


**Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services**



**Coverage Period: Beginning On or After 1/1/2023**

**Gold Local Access+ HMO® 1500/35 OffEx**

**Coverage for: Individual + Family | Plan Type: HMO**

 **The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, visit [bsca.com/policies/M0030242\\_EOC.pdf](https://bsca.com/policies/M0030242_EOC.pdf) or call 1-888-319-5999. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at [healthcare.gov/sbc-glossary](https://healthcare.gov/sbc-glossary) or call 1-866-444-3272 to request a copy.

| Important Questions  | Answers  | Why This Matters:  |
|--|--|--|
| <b>What is the overall deductible?</b>                             | <b>\$1,500</b> per individual / <b>\$3,000</b> per family for <u>participating providers</u> .   | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> .  |
| <b>Are there services covered before you meet your deductible?</b> | Yes. <u>Preventive care</u> and services listed in your complete terms of coverage.  | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <a href="https://healthcare.gov/coverage/preventive-care-benefits">healthcare.gov/coverage/preventive-care-benefits</a> .   |
| <b>Are there other deductibles for specific services?</b>          | Yes. Prescription drugs -- <b>\$100</b> per individual / <b>\$200</b> per family. There are no other specific <u>deductibles</u> .       | You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this <u>plan</u> begins to pay for these services.   |
| <b>What is the out-of-pocket limit for this plan?</b>              | <b>\$8,150</b> per individual / <b>\$16,300</b> per family for <u>participating providers</u> .  | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.  |
| <b>What is not included in the out-of-pocket limit?</b>            | <u>Copayments</u> for certain services, <u>premiums</u> , and health care this <u>plan</u> doesn't cover.                                | Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .   |
| <b>Will you pay less if you use a network provider?</b>            | Yes. See <a href="https://blueshieldca.com/fad">blueshieldca.com/fad</a> or call 1-888-319-5999 for a list of <u>network providers</u> . | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's</u> network. You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
| <b>Do you need a referral to see a specialist?</b>                 | Yes.   | This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> .   |

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 All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

| Common Medical Event   | Services You May Need                            | What You Will Pay   |  | Limitations, Exceptions, & Other Important Information  |
|--|--|---|--|---|
|  |  | Participating Provider<br>(You will pay the least)  | Non-Participating Provider<br>(You will pay the most)  |   |
| <b>If you visit a health care provider's office or clinic</b>  | Primary care visit to treat an injury or illness | \$35/visit; <u>deductible</u> does not apply  | Not Covered  | -----None-----  |
|  | <u>Specialist</u> visit                          | <i>Access+ Specialist</i> : \$65/visit; <u>deductible</u> does not apply<br><i>Other Specialist</i> : \$65/visit; <u>deductible</u> does not apply  | Not Covered  | Self-referral is available for Access+ Specialist visits.   |
|  | <u>Preventive care/screening</u> /immunization   | No Charge; <u>deductible</u> does not apply   | Not Covered  | You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for. |
| <b>If you have a test</b>  | <u>Diagnostic test</u> (x-ray, blood work)       | <i>Lab &amp; Path</i> : \$40/visit; <u>deductible</u> does not apply<br><i>X-Ray &amp; Imaging</i> : \$60/visit; <u>deductible</u> does not apply<br><i>Other Diagnostic Examination</i> : \$60/visit; <u>deductible</u> does not apply | <i>Lab &amp; Path</i> : Not Covered<br><i>X-Ray &amp; Imaging</i> : Not Covered<br><i>Other Diagnostic Examination</i> : Not Covered | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits. The services listed are at a freestanding location.               |
|  | Imaging (CT/PET scans, MRIs)                     | <i>Outpatient Radiology Center</i> : \$50/visit; <u>deductible</u> does not apply<br><i>Outpatient Hospital</i> : \$250/visit   | <i>Outpatient Radiology Center</i> : Not Covered<br><i>Outpatient Hospital</i> : Not Covered   | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.   |
| <b>If you need drugs to treat your illness or condition</b><br>More information about <b>prescription drug coverage</b> is available at <a href="http://blueshieldca.com/formulary">blueshieldca.com/formulary</a> | Tier 1   | <i>Retail</i> : \$15/prescription; <u>deductible</u> does not apply<br><i>Mail Service</i> : \$30/prescription; <u>deductible</u> does not apply  | <i>Retail</i> : Not Covered<br><i>Mail Service</i> : Not Covered   | <u>Preauthorization</u> is required for select drugs. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.  |
|  | Tier 2   | <i>Retail</i> : \$35/prescription<br><i>Mail Service</i> : \$70/prescription  | <i>Retail</i> : Not Covered<br><i>Mail Service</i> : Not Covered   | <i>Retail</i> : Covers up to a 30-day supply; 90-days may be covered with a copayment for each 30-day supply;   |
|  | Tier 3   | <i>Retail</i> : \$55/prescription<br><i>Mail Service</i> : \$110/prescription   | <i>Retail</i> : Not Covered<br><i>Mail Service</i> : Not Covered   | <i>Mail Service</i> : Covers up to a 90-day supply.   |

\* For more information about limitations and exceptions, see the plan or policy document at [bsca.com/policies/M0030242\\_EOC.pdf](http://bsca.com/policies/M0030242_EOC.pdf).

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| Common Medical Event                    | Services You May Need                          | What You Will Pay   |  | Limitations, Exceptions, & Other Important Information   |
|---|--|---|--|--|
|   |  | Participating Provider<br>(You will pay the least)  | Non-Participating Provider<br>(You will pay the most)  |  |
|   | Tier 4   | Retail and Network Specialty Pharmacies: 20% <u>coinsurance</u> up to \$250/prescription<br>Mail Service: 20% <u>coinsurance</u> up to \$500/prescription | Retail: Not Covered<br>Mail Service: Not Covered   | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.<br>Retail and Network Specialty Pharmacies: Covers up to a 30-day supply; Specialty drugs must be obtained at a Network Specialty Pharmacy.<br>Mail Service: Covers up to a 90-day supply. |
| If you have outpatient surgery          | Facility fee (e.g., ambulatory surgery center) | Ambulatory Surgery Center: \$150/surgery<br>Outpatient Hospital: \$300/surgery  | Ambulatory Surgery Center: Not Covered<br>Outpatient Hospital: Not Covered   | -----None-----   |
|   | Physician/surgeon fees                         | No Charge; <u>deductible</u> does not apply   | Not Covered  |  |
| If you need immediate medical attention | <u>Emergency room care</u>                     | Facility Fee: \$300/visit<br>Physician Fee: No Charge; <u>deductible</u> does not apply   | Facility Fee: \$300/visit<br>Physician Fee: No Charge; <u>deductible</u> does not apply  | -----None-----   |
|   | <u>Emergency medical transportation</u>        | \$175/transport   | \$175/transport  | This payment is for emergency or authorized transport.   |
|   | <u>Urgent care</u>                             | \$35/visit; <u>deductible</u> does not apply  | Within <u>Plan</u> Service Area: Not Covered<br>Outside <u>Plan</u> Service Area: \$35/visit; <u>deductible</u> does not apply | -----None-----   |
| If you have a hospital stay             | Facility fee (e.g., hospital room)             | 20% <u>coinsurance</u>  | Not Covered  | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.  |
|   | Physician/surgeon fees                         | No Charge; <u>deductible</u> does not apply   | Not Covered  | -----None-----   |

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| Common Medical Event   | Services You May Need                     | What You Will Pay  |   | Limitations, Exceptions, & Other Important Information   |
|--|---|--|---|--|
|  |   | Participating Provider<br>(You will pay the least)   | Non-Participating Provider<br>(You will pay the most)   |  |
| <b>If you need mental health, behavioral health, or substance abuse services</b> | Outpatient services                       | Office Visit: \$35/visit; <u>deductible</u> does not apply<br>Other Outpatient Services: No Charge; <u>deductible</u> does not apply<br>Partial Hospitalization: No Charge; <u>deductible</u> does not apply<br>Psychological Testing: No Charge; <u>deductible</u> does not apply | Office Visit: Not Covered<br>Other Outpatient Services: Not Covered<br>Partial Hospitalization: Not Covered<br>Psychological Testing: Not Covered | <u>Preauthorization</u> is required except for office visits. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.                                     |
|  | Inpatient services                        | Physician Inpatient Services: No Charge; <u>deductible</u> does not apply<br>Hospital Services: 20% <u>coinsurance</u><br>Residential Care: 20% <u>coinsurance</u>   | Physician Inpatient Services: Not Covered<br>Hospital Services: Not Covered<br>Residential Care: Not Covered                                      | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.  |
| <b>If you are pregnant</b>   | Office visits                             | No Charge; <u>deductible</u> does not apply  | Not Covered   | -----None-----   |
|  | Childbirth/delivery professional services | No Charge; <u>deductible</u> does not apply  | Not Covered   |  |
|  | Childbirth/delivery facility services     | 20% <u>coinsurance</u>   | Not Covered   |  |
| <b>If you need help recovering or have other special health needs</b>            | <u>Home health care</u>                   | \$35/visit; <u>deductible</u> does not apply   | Not Covered   | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits. Coverage limited to 100 visits per member per Calendar Year. |
|  | <u>Rehabilitation services</u>            | Office Visit: \$35/visit; <u>deductible</u> does not apply<br>Outpatient Hospital: \$35/visit; <u>deductible</u> does not apply  | Office Visit: Not Covered<br>Outpatient Hospital: Not Covered   | -----None-----   |

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| Common Medical Event                   | Services You May Need            | What You Will Pay   |  | Limitations, Exceptions, & Other Important Information  |
|--|----------------------------------|---|--|---|
|  |                                  | Participating Provider<br>(You will pay the least)  | Non-Participating Provider<br>(You will pay the most)            |   |
|  | <u>Habilitation services</u>     | Office Visit: \$35/visit; deductible does not apply<br>Outpatient Hospital: \$35/visit; deductible does not apply | Office Visit: Not Covered<br>Outpatient Hospital: Not Covered    |   |
|  | <u>Skilled nursing care</u>      | Freestanding SNF: \$250/day<br>Hospital-based SNF: \$250/day  | Freestanding SNF: Not Covered<br>Hospital-based SNF: Not Covered | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits. Coverage limited to 100 days per member per benefit period. |
|  | <u>Durable medical equipment</u> | 50% coinsurance; deductible does not apply  | Not Covered  | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.   |
|  | <u>Hospice services</u>          | No Charge; deductible does not apply  | Not Covered  | <u>Preauthorization</u> is required except for pre-hospice consultation. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.                         |
| If your child needs dental or eye care | Children's eye exam              | No Charge; deductible does not apply  | Not Covered  | Coverage limited to one exam per member per Calendar Year.  |
|  | Children's glasses               | No Charge; deductible does not apply  | Not Covered  | Coverage is limited to one eyeglass frame and eyeglass lenses or contact lenses instead of eyeglasses, up to the benefit per Calendar Year. The cost listed is for Single Vision. |
|  | Children's dental check-up       | No Charge; deductible does not apply  | Not Covered  | Coverage for prophylaxis services (cleaning) is limited to once in a six month period.  |

**Excluded Services & Other Covered Services:**

**Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)**

- |                       |  |                            |                        |
|-----------------------|--|----------------------------|------------------------|
| • Cosmetic surgery    | • Infertility Treatment                              | • Private-duty nursing     | • Routine foot care    |
| • Dental care (Adult) | • Long-term care                                     | • Routine eye care (Adult) | • Weight loss programs |
| • Hearing Aids        | • Non-emergency care when traveling outside the U.S. |                            |                        |

**Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)**

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- Acupuncture

- Bariatric surgery

- Chiropractic Care

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or [cciio.cms.gov](http://cciio.cms.gov). Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit [HealthCare.gov](http://HealthCare.gov) or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice or assistance, contact: Blue Shield Customer Service at 1-888-319-5999 or the Department of Labor's Employee Benefits Security Administration at **1-866-444-EBSA (3272)** or [dol.gov/ebsa/healthreform](http://dol.gov/ebsa/healthreform). Additionally, you can contact the California Department of Managed Health Care Help at 1-888-466-2219 or visit [helpline@dmhc.ca.gov](mailto:helpline@dmhc.ca.gov) or visit <http://www.healthhelp.ca.gov>.

#### **Does this plan provide Minimum Essential Coverage? Yes**

Minimum Essential Coverage generally includes plans, health insurance available through the Marketplace or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of Minimum Essential Coverage, you may not be eligible for the premium tax credit.

#### **Does this plan meet the Minimum Value Standards? Yes**

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

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## Language Access Services:

English: For assistance in English at no cost, call 1-866-346-7198.

Spanish (Español): Para obtener asistencia en Español sin cargo, llame al 1-866-346-7198.

Tagalog (Tagalog): Kung kailanganninyo ang libreng tulong sa Tagalog tumawag sa 1-866-346-7198.

Chinese (中文): 如果需要中文的免费帮助, 请拨打这个号码1-866-346-7198.

Navajo (Dine): Diné k'ehjí doo bąąh ílnígó shíka' ar'ooowł nínízingo, kwiji' hodílnih 1-866-346-7198.

Vietnamese (Tiếng Việt): Để được hỗ trợ miễn phí tiếng Việt, vui lòng gọi đến số 1-866-346-7198.

Korean (한국어): 한국어 도움이 필요하시면, 1-866-346-7198 무료전화 로 전화하십시오.

Armenian (Հայերեն): Հայերեն լեզվով անվճար օգնություն ստանալու համար խնդրում ենք զանգահարել 1-866-346-7198.

Russian (Русский): если нужна бесплатная помощь на русском языке, то позвоните 1-866-346-7198.

Japanese (日本語): 日本語支援が必要な場合1-866-346-7198に電話をかけてください。無料で提供します。

Persian (فارسی): برای دریافت کمک رایگان زبان فارسی، لطفاً با شماره تلفن 1-866-346-7198 تماس بگیرید.

Punjabi (ਪੰਜਾਬੀ): ਪੰਜਾਬੀ ਵਿਚ ਸਹਾਇਤਾ ਲਈ ਕਿਰਪਾ ਕਰਕੇ 1-866-346-7198 'ਤੇ ਕਾਲ ਕਰੋ।

Khmer (ភាសាខ្មែរ): សូមជំនួយភាសាអង់គ្លេសដោយឥតគិតថ្លៃ សូមទាក់ទងមកលេខ 1-866-346-7198។

Arabic (العربية): للحصول على المساعدة في اللغة العربية مجاناً، تفضل باتصال على هذا الرقم: 1-866-346-7198.

Hmong (Hnoob): Xav tau kev pab dawb lub Hmoob, thov hu rau 1-866-346-7198.

Hindi (हिन्दी): हिन्दी में बिना खर्च के सहायता के लिए, 1-866-346-7198 पर कॉल करें।

Thai (ไทย): สำหรับความช่วยเหลือเป็นภาษาไทยโดยไม่มีค่าใช้จ่ายโปรดโทร 1-866-346-7198

Laotian (ພາສາລາວ): ສໍາລັບການຊ່ວຍເຫຼືອເປັນພາສາລາວແບບບໍ່ເສຍຄ່າ, ກະລຸນາໂທ 1-866-346-7198.

————— *To see examples of how this plan might cover costs for a sample medical situation, see the next section.* —————

## **PRA Disclosure Statement**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is **0938-1146**. The time required to complete this information collection is estimated to average **0.08** hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

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About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

**Peg is Having a Baby**  
(9 months of participating pre-natal care and a hospital delivery)

- The plan's overall deductible \$1,500
- Specialist copayment \$65
- Hospital (facility) coinsurance 20%
- Other copayment \$40

**This EXAMPLE event includes services like:**

- Specialist office visits (*prenatal care*)
- Childbirth/Delivery Professional Services
- Childbirth/Delivery Facility Services
- Diagnostic tests (*ultrasounds and blood work*)
- Specialist visit (*anesthesia*)

**Total Example Cost** \$12,700

**In this example, Peg would pay:**

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <u>Deductibles</u>                | \$1,500        |
| <u>Copayments</u>                 | \$600          |
| <u>Coinsurance</u>                | \$1,100        |
| What isn't covered                |                |
| Limits or exclusions              | \$60           |
| <b>The total Peg would pay is</b> | <b>\$3,260</b> |

**Managing Joe's Type 2 Diabetes**  
(a year of routine participating care of a well-controlled condition)

- The plan's overall deductible \$1,500
- Specialist copayment \$65
- Hospital (facility) coinsurance 20%
- Other copayment \$40

**This EXAMPLE event includes services like:**

- Primary care physician office visits (*including disease education*)
- Diagnostic tests (*blood work*)
- Prescription drugs
- Durable medical equipment (*glucose meter*)

**Total Example Cost** \$5,600

**In this example, Joe would pay:**

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <u>Deductibles</u>                | \$100          |
| <u>Copayments</u>                 | \$1,100        |
| <u>Coinsurance</u>                | \$400          |
| What isn't covered                |                |
| Limits or exclusions              | \$20           |
| <b>The total Joe would pay is</b> | <b>\$1,620</b> |

**Mia's Simple Fracture**  
(participating emergency room visit and follow up care)

- The plan's overall deductible \$1,500
- Specialist copayment \$65
- Hospital (facility) coinsurance 20%
- Other copayment \$60

**This EXAMPLE event includes services like:**

- Emergency room care (*including medical supplies*)
- Diagnostic test (*x-ray*)
- Durable medical equipment (*crutches*)
- Rehabilitation services (*physical therapy*)

**Total Example Cost** \$2,800

**In this example, Mia would pay:**

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| <u>Deductibles</u>                | \$900          |
| <u>Copayments</u>                 | \$300          |
| <u>Coinsurance</u>                | \$40           |
| What isn't covered                |                |
| Limits or exclusions              | \$0            |
| <b>The total Mia would pay is</b> | <b>\$1,240</b> |

The plan would be responsible for the other costs of these EXAMPLE covered services.

Blue Shield of California is an independent member of the Blue Shield Association.  
PENDING REGULATORY APPROVAL



# Blue Shield of California Life & Health Insurance Company

## Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

### Discrimination is against the law

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

- 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 Life Civil Rights Coordinator.

If you believe that Blue Shield Life 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 Life & Health Insurance Company

##### 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](mailto: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.

Blue Shield of California Life & Health Insurance Company  
601 12<sup>th</sup> Street, Oakland CA 94607

You may also contact the California Department of Insurance if you believe that Blue Shield of California Life & Health Insurance Company 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:

California Department of Insurance  
Consumer Communications Bureau  
300 S. Spring Street, South Tower  
Los Angeles, CA 90013

Phone: 1-800-927-HELP (4357) or TDD 1-800-482-4833

Complaint forms are available at

[www.insurance.ca.gov/01-consumers/101-help](http://www.insurance.ca.gov/01-consumers/101-help)

If you believe that you have not been provided these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, 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](http://www.hhs.gov/ocr/office/file/index.html).



# Language Access Services

English: For assistance in English at no cost, call 1-866-346-7198.

Spanish (Español): Para obtener asistencia en Español sin cargo, llame al 1-866-346-7198.

Tagalog (Tagalog): Kung kailanganninyo ang libreng tulong sa Tagalog tumawag sa 1-866-346-7198.

Chinese (中文): 如果需要中文的免费帮助, 请拨打这个号码1-866-346-7198.

Navajo (Dine): Diné k'ehjí doo ɓaḡah ílínígó shíka' at'oowoł nínízingo, kwiji' hodíílnih 1-866-346-7198.

Vietnamese (Tiếng Việt): Để được hỗ trợ miễn phí tiếng Việt, vui lòng gọi đến số 1-866-346-7198.

Korean (한국어): 한국어도움이 필요하시면, 1-866-346-7198 무료전화 로전화하십시오.

Armenian (Հայերեն): Հայերեն լեզվով անվճար օգնություն ստանալու համար խնդրում ենք զանգահարել 1-866-346-7198.

Russian (Русский): если нужна бесплатная помощь на русском языке, то позвоните 1-866-346-7198.

Japanese (日本語): 日本語支援が必要な場合1-866-346-7198に電話をかけてください。無料で提供します。

Persian (فارسی): برای دریافت کمک رایگان زبان فارسی، لطفاً با شماره تلفن 1-866-346-7198 تماس بگیرید.

Punjabi (ਪੰਜਾਬੀ): ਪੰਜਾਬੀ ਵਿਚ ਸਹਾਇਤਾ ਲਈ ਕਿਰਪਾ ਕਰਕੇ 1-866-346-7198 'ਤੇ ਕਾਲ ਕਰੋ।

Khmer (ភាសាខ្មែរ): សូមជំនួយភាសាអង់គ្លេសដោយឥតគិតថ្លៃ សូមទាក់ទងមកលេខ 1-866-346-7198។

Arabic (العربية): للحصول على المساعدة في اللغة العربية مجاناً، تفضل باتصال على هذا الرقم: 1-866-346-7198.

Hmong (Hnoob): Xav tau kev pab dawb lub Hmoob, thov hu rau 1-866-346-7198.

Hindi (हिन्दी): हिन्दी में बिना खर्च के सहायता के लिए, 1-866-346-7198 पर कॉल करें।

Thai (ไทย): สำหรับความช่วยเหลือเป็นภาษาไทยโดยไม่มีค่าใช้จ่ายโปรดโทร 1-866-346-7198

Laotian (ພາສາລາວ): ສໍາລັບການຊ່ວຍເຫຼືອເປັນພາສາລາວແບບບໍ່ເສຍຄ່າ, ກະລຸນາໂທ1-866-346-7198.