca.com/networkhmo. Click on Select a plan, and then choose CalPERS as your plan and Access+ HMO as your subplan. Next choose Doctors and select HMO Personal Physicians in the "Doctor type or specialty" field. Enter your ZIP code and click Find now.

If you don't have access to the internet or would like personal assistance, you can always call Shield Concierge, our dedicated customer service team for CalPERS members, at (800) 334-5847, 7 a.m. to 8 p.m., seven days a week.
Comprehensive benefit summary for the Access+ HMO plan

<table>
<thead>
<tr>
<th>Calendar-year deductible</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Member</strong></td>
</tr>
<tr>
<td><strong>Family</strong></td>
</tr>
</tbody>
</table>

**Physician services**

- Preventive health exam: No charge
- Gynecological/well-woman exam: No charge
- Pregnancy and maternity care; prenatal/postnatal office visits: No charge
- Well-baby care: No charge
- Immunization/inoculation: No charge
- Allergy testing/treatment: No charge
- Office/home visits: $15/visit
- Teladoc video or phone consultation: $5/call
- Urgent care: $15/visit
- Infertility testing and treatment: 50% of allowable amount
- Physician inpatient hospital visits: No charge
- Surgery/anesthesia: No charge

**Chiropractic and acupuncture services** (Combined maximum of 20 visits per year)

- Access+ Specialist™ – self-referral to specialists: $30/visit

**Hospital services**

- Inpatient: No charge
- Outpatient: No charge
- Ambulatory surgery centers: No charge
- Transgender surgical services: No charge
- Ambulance services: No charge
- Emergency care – no copayment if hospitalized or kept for observation: $50/visit

**Diagnostic X-ray/lab**

- No charge

**Skilled nursing facility** – up to 100 days per calendar year

- No charge

**Hospice**

- No charge

**Mental health/substance abuse**

- Inpatient: No charge
- Outpatient: $15/visit
### Prescriptions

<table>
<thead>
<tr>
<th>Description</th>
<th>Generic</th>
<th>Formulary Brand</th>
<th>Non-Formulary Brand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescriptions for non-maintenance drugs</td>
<td>$5</td>
<td>$20</td>
<td>$50</td>
</tr>
<tr>
<td>(for the first three fills of maintenance drugs from a retail pharmacy)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(up to a 30-day supply)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescriptions for maintenance drugs after the first three fills from a</td>
<td>$10</td>
<td>$40</td>
<td>$100</td>
</tr>
<tr>
<td>retail pharmacy (up to a 30-day supply)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescriptions for maintenance drugs from a select* retail pharmacy (up to</td>
<td>$10</td>
<td>$40</td>
<td>$100</td>
</tr>
<tr>
<td>a 90-day supply)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescriptions for maintenance drugs by mail order</td>
<td>$10</td>
<td>$40</td>
<td>$100</td>
</tr>
<tr>
<td>(up to a 90-day supply)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescriptions for specialty drugs</td>
<td>$30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescription drugs to treat sexual dysfunction</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maximum annual out-of-pocket payments for mail service formulary</td>
<td>$1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>prescription drugs</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Flu vaccine from participating retail pharmacies

No charge

### Vision care

Eye refraction to determine need for corrective lenses

- (This service is limited to one visit per calendar year for members 18 and older; no limit on number of visits for members under 18.)
- No charge

Eyeglasses – not covered, except for those that are necessary after cataract surgery
- 20% discount available (See page 10.)

### Hearing-aid services

- Evaluation

- No charge

- Hearing aid – up to a maximum of $1,000 per member, every 36 months for both ears for the hearing-aid instrument and ancillary equipment

- Charges in excess of $1,000

### Durable medical equipment, including orthoses and prostheses

No charge

### Physical/occupational/speech therapy

- Inpatient visits at a hospital or skilled nursing facility

- No charge

- Outpatient and home visits

- $15/visit

### Member calendar-year out-of-pocket maximum

<table>
<thead>
<tr>
<th>Category</th>
<th>Member:</th>
<th>Family:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$7,150</td>
<td>$14,300</td>
</tr>
<tr>
<td>Medical</td>
<td>$1,500</td>
<td>$3,000</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>$5,650</td>
<td>$11,300</td>
</tr>
<tr>
<td></td>
<td>maximum</td>
<td>maximum</td>
</tr>
</tbody>
</table>

* For a list of select pharmacies, please visit the Pharmacy Resources page at blueshieldca.com/calpers.
† Includes the $1,000 maximum annual out-of-pocket payments for mail service formulary prescription drugs per member.

This chart is a summary of the Access+ HMO plan benefit coverage. It is not a contract. For complete details, please visit our website, blueshieldca.com/calpers, where you can find in-depth information about the plan, as well as download the Access+ HMO Evidence of Coverage and Disclosure Form. Or you can contact Member Services at (800) 334-5847 if you prefer a printed copy.
Pharmacy benefits

Blue Shield’s pharmacy benefits are fully integrated with the medical benefits, offering you the convenience of one Blue Shield member ID card and one Member Services phone number for both pharmacy and medical benefit questions.

Filling your prescription at a local pharmacy

You can locate a network pharmacy by calling Shield Concierge at (800) 334-5847 or by visiting the Pharmacy Benefits section of our website (under the Plans and Benefits tab) at blueshieldca.com/calpers.

Copayments for prescription drugs filled at a retail pharmacy:

<table>
<thead>
<tr>
<th>Retail prescription drugs</th>
<th>Generic</th>
<th>Formulary brand</th>
<th>Non-formulary brand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to a 30-day supply of non-maintenance drugs and the first three fills of maintenance drugs*</td>
<td>$5</td>
<td>$20</td>
<td>$50</td>
</tr>
<tr>
<td>Up to a 30-day supply of maintenance drugs after the first three fills³</td>
<td>$10</td>
<td>$40</td>
<td>$100</td>
</tr>
<tr>
<td>Up to a 90-day supply of maintenance drugs from a SELECT retail pharmacy†</td>
<td>$10</td>
<td>$40</td>
<td>$100</td>
</tr>
</tbody>
</table>

You may also receive your flu immunization from participating pharmacies as well as your physician’s office at no charge.

Mail service prescriptions

Blue Shield provides the convenience of mail-service⁷ delivery of prescription drugs through CVS/caremark. You may receive up to a 90-day supply of covered maintenance drugs delivered to your home or office, with no charge for shipping. Mail service also offers you savings, as you will pay only one-third of the retail pharmacy copayment for the same amount of covered maintenance drugs.

Mail-service prescription drugs (90-day supply)

<table>
<thead>
<tr>
<th>$10 generic</th>
<th>$40 formulary brand</th>
<th>$100 non-formulary brand</th>
</tr>
</thead>
</table>

To receive medications from CVS/caremark, you will need to complete a New Prescription Order Form found on the blueshieldca.com/calpers website. Select the Plans and Benefits tab, then click on Pharmacy Benefits and Blue Shield’s prescription mail service, CVS/caremark.

For new prescriptions, please allow 10 to 14 days to receive your covered maintenance medications through CVS/caremark. Once your prescription is on file at CVS/caremark, please allow five to eight days to receive refills of your covered medications.

* Maintenance drugs are prescribed to treat chronic health conditions such as asthma, diabetes, high blood pressure or high cholesterol and are taken on an ongoing, regular basis to maintain health. You can view the list of covered maintenance drugs by visiting the Pharmacy Benefits section of our website at blueshieldca.com/calpers and clicking on the Plans and Benefits tab.

† For a list of select pharmacies, please visit the Pharmacy Resources page at blueshieldca.com/calpers.
Brand drug prescriptions
If a brand drug is selected when there is an FDA-approved generic equivalent drug available, the cost difference between the brand drug and the generic equivalent drug, plus a generic copay, will apply.\(^2\)

Save with generic drugs
Using generic drugs instead of brand drugs is one of the easiest ways you can reduce your out-of-pocket prescription drug costs because generic drugs typically cost less than brand drugs. Ask your doctor to prescribe generic medications when it’s right for you, or ask your pharmacist to fill your prescription with a generic version whenever possible.

Specialty drugs
Specialty drugs are medications covered in Blue Shield’s Plus Formulary. Most specialty drugs must be filled through our Network Specialty Pharmacy: CVS/caremark.

Prescriptions for specialty drugs are available for up to a 30-day supply per fill, with a copayment of $30. A complete list of specialty drugs is available at blueshieldca.com/calpers. Click on the Plans and Benefits tab, select Pharmacy Benefits, then Pharmacy Resources, and finally, Specialty Drug List.

Out-of-pocket expenses
The annual out-of-pocket maximum for pharmacy expenses is $5,650 for an individual and $11,300 for a family. Additionally, once you have paid $1,000 for formulary mail service prescriptions, you will pay $0 for formulary prescriptions filled at CVS/caremark for the remainder of the year. (Non-formulary brand drugs and drugs to treat sexual dysfunction do not accumulate toward this mail service out-of-pocket maximum.)

About our drug formulary
The Blue Shield Drug Formulary Plus is a list of preferred generic and brand drugs that are eligible for coverage under the outpatient prescription drug benefit. You can help lower your out-of-pocket prescription drug costs by requesting generic and formulary brand medications when you see your doctor because these medications are usually covered at a lower copayment than non-formulary drugs. To see our drug formulary, visit blueshieldca.com/calpers. Click on the Plans and Benefits tab, select Pharmacy Benefits, then Pharmacy Resources, and select the link Plus Drug Formulary.
Additional care options

Self-refer to a specialist
With Access+ Specialists\textsuperscript{SM} you can self-refer to a participating specialist in the same medical group for a fixed office copayment of $30 per visit.\textsuperscript{1}

Teladoc
Get 24/7/365 access to board-certified doctors who can diagnose, treat and prescribe medication for a variety of non-emergency medical conditions such as allergies, urinary tract infections and respiratory infections when your Personal Physician is not available. Beginning January 1, 2017, there will be a $5 copay for a Teladoc consultation.

If you are experiencing non-emergency symptoms, you can simply log in to your Teladoc account or call Teladoc directly to request a phone or online video consultation. The average call-back time is 10 minutes.

NurseHelp 24/7
With NurseHelp 24/7\textsuperscript{SM} you can talk with a registered nurse anytime you have health-related questions. Experienced nurses can also help you figure out how you can care for yourself, evaluate treatment options and help you determine whether to see a doctor. Services are confidential and also available via online chat.

LifeReferrals 24/7
With our LifeReferrals 24/7\textsuperscript{SM} service, you have access to a team of experienced professionals ready to assist you with a wide range of personal, family and work issues, including child and elder care, relationships, stress and grief. Support for financial and legal issues, such as wills, landlord/tenant situations, retirement planning and tax preparation, is also available.

Coverage when you travel
You can receive emergency and urgent care from doctors and hospitals while on vacation or traveling for business anywhere in the world. And, if you use providers in the BlueCard\textsuperscript{®} Program, you will pay only your regular copay at the time of service and will not have any claim forms to fill out when you return.

Away From Home Care
You and your family can stay covered with HMO benefits for extended periods with the Away From Home Care\textsuperscript{®} program.\textsuperscript{8} Students, long-term travelers and families living apart can rely on access to health care across the country. Away From Home Care is available in 31 states; HMO benefits vary by state. Call (800) 622-9402 for more information about coverage.

Chiropractic and acupuncture services
You can visit any participating chiropractor or acupuncturist from the American Specialty Health (ASH) Plans network without a referral from your Personal Physician. There is a $15 copay per visit and a combined maximum of 20 visits per year.

Second opinion
If you have any questions about your diagnosis, plan of care or recommended treatment, you can request a second opinion from any contracted Blue Shield of California physician in the state.
Health and wellness programs

Wellvolution
Based on the latest research and best practices, these Wellvolution® programs offer healthy encouragement, realistic goals and enjoyable social connections.

Walkadoo
Walkadoo® is a fun, easy-to-use walking program. Each morning, you’ll receive a daily step goal via email or SMS that is based on your activity level. Wear your activity monitor, track your steps and earn points to be eligible for cash drawings that will occur periodically in 2017!

QuitNet
Based on the latest science and best practices, QuitNet® integrates many intervention modalities. Participants in this smoking cessation program can choose from methods including online and mobile support from experts and peers, personalized email and SMS text support.

Daily Challenge
With Daily Challenge®, small actions add up to big changes over time, especially when you do them with friends. Each day you’ll receive a message with one simple activity and a reason why it will help to improve your well-being. Complete the challenge, share how you did it, and improve your health one day at a time.

Well-Being Assessment
The Well-Being Assessment measures your productivity, overall outlook, emotional and physical health, healthy behaviors, work environment, and access to health/life resources so you know what areas need attention.

Condition management programs
Our condition management programs offer you support by showing you how to take an active role in managing your chronic condition. You can receive educational materials and will have access to a nurse anytime you have questions. These programs provide support for members with:

- Asthma
- Diabetes
- Heart failure
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Musculoskeletal conditions

Diabetes Prevention Program
Blue Shield of California is introducing a Diabetes Prevention Program for CalPERS members who are at risk for developing type 2 diabetes. The program offers members a range of support to change lifestyle habits to avoid developing diabetes.

Prenatal Program
We want you to have a healthy pregnancy and a happy, healthy baby. Our Prenatal Program offers personal attention and resources to steer you smoothly through your pregnancy and beyond. You can receive a popular pregnancy or parenting book and a wide range of educational materials on prenatal and postpartum health. You also have access to a 24/7 support hotline staffed by experienced obstetrical and pediatric nurses.

plus lots more
Other services and resources

Blueshieldca.com
Once you have registered at blueshieldca.com as a member, you will be able to manage your health plan online, from changing your Personal Physician to accessing your plan benefits and downloading temporary Blue Shield member ID cards. The site offers many features that allow you to easily:

- Change your Personal Physician or find a new provider
- Print temporary ID cards
- View your plan’s benefits and coverage or claims history
- Confirm coverage effective dates for you and your dependents
- Email Member Services with claims and benefits questions, technical issues, etc.

Shield Connect in a Flash
When you register on blueshieldca.com, you’ll automatically receive our Shield Connect in a Flash newsletter every other month. This online newsletter will keep you current on benefits and services available to you throughout the year.

Blue Shield mobile
As a member, you can access key health plan and healthcare services information “on the go” by using the mobile website at blueshieldca.com or by downloading the Blue Shield of California mobile app from iTunes® or Google Play™. Our mobile features allow convenient access to important plan and benefits information such as claims, copays, your member ID card or turn-by-turn directions from your current location to the closest emergency room or urgent care center. No matter how you choose to access Blue Shield – on your computer, your tablet or your smartphone – you can use the same username and password.

Find us on social media
Follow our Facebook, Twitter and Instagram pages for healthy tips, daily inspiration, member information and support. It’s an easy way to stay connected, and you’ll also discover healthy recipes, fitness recommendations and great ways to get outdoors as a Californian. And, if you have questions about your Blue Shield plan, programs or services, our Social Customer Service team is ready to help.

Reach your doctor online
Communicate with your doctor through Patient Ally, an easy-to-use, secure Web-based tool. Ask your doctor if he or she participates before using the service.

Hearing and visual resources
You have access to resources and lists of groups that offer guides and assistance with hearing and visual impairments.
Shield Concierge
As a CalPERS member, you have access to one-on-one support from our Shield Concierge team of healthcare experts who can support your various needs with:

- **Health coaches** who can help you with disease prevention, nutrition, weight management, stress reduction and general lifestyle health

- **Customer service representatives** who can answer your questions about plan coverage, doctor selection, claims, ID cards, pre-authorization and referrals

- **Pharmacists** who can answer your questions relating to medications, side effects, drug safety, costs and treatment options

- **Registered nurses** who can follow your condition, case or illness, answer health-related questions and consult on medical issues and symptoms

Health Library
On blueshieldca.com, you can find a comprehensive selection of easy reference information for your convenience. Here you can:

- Research health-related topics from specific conditions, medical tests and medications to support groups and alternative medicine

- Learn how your body’s systems function to keep you healthy

- Understand how to apply the basic principles of first aid for maladies from baby rashes to broken toes

Pharmacy Tools
In the Pharmacy benefits and claims sections of blueshieldca.com, you can view and access the following information:

- Claim History, which displays up to 24 months of claim history information

- Drug Pricing, which lets you compare drug prices

- Coverage Limits and Payment Details, which tracks each pharmacy claim

- Drug Information, which covers conditions, drug side effects, and drug interactions

- Pharmacy Locator, which allows you to search for pharmacies within your network

Drug Interaction Checker
Check for possible interactions between your prescription drugs, over-the-counter medications, dietary supplements and herbal products.

Symptom Checker
This interactive, Web-based tool will help you find information related to a medical symptom and explain the cause.

plus lots more
Your wellness is important to us. To make it easier for you to take better care of yourself, we offer a wide range of member discounts on popular programs that can help you save money and get healthier:

**Discount Vision Program**
Members have access to participating providers in the Discount Vision Program network and can get a 20% discount for the following:

- Routine eye examinations
- Frames and lenses (including photochromic)
- Tints and coatings
- Extra pair of glasses
- Non-prescription sunglasses
- Hard contact lenses

**LASIK discount program**
LASIK and PRK correction surgery, an alternative to contacts or glasses, is one of the fastest-growing vision treatments. The discount program gives covered members access to:

- A 15% discount through the NVISION, Inc. provider network in California, or
- A 20% discount through the QualSight provider network in California and nationwide

**MESVisionOptics.com**
Members receive competitive prices on many contact lens brands as well as a selection of sunglasses, reading glasses and eye care accessories. Free shipping is available for all orders over $50.

**Weight Watchers®**
Save while you lose those extra pounds and keep them off with:

- Online savings – Special rates on three- and 12-month subscriptions
- Monthly pass – Special rates for unlimited local meetings each month, plus free eTools

**24 Hour Fitness**
Now it is easier to get in shape and stay fit with:

- Waived enrollment and processing fees
- Discounted initiation fees and monthly dues – as low as $29.99 a month
Alternative Care Discount Program

Acupuncture services
Members receive 25% off the usual and customary fees for:

- Examinations
- Acupuncture or electro-acupuncture
- Adjunctive therapeutic procedures

Chiropractic services
Members receive 25% off the usual and customary fees for:

- Examinations
- Manipulative treatment
- Adjunctive therapeutic procedures

Massage therapy
Members receive 25% off the usual and customary fees for massage therapy visits. Techniques may include:

- Swedish massage
- Deep-muscle massage
- Deep-tissue massage

Health and wellness products
Members may browse and purchase a broad selection of health improvement and wellness products, fulfilled by the Amazon® online store. These include:

- Vitamins and minerals
- Food supplements
- Sports nutrition
- Herbs and botanicals
- Relaxation resources
- Pilates, yoga and tai chi
- Fitness and activity
- Health books and videos
- Beauty and personal
The Access+ HMO plan is offered in 35 counties and includes about 300 medical groups.

* The Access+ HMO plan is available only in portions of these counties. To find out if the Access+ service area includes the ZIP code where you reside or work, please contact Member Services at (800) 334-5847. You may also use CalPERS' online service, the Health Plan Search by ZIP Code, available at www.calpers.ca.gov and on my|CalPERS at www.my.calpers.ca.gov.
still have questions?

Call or visit us online.

Go online: blueshieldca.com/calpers
A custom Web portal for CalPERS members with full-time access to plan benefits, services, Find a Provider and more.

Call us: (800) 334-5847
From 7 a.m. to 8 p.m., seven days a week, our CalPERS-dedicated Member Services team, Shield Concierge, is ready to help.

Download our Open Enrollment app for CalPERS members: blueshieldca.com/calpersoe
Endnotes

1 The Access+ Specialist option allows HMO members direct access to participating specialists in the same medical group or IPA as their Personal Physician. Not all medical groups or IPAs participate in this program.

2 If a brand drug is chosen when there are FDA-approved generic equivalents available, then the cost difference between the brand drug and the generic equivalent drug, plus a generic copay, will apply. Exceptions for medical necessity are available via prior authorization; if approved, the applicable brand copay applies.

3 Does not apply if filled at a select retail pharmacy.

4 Non-formulary brand drugs and drugs to treat sexual dysfunction do not accumulate toward the $1,000 mail service out-of-pocket maximum.

5 Flu shots are available at participating retail pharmacies. For a list of participating pharmacies, visit blueshieldca.com/calpers, click on the Plans and Benefits tab, then Pharmacy Benefits and Pharmacy Resources. You also have the option to continue receiving the flu vaccine at your doctor’s office.

6 These discount program services are not a covered benefit of Blue Shield health plans and none of the terms or conditions of Blue Shield health plans apply. Discount program services are available to all members with a Blue Shield medical, dental, vision, or life insurance plan. The networks of practitioners and facilities in the discount programs are managed by the external program administrators identified below, including any screening and credentialing of providers.

Blue Shield does not review the services provided by discount program providers for medical necessity or efficacy. Nor does Blue Shield make any recommendations, representations, claims, or guarantees regarding the practitioners, their availability, fees, services, or products. Some services offered through the discount program may already be included as part of the Blue Shield plan covered benefits. Members should access those covered services prior to using the discount program. Blue Shield reserves the right to terminate this program at any time without notice. Discount programs are administered by or arranged through the following independent companies:

- Alternative Care Discount Program – American Specialty Health Systems, Inc. and American Specialty Health Group, Inc.
- Discount Vision Program and MESVisionOptics.com – MESVision
- Weight control – Weight Watchers North America
- Fitness facilities – 24 Hour Fitness
- LASIK – QualSight, Inc. and NVISION, Inc.

The Discount Vision Program network is currently available in Arizona, California, Colorado, Idaho, Nevada, Oregon, Texas, Utah and Washington.

7 Your mail service benefit does not provide coverage for prescriptions used to treat short-term conditions, such as antibiotics or drugs used on an as-needed basis, including drugs for pain. In addition, home self-injectable drugs are not covered under the mail-service benefit. This program applies to outpatient prescription drug benefits available through plans underwritten by Blue Shield of California.

8 Availability varies from area to area. The coverage through the Away From Home Care program is that of the host plan, not the coverage offered by Blue Shield of California. For more information, please call (800) 622-9402.

9 Requires a prescription from your doctor or licensed optical professional.

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Amazon is a trademark of Amazon.com, Inc. or its affiliates.
iTunes is a registered trademark of Apple Inc, iTunes is for legal or rightholder-authorized copying only. Don’t steal music.
Google Play is a trademark of Google Inc.
Access+ HMO, Access+ Specialist, NurseHelp 24/7, LifeReferrals 24/7 and Wellvolution are trademarks of Blue Shield of California. Blue Shield and the Shield symbol are registered trademarks of the BlueCross BlueShield Association, an association of independent Blue Cross and Blue Shield plans.
Notice on the Availability of Language Assistance Services

to Accompany Vital Documents Issued in English

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 free help, 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 gratuita, 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。如需幫助，請立即撥打列在您的Blue Shield
ID卡背面的會員/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
doc 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 Hỗ trợ Khách hàng theo số ở mặt sau thẻ ID Blue Shield của quý vị
hoặc theo số (866) 346-7198.
[Vietnamese]
For more information, visit blueshieldca.com/calpers or call Shield Concierge at (800) 334-5847, from 7 a.m. to 8 p.m., seven days a week.

To locate a doctor, visit blueshieldca.com/fap.

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