# Blue Shield of California is an independent member of the Blue Shield Association C12914-FF (1/18)

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

blue 🗑 of california

Effective January 1, 2018

Subscriber information – Please note: Missing information	on may delay processing.	
Additional subscriber information is located in Section 2.		
Subscriber's last name	First name	MI
Social Security number		
Reason for application – Please indicate the reason for your	enrollment below:	
New group enrollment Group effective date:	New hire/rehire Date of hire/rehire:	
Open enrollment Renewal date:	COBRA/Cal-COBRA enrollment	
New spouse/dependent Date of marriage/birth/adoption:	Other qualifying event (specify): Qualifying event date:	
Section 1a – Health plan selection – Select one heal	th plan from the package offered by your em	nployer.
Blue Shield of California Off-Exchange Package for Small Business		
PPO plans – Full PPO Network  Platinum Full PPO 0/10 OffEx  Platinum Full PPO 250/15 OffEx  Gold Full PPO 0/20 OffEx  Gold Full PPO 450/30 OffEx  Gold Full PPO 750/30 OffEx  Gold Full PPO 1200/35 OffEx  Silver Full PPO 1700/55 OffEx  Silver Full PPO 2000/45 OffEx  Bronze Full PPO 3750/65 OffEx  Bronze Full PPO 5700/60 OffEx  HSA-compatible HDHP plans – Full PPO Network  Silver Full PPO Savings 2000/20% OffEx  Bronze Full PPO Savings 4300/40% OffEx  Bronze Full PPO Savings 6550 OffEx	Access+ HM0 plans – Access+ HM0 Network  Platinum Access+ HM0® 0/20 OffEx  Platinum Access+ HM0® 0/25 OffEx  Platinum Access+ HM0® 0/30 OffEx  Gold Access+ HM0® 500/35 OffEx  Gold Access+ HM0® 1700/35 OffEx  Silver Access+ HM0® 1750/55 OffEx  Local Access+ HM0® 1750/55 OffEx  Platinum Local Access+ HM0® 0/20 OffEx  Platinum Local Access+ HM0® 0/25 OffEx  Platinum Local Access+ HM0® 0/30 OffEx  Gold Local Access+ HM0® 500/35 OffEx  Gold Local Access+ HM0® 1700/35 OffEx  Gold Local Access+ HM0® 1750/55 OffEx  Trio HM0 plans – Trio ACO HM0 Network	
Tandem PPO plans – Tandem PPO Network  Platinum Tandem PPO 0/10 OffEx Platinum Tandem PPO 250/15 OffEx Gold Tandem PPO 750/30 OffEx Silver Tandem PPO 1700/55 OffEx Silver Tandem PPO 2000/45 OffEx Bronze Tandem PPO 3750/65 OffEx Bronze Tandem PPO 3750/65 OffEx  Blue Shield of California Mirror Package for Small Business Blue Shield Platinum 90 HMO 0/15 Trio + Child Dental Blue Shield Gold 80 HMO 0/25 Trio + Child Dental Blue Shield Gold 80 PPO 0/25 + Child Dental	Platinum Trio HMO 0/20 OffEx Platinum Trio HMO 0/25 OffEx Platinum Trio HMO 0/30 OffEx Gold Trio HMO 500/35 OffEx Gold Trio HMO 1700/35 OffEx Silver Trio HMO 1750/55 OffEx Blue Shield Silver 70 HMO 2000/45 Trio + Child Dental Blue Shield Bronze 60 PPO 6300/75 + Child Dental	

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Subscriber's last name	First name		MI S	ocial Security n	umber			
Section 1b - Spec	ialty Benefits –	Dental,* Vision,*	and Life Insura	nce* plan :	selection			
If your employer offers specialty b	penefits, please complete th	e attached Specialty Benefits	Employee Benefit Selection	Form to select spec	ialty benefits coverage.			
Section SB1 - Deni	tal benefits							
Dental HMO plans								
☐ DHMO Basic	☐ DHMO Plus	3	☐ DHMO Deluxe		☐ DHMO Voluntary			
Dental PPO plans								
Ultimate Dental PPO for Small	Business 50/2000		Smile <sup>SM</sup> 50/1500/No 0	Ortho/MAC				
Ultimate Dental Plus PPO for S	Small Business 50/2000		Smile <sup>SM</sup> Plus 50/1500/Ortho/MAC					
☐ Smile <sup>SM</sup> Deluxe 2000 50/2000			— · · ·	Smile <sup>SM</sup> Value 50/1500/No Ortho/MAC				
Smile <sup>SM</sup> Deluxe Plus 2000 50/2			Smile <sup>SM</sup> Plus Gold 50/1500/Ortho/U85					
Smile <sup>SM</sup> Deluxe 50/1500/Ortho			Smile <sup>SM</sup> Basic 75/1000					
☐ Smile <sup>SM</sup> Deluxe Gold 50/1500/			☐ Smile <sup>SM</sup> Basic Volunta		io/MAC			
Dental In-Network Only (INO)	plans*							
Smile <sup>SM</sup> INO Dental Plan 50/1	500/Endo-Perio 80%/Ortho		☐ Smile <sup>SM</sup> INO Dental P	Plan 50/2500/Endo-F	Perio 80%/Ortho			
☐ Smile <sup>SM</sup> INO Dental Plan 50/1	500/Endo-Perio 80%/No Ort	ho	☐ Smile <sup>SM</sup> INO Dental P	Plan 50/2500/Endo-F	<sup>2</sup> erio 80%/No Ortho			
☐ Smile <sup>SM</sup> INO Dental Voluntary	Plan 50/1500/Endo-Perio 50	%/Ortho1	☐ Smile <sup>SM</sup> INO Dental V	oluntary Plan 50/25	500/Endo-Perio 50%/Ortho¹			
☐ Smile <sup>SM</sup> INO Dental Voluntary	Plan 50/1500/Endo-Perio 50	%/No Ortho1	Smile <sup>SM</sup> INO Dental V	oluntary Plan 50/25	500/Endo-Perio 50%/No Ortho¹			
<ul><li>* Underwritten by Blue Shield of</li><li>1 Voluntary dental plans requi</li></ul>			eld Life).					
Section SB2 - Visio		iling, eligible employee.						
Vision coverage*	on coverage							
	inoco /12 12 12\	Duefermed Vision for Const	Dueiness /12 12 24\	Enhanced V	isian for Corall Dusiness (12 24 24)			
Ultimate Vision for Small Bus	· ' '	Preferred Vision for Small	• •		ision for Small Business (12-24-24)			
Ultimate Vision Plus 0/0/150/	120	Preferred Vision Plus 0/0/	150/120	1—	Vision Plus 0/0/150/120			
Ultimate Vision 0/0/150	20.44.00	Preferred Vision 0/0/150	DE (450 /400	1—	Vision 0/0/150			
Ultimate Vision Plus 15/25/15	00/120	Preferred Vision Plus 15/2						
Ultimate Vision 15/25/150		Preferred Vision 15/25/15	οU	1—				
Ultimate Vision 0/0/120		Preferred Vision 0/0/120	Enhanced Vision 0/0/120					
Ultimate Vision 15/25/120		Preferred Vision 15/25/12		1—	Vision 15/25/120			
Ultimate Vision Voluntary 15/2		Preferred Vision Voluntary	· · · · · · · · · · · · · · · · · · ·	Enhanced	Vision Voluntary 15/25/120 <sup>1</sup>			
<ul><li>* Underwritten by Blue Shield of</li><li>1 Voluntary vision plans require</li></ul>		. , ,	eia Life).					
Section SB3 - Life/								
Group term life insurance*	ADAD IIISOIGIIC							
Employee information								
Full-time employment date	Average hours worked per	week Rehire date	Job class/occupation		Earnings \$			
run time employment date	Average flours worked per	WCCK   HCHIIC date	Job class/occupation		(excluding overtime, bonuses, etc.)			
					Hour Week Month Year			
Designation of beneficiary								
	), and name someone other	than your spouse/domestic pa			ldaho, Louisiana, Nevada, New Mexico, nt of benefits will be delayed or disputed			
Lagree to the above-stated beneficiary designation(s).								
Spouse/domestic partner signatu	re:				 Date:			
opouso, uomestio partiier sigildtu	10.				Date.			
Spouse/domestic partner name (p	olease print)							

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Subscriber's last name		First name			MI	Social S	ecurity n	umber		
Primary beneficiary – Blue Shie beneficiary. Please show percenta distributed equally to those prima is signed and dated by the employ	ges for ea ry benefici	ch primary beneficiary in aries who survive the en	n the "% of b	enefits" c	olumn to total 100% o	of benefits. If	the percent	age is not defin	ed, the benefit	s will be
First name	MI	Last name		Social Sec	Social Security number Relationship		nip	Date of birth	% of	penefits
Address		1	City			State		ZIP code		
First name	MI	Last name		Social Sec	curity number	Relationsh	nip	Date of birth	% of	penefits
Address			City			State		ZIP code		
Contingent beneficiary – Proce	eds will be	paid to a contingent be	eneficiary onl	y if no des	signated primary benef	ficiary survive	s the insure	.d.	l	
First name	MI	Last name			curity number	Relationsh		Date of birth	% of	penefits
Address			City			State		ZIP code	e	
Information on benefit amounts										
Please contact your benefits a form shall be subject to all provisi										s enrollment
Number of eligible dependents: _					Basic Dependent Lit	fe Insurance:	Yes [	No		
Employee Basic Life and AD&D In					Amount of coverage	e requested f	or depende	nt(s): \$		
					(Minimum amount o	of coverage is	s \$1,000; m	aximum is \$5,0	00)	
* Underwritten by Blue Shield o A46897	f Californi	a Life & Health Insuranc	ce Company	(Blue Shie	eld Life).					
Section 2 – Subscrib	oer inf	ormation								
Note: Social Security numbers	are requ	ired per CMS.								
Social Security number			Employer	(group) na	ame			Blue Shield	Group ID	
Last name				First	First name			MI		МІ
Home (physical) address (no P.O. Box addresses)			City		State			ZIP code		
Mailing address (if different from home address)			City	City State		State	ZIP code			
Work phone number:	Work phone number: Language preference: Language preference:   Language preference:   Chinese   Vietnamese   Other   Chinese   Other   Chi							_		
Email address (required)  How would you prefer we contact you? Blue Shield will use your preferred method when possible.  Email Standard mail Telephone: Work Home										
ate of birth: Gender: Male Female Marital Status: Single Married Domestic partner						c partner				
Date of hire:				Job ti	itle:					
(Full time or part time as noted below. If orientation period is applied, the date of hire is the first day after completion of the orientation period.)  Job classification:										
Do you have any eligible dependent children under the age of 26? Yes No How many? How many are enrolling?										
Employment status: Mark one	•	10 5	-1. f		□V □N					
I am a full-time employee actively I am a part-time employee actively	-	·								
		·		I am an existing COBRA participant or enrolling due to a COBRA qualifying event. Yes No If yes, complete section 7 (required).						

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Subscriber's last name First name ΜI **Social Security number** Section 3 – HMO primary care physician/Dental HMO provider assignment This section is only required if you selected an HMO plan. If you selected a PPO plan, please proceed to Section 4. HMO plan primary care physician selection Would you like for Blue Shield to designate a primary care physician for you and your dependents who is located near your home or work? Yes, I would like Blue Shield to designate a primary care physician and/or Dental HMO provider for me and my dependents. No, I would like to request a specific primary care physician and/or Dental HMO provider for myself and my dependents (please specify below). Please note: If Blue Shield is unable to assign the primary care physician and/or Dental HMO provider you requested, Blue Shield will designate a provider. HMO primary care physicians can be changed by visiting blueshieldca.com after enrollment. Provider number IPA/MG name Existing patient? HMO primary care physician name Yes No **Dental HMO provider name** Provider number Dental Group name Existing patient? Yes No Section 4 – Dependent information Please note: If the employee, spouse/domestic partner, or child dependent(s) are refusing coverage for any product offered by the group, the employee must complete and sign a Refusal of Personal Coverage form at the end of this application instead of completing the section below. Blue Shield will enroll dependents under all plans that the employee is also enrolled/enrolling in unless indicated otherwise. Dependent type: Enrolling in all products selected by subscriber? Gender: Social Security number (required) Spouse Male ☐ Yes ☐ No Domestic partner Female If no, Refusal of Coverage attached? 

Yes No MI First name Last name Suffix Date of birth Address (if different from employee) IPA name HMO primary care physician name Provider number Existing patient? Yes No Dental HMO provider name Provider number Dental Group name Existing patient? Yes No Dependent type: Gender: Social Security number (required) Enrolling in all products selected by subscriber? Dependent child Male ☐ Yes ☐ No Other dependent child: Female If no, Refusal of Coverage attached? Yes No legal guardianship MI Last name Suffix First name Date of birth Address (if different from employee) Provider number IPA name Existing patient? HMO primary care physician name Yes No Dental HMO provider name Provider number Dental Group name Existing patient? Yes No Gender: Social Security number (required) Enrolling in all products selected by subscriber? Dependent type: Male Dependent child Yes No If no, Refusal of Coverage attached? Yes No Other dependent child: Female legal guardianship First name MI Last name Suffix Address (if different from employee) Date of birth HMO primary care physician name Provider number IPA name Existing patient? Yes No Dental HMO provider name Provider number Dental Group name Existing patient? Yes No

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Subscriber's last name		First name		MI	Social Security number		
Dependent type:  Dependent child Other dependent child: legal guardianship	Gender:  Male Female	Social Secu	rity number (re	equired)	Enrolling in all products selecting Yes No If no, Refusal of Coverage attached		
First name			MI	Last name		Suffix	
Date of birth	Address (if di	fferent from emp	oloyee)	1		<u>'</u>	
HMO primary care physician i	name			Provider number	IPA name	Existing patient?	
Dental HMO provider name				Provider number	Dental Group name	Existing patient?	
Dependent type:  Dependent child  Other dependent child: legal guardianship	Gender:  Male Female	Social Secu	rity number (re	equired)	☐ Yes ☐ No	Enrolling in all products selected by subscriber?  Yes \[ \] No f no, Refusal of Coverage attached? \[ \] Yes \[ \] No	
First name			MI	Last name		Suffix	
Date of birth	Address (if di	fferent from emp	oloyee)				
HMO primary care physician i	name			Provider number	IPA name	Existing patient?	
Dental HMO provider name				Provider number	Dental Group name	Existing patient?	
Dependent type:  Dependent child Other dependent child: legal guardianship	Gender:  Male Female	Social Secu	rity number (re	equired)	Enrolling in all products selection Yes No If no, Refusal of Coverage attached		
First name			MI	Last name		Suffix	
Date of birth	Address (if di	fferent from emp	oloyee)				
HMO primary care physician i	name			Provider number	IPA name	Existing patient?	
Dental HMO provider name				Provider number	Dental Group name	Existing patient?	
Dependent type:  Dependent child  Other dependent child: legal guardianship	Gender: Social Security number (req		equired)	Enrolling in all products selection Yes No If no, Refusal of Coverage attached	•		
First name			MI	Last name		Suffix	
Date of birth	Address (if di	fferent from emp	oloyee)				
HMO primary care physician i	name			Provider number	IPA name	Existing patient?	
Dental HMO provider name				Provider number	Dental Group name	Existing patient?	

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Subscriber's last name		First name		MI	Social Security number			
Dependent type:  Dependent child  Other dependent child: legal guardianship	Gender:  Male Female	Social Security number (required)		Enrolling in all products se ☐ Yes ☐ No If no, Refusal of Coverage atta	•			
First name			MI	Last name		Suffix		
Date of birth Address (if different from employee)								
HMO primary care physician r	l name			Provider number	IPA name	Existing patient?		
Dental HMO provider name				Provider number	Dental Group name	Existing patient?		
Dependent type: Dependent child Other dependent child: legal guardianship	Gender:  Male Female	Social Secu	ity number (re	equired)	Enrolling in all products se  ☐ Yes ☐ No If no, Refusal of Coverage atta	elected by subscriber?		
First name			MI	Last name		Suffix		
Date of birth	Address (if dif	ferent from emp	lloyee)	1				
HMO primary care physician name Provider number IPA name						Existing patient?		
Dental HMO provider name Provider number Dental Group name Existing						Existing patient?		
<b>Section 5 – Other health plan information</b> – If enrolling due to a loss of coverage under a prior health plan and/or to receive credit toward any employer waiting period, documentation is required to verify the date of the qualifying event.								
Does any person applying for coverage currently have health coverage or previously had health coverage at any time in the past six (6) months?								
If yes, specify carrier:		 I □ Medicare	. Covered (	 California/State Health Insurance Exchar	nge \( \int \Other \( \text{specify} \):			
Type of coverage:       Group       Individual       Medicare       Covered California/State Health Insurance Exchange       Other (specify):         Policy/ID No.       Date coverage began:       Date ended (if coverage is active, please leave blank):								
Please list all subscriber and dependent member names currently or previously enrolled in the health coverage identified above:  Documenta					Documentation attached?			
Section 6 – Med	licare inf	ormatio	า					
Are you or any of your dependents currently covered by Medicare?  Please attach a copy of your Medicare card(s) and/or enter the type of coverage here:  Part A: Effective date:(mm/dd/yyyy)  Part B: Effective date:(mm/dd/yyyy)						Yes No		
Is Medicare eligibility due to end-stage renal disease (ESRD)?  If yes, please answer the following questions:  a) What was the first date of dialysis treatment and what type of dialysis are you receiving? Date(mm/dd/yyyy)  Type: Hemo Self-dialysis (peritoneal)						☐ Yes ☐ No		
b) If you had a kidney transp	lant, what was	b) If you had a kidney transplant, what was the date of the transplant:(mm/dd/yyyy)						

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Subscriber's last name	First name	MI	Social Security number	
Please complete this section only if $\varepsilon$ carrier are eligible to continue that $\varepsilon$ COBRA/Cal-COBRA participant is req	coverage with Blue Shield for the rem quired.	roup continuation coverage. Thos naining duration of time allowed	se individuals already enrolled in COBRA or Cal-CO through COBRA and/or Cal-COBRA (as applicable).	Proof of enrollment as a
	yee through whom group coverage w		g event, in order to be eligible for COBRA/Cal-COBR	A continuation coverage.
Employee last name		Employee f	first name	МІ
Employee's/subscriber's Blue Shield	ID (if applicable)	Original qua	alifying event date	-
Qualifying event reason:				
☐ Termination or reduction in hours ☐ Termination or reduction in hours ☐ Divorce or legal separation ☐ Entitlement to Medicare by cover	due to disability	Death of	ent of maximum age for a dependent child f covered employee tion of domestic partnership	
Section 8 - Disclosure	e of personal and hec	alth information		
At Blue Shield of California, we unde		our personal information private,	and we take our obligation to do so very seriously. inistering your Blue Shield coverage.	. Blue Shield protects the
permission. We are also permitted by insurance support organization, healt required by law. In doing so, we may	oy federal and state law to obtain you Ith plan, or insurance agent. We use a v disclose your personal information t	ur personal information from othe and disclose your personal inform to others including, for example,	d/or financial information, from you, at your direction or sources, including, for example, from your health mation to administer your Blue Shield coverage and a healthcare provider, insurer, insurance support of except as permitted or required by law.	hcare provider, insurer, d as otherwise permitted or
disclose your personal information w which applies to all records that we	vith and without your specific authoric create, obtain, and/or maintain that o otice by calling the customer service	ization. When we use or disclose contain your personal informatio	ivacy rights, our obligations to protect your privacy, a your personal information, we are bound by the to on. You will receive our Notice when you enroll for mber ID card or by visiting our website at <b>blueshie</b>	erms of the Notice, Blue Shield coverage.
Acknowledgement c	and signature			
I acknowledge and agree: All info which coverage may be issued under enrollment within 24 months of issue notice, coverage may be rescinded. I	ormation I have provided on this enro r the plan. I understand that if I have ance, Blue Shield may pursue one of I further authorize my employer to dec	e committed fraud or made an inte f the following remedies: coverage educt from my earnings the contri	o the best of my knowledge and belief. I understan entional misrepresentation of any material fact in ge may be cancelled, or the applicable premium ma ibution (if any) required toward the cost of this plan approved by Blue Shield of California.	conjunction with this ay be adjusted, or, following
Signature of employee			 Date	
Print employee name				
А		are necessary to	process your enrollment.	

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If submitting for an existing Blue Shield plan, go to blueshieldca.com.

# Refusal of Coverage form

Complete this form if you, your spouse, domestic partner, or child dependent(s) are refusing this group health, dental, vision, and/or life insurance coverage offered through the employer. (The employer must retain a copy of this form to provide to Blue Shield upon request.) Please type or print. Use black ink. \*Note: The employee's Social Security number is required for all eligible employees and dependents.

Employee name	Social Security number	Date of birth
Employer (Group) name	Hire date	State of residence
Marital status Married Yes No Domestic partnership Yes No	Job title	
Is the employee a full-time employee, working at least 30 hours per week for this employer? Is the employee a part-time employee, working at least 20 hours per week for this employer?		
Declining coverage for:  I decline health plan coverage for:  Myself and all dependents.  My spouse/domestic partner only  My children only  My spouse/domestic partner and children only  The following dependents only:	Reason for declining coverage  OTHER EMPLOYER HEALTH COVERAGE  Enrolling as a dependent on this group he Covered by this employer's other health plant Carrier name ID number  Covered by TRICARE	lan (through another carrier) (e.g., through your spouse/domestic partner)
If dental plan offered, I decline dental plan coverage for:  Myself and all dependents.  My spouse/domestic partner  My children  My spouse/domestic partner and children  The following dependents only:	OTHER NON-EMPLOYER HEALTH COVER  Covered by an individual health plan. Carrier name  ID number  Covered California or other State Health E  Medicare, Medi-Cal, Healthy Families Pro Other	ixchange ogram
If vision plan offered, I decline vision plan coverage for:  Myself and all dependents  My spouse/domestic partner  My children  My spouse/domestic partner and children  The following dependents only:	OTHER DENTAL COVERAGE  Enrolling as a dependent on this group de	ental plan 1 (e.g., through your spouse/domestic partner)
If life insurance plan offered, I decline life plan coverage for:  Myself	OTHER VISION COVERAGE  Enrolling as a dependent on this group vis  Covered by another employer's vision plan Carrier name ID number Other	(e.g., through your spouse/domestic partner)
	OTHER LIFE INSURANCE COVERAGE  Covered by another employer's life insurar domestic partner) Carrier name ID number Other	
I acknowledge that the coverage available to me has been explained to me by my employer myself and/or my dependent(s), if any. I now decline to enroll myself, my spouse/domestic p decision voluntarily, and no one has tried to influence me or put any pressure on me to decline	and I know that I have every right to enroll in the artner, and/or my child dependent(s) in my emp	
If I am declining enrollment for myself or my dependents because of other health coverage of be able to enroll myself and my dependents in this plan if I request enrollment within 60 day toward the other coverage.	or because the employer stops contributing tow	
In addition, if I acquire a new dependent as the result of marriage/domestic partnership, birth, enrollment in my employer's health plan by applying for that coverage within 60 days of the mathat if I, or my dependents, become eligible for the Healthy Families or the Medi-Cal Premium by applying for coverage within 60 days of the notice of eligibility for these premium assistance.	arriage/domestic partnership, birth, adoption, or Assistance programs, I or my dependents may re	placement for adoption. I also acknowledge
If I have indicated above that the reason for declining coverage for myself or my dependent(dependent(s) involuntarily lose coverage under the other employer health benefit plan, I mus within 60 days. Otherwise, I understand I may not enroll myself and/or my dependents in my period or 12 months.	t request enrollment for myself and/or my dep	endent(s) in my employer health benefit plan
Signature of employee		Date
Print name		

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# Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

## Discrimination is against the law

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

### Blue Shield of California:

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

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

If you believe that Blue Shield of California has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

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

Phone: (844) 831-4133 (TTY: 711)

Fax: (916) 350-7405

 ${\bf Email: Blue Shield Civil Rights Coordinator@blue shield ca.com}$ 

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue SW. Room 509F, HHH Building Washington, DC 20201 (800) 368-1019; TTY: (800) 537-7697

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

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

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

**重要通知:**您能讀懂這封信嗎?如果不能,我們可以請人幫您閱讀。這封信也可以 用您所講的語言書寫。如需免费幫助,請立即撥打登列在您的Blue Shield ID卡背面上的 會員/客戶服務部的電話,或者撥打電話 (866) 346-7198。(Chinese)

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

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

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

중요: 이 서신을 읽을 수 있으세요? 읽으실 수 경우, 도움을 드릴 수 있는 사람이 있습니다. 또한 다른 언어로 작성된 이 서신을 받으실 수도 있습니다. 무료로 도움을 받으시려면 Blue Shield ID 카드 뒷면의 회원/고객 서비스 전화번호 또는 (866) 346-7198로 지금 전환하세요. (Korean)

**ԿԱՐԵՎՈՐ Է.** Կարողանում ե՞ք կարդալ այս նամակը։ Եթե ոչ, ապա մենք կօգնենք ձեզ։ Դուք պետք է նաև կարողանաք ստանալ այս նամակը ձեր լեզվով։ Ծառայությունն անվձար է։ Խնդրում ենք անմիջապես զանգահարել Հաձախորդների սպասարկման բաժնի հեռախոսահամարով, որը նշված է ձեր Blue Shield ID քարտի ետևի մասում, կամ (866) 346-7198 համարով։ (Armenian)

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

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

مهم: آیا میتوانید این نامه را بخوانید؟ اگر پاسختان منفی است، میتوانیم کسی را 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 در ج شده است و یا از طریق شماره تلفن 7198-346 (866) با خدمات اعضا/مشتری تماس بگیرید. (Persian)

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

ប្រការសំខាន់៖ តើអ្នកអាចលិខិតនេះ បានដែរឬទេ? បើមិនអាចទេ យើងអាចឲ្យគេជួយអ្នកក្នុងការអានលិ ខិតនេះ។ អ្នកក៍អាចទទួលបានលិខិតនេះជាភាសារបស់អ្នកផងដែរ។ 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 7198 (866). (Arabic)

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

สำคัญ: คุณอ่านจดหมายฉบับนี้ได้หรือไม่ หากไม่ได้ โปรดขอคงามช่วยจากผู้อ่านได้ คุณอาจได้รับจดหมายฉบับนี้เป็นภาษาของคุณ หากต้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย 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। नि:शुल्क मदद प्राप्त करने के लिए अपने Blue Shield ID कार्ड के पीछे दिए गये मेंबर/कस्टमर सर्विस टेलीफोन नंबर, या (866) 346-7198 पर कॉल करें। (Hindi)

# 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

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

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

خدمات مجانی مربوط به زبان.میتوانید از خدمات یک مترجم شفاهی استفاده کنید و بگوئید مدارک به زبان فارسی بر ایتان خوانده شوند.بر ای دریافت کمک،با ما از طریق شماره تافنی که روی کارت شناسانی شما قید شده است و یا این شماره 7198-346-346-189 تماس بگیرید.بر ای دریافت کمک بیشتر، به CA Dept. of Insurance (اداره بیمه کالیفرنیا) به شماره 7358-927-920-180 تلفن کند Persian

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

សេវាកម្មភាសាឥតគិតថ្លៃ។ អ្នកអាចទទូលបានអ្នកបកប្រែភាសា និងអានឯកសារជូនអ្នកជា ភាសាខ្មែរ ។ សម្រាប់ជំនួយ សូមទូរស័ព្ទមកយើងខ្ញុំតាមលេខដែលមានបង្ហាញលើប័ណ្ណសំគាល់ខ្លួនរបស់អ្នក ឬលេខ 1-866-346-7198 ។ សម្រាប់ជំនួយបន្ថែមទៀត សូមទូរស័ព្ទទៅក្រសួងធានារាំប់រងរដ្ឋកាលីហ្វ័រញ៉ាំ តាមលេខ 1-800-927-4357 Khmer

خدمات ترجمة بدون تكلقة. يمكنك الحصول على مترجم و قراءة الوثائق لك باللغة العربية. للحصول على المساعدة، اتصل بنا على الرقم المبين على بطاقة عضويتك أو على الرقم 7198-346-1860. للحصول على المزيد من المعلومات، اتصل بإدارة التأمين لولاية كاليفورنيا على الرقم 7358-1800-1800. 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** คุณสามารถรับบริการจากล่าม รวมถึงให้เจ้าหน้าที่อ่านเอกสารให้คุณพัง หรือส่งเอกสารบางส่วนในภาษาของคุณไปหาคุณได้ หากต้องการความช่วยเหลือ กรุณาโทรศัพท์ตามหมายเลขทีระบุอยู่ด้านหลังบัตรประจำตัวของคุณ หรือ ทีหมายเลข 1-866-346-7198 หากต้องการความช่วยเหลือเพิ่มเติม โปรดโทรมาที กรมการประกันภัยแห่งมลรัฐแคลิฟอร์เนียทีหมายเลข 1-800-927-4357 Thai

निःशुन्क 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 îlínígó saad bee yáť i' bee aná'áwo'. Díí shá ata'halne'dooígí hólóodoo nínízingo éí bíighah. Naaltsoos naanináhájeehígí shich'į' yíidooltah éí doodagó ła' shich'į' ádoolníił nínízingo bíighah. Shíká a'doowoł nínízingo nihich'į' béésh bee hodíilnih dóó námboo éí díí ninaaltsoos dootl'ízhígí bee néího'dílzinígí bine'déé' bikáá' éí doodagó éí (866) 346-7198ji' hodíílnih. Hózhó shíká anáá'doowoł nínízingo éí díí Akééháshílh Béeso Ách'aah Naa'nil bił haz'áajji' 1-800-927-4357ji' hodíílnih. Navajo

