

### Coverage Period: Beginning On or After 1/1/2021

Blue Shield Silver 70 PPO 2250/50 + Child Dental

Coverage for: Individual + Family | Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) 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 <u>bsca.com/policies/M0023567\_EOC.pdf</u> or call 1-855-258-3744. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at <u>healthcare.gov/sbc-glossary</u> or call 1-866-444-3272 to request a copy.

| Important Questions  | Answers  | Why This Matters:  |
|--|--|--|
| What is the overall deductible?                                      | \$2,250 per individual / \$4,500 per family for <u>participating providers</u> ; \$4,500 per individual / \$9,000 per family for <u>non-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> .  |
| Are there services covered before you meet your deductible?          | 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 <u>healthcare.gov/coverage/preventive-care-benefits</u> .   |
| Are there other deductibles for specific services?                   | Yes. Prescription drugs \$300 per individual / \$600 per family. There are no other specific deductibles.  | 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.   |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | \$8,200 per individual / \$16,400 per family for <u>participating providers</u> ; \$13,250 per individual / \$26,500 per family for <u>non-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.  |
| What is not included in the <u>out-of-pocket limit?</u>              | <u>Copayments</u> for certain services,<br><u>premiums</u> , <u>balance-billing</u> charges, and<br>health care this <u>plan</u> doesn't cover.                          | Even though you pay these expenses, they don't count toward the out-of-pocket limit.   |
| Will you pay less if you use a <u>network provider</u> ?             | Yes. See <u>blueshieldca.com/fad</u> or call <b>1-855-258-3744</b> for a list of <u>network</u> <u>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. |
| Do you need a <u>referral</u> to see a <u>specialist</u> ?           | No.  | You can see the specialist you choose without a referral.  |



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

| Common Medical   |  | What You Will Pay  |  | Limitations, Exceptions, & Other  |
|--|--|--|--|---|
| Event  | Services You May Need                            | <u>Participating Provider</u><br>(You will pay the least)  | Non-Participating Provider (You will pay the most)   | Important Information   |
|  | Primary care visit to treat an injury or illness | \$50/visit; <u>deductible</u> does not apply   | 50% coinsurance  | None  |
| If you visit a health care provider's office   | <u>Specialist</u> visit                          | \$85/visit; <u>deductible</u> does not apply   | 50% coinsurance  |   |
| or clinic  | Preventive care/screening /immunization          | No Charge; deductible 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. |
| If you have a test   | <u>Diagnostic test</u> (x-ray, blood work)       | Lab & Path: \$50/visit; deductible does not apply X-Ray & Imaging: \$85/visit; deductible does not apply Other Diagnostic Examination: \$85/visit; deductible does not apply | Lab & Path: 50% coinsurance X-Ray & Imaging: 50% coinsurance Other Diagnostic Examination: 50% coinsurance                           | The services listed are at a freestanding location.   |
| •  | Imaging (CT/PET scans, MRIs)                     | Outpatient Radiology Center: 30% coinsurance Outpatient Hospital: 30% coinsurance  | Outpatient Radiology Center: 50% coinsurance Outpatient Hospital: 50% coinsurance of up to \$350/day plus 100% of additional charges | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits.   |
| If you need drugs to treat your illness or condition  More information about prescription drug coverage is available at blueshieldca.com/formulary | Tier 1   | Retail: \$17/prescription; deductible does not apply Mail Service: \$34/prescription; deductible does not apply  | Retail: Not Covered<br>Mail Service: Not Covered   | Preauthorization is required for select drugs. Failure to obtain preauthorization may result in non-  |
|  | Tier 2   | Retail: \$70/prescription Mail Service: \$140/prescription   | Retail: Not Covered Mail Service: Not Covered  | payment of benefits.  Retail: Covers up to a 30-day supply;  Mail Service: Covers up to a 90-day  |
|  | Tier 3   | Retail: \$100/prescription Mail Service: \$200/prescription  | Retail: Not Covered Mail Service: Not Covered  | supply.   |

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<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at  $\underline{bsca.com/policies/M0023567\_EOC.pdf}$ .

| Common Medical                 |  | What You Will Pay  |   | Limitations Evacutions 9 Other   |
|--------------------------------|--|--|---|--|
| Event                          | Services You May Need                          | <u>Participating Provider</u><br>(You will pay the least)  | Non-Participating Provider (You will pay the most)  | Limitations, Exceptions, & Other Important Information   |
|                                | Tier 4   | Retail and Network Specialty Pharmacies: 30% coinsurance up to \$250/prescription Mail Service: 30% coinsurance up to \$500/prescription | Retail: Not Covered Mail Service: Not Covered   | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits.  Retail and Network Specialty Pharmacies: Covers up to a 30-day supply; Specialty drugs must be obtained at a Network Specialty Pharmacy.  Mail Service: Covers up to a 90-day supply. |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center) | Ambulatory Surgery Center: 30% coinsurance Outpatient Hospital: 30% coinsurance  | Ambulatory Surgery Center: 50% coinsurance of up to \$350/day plus 100% of additional charges Outpatient Hospital: 50% coinsurance of up to \$350/day plus 100% of additional charges | None   |
|                                | Physician/surgeon fees                         | 30% coinsurance; deductible does not apply   | 50% coinsurance   |  |
| If you need immediate          | Emergency room care                            | Facility Fee: 30% coinsurance Physician Fee: No Charge; deductible does not apply  | Facility Fee: 30% coinsurance Physician Fee: No Charge; deductible does not apply   | None   |
| medical attention              | Emergency medical transportation               | 30% coinsurance  | 30% coinsurance   | This payment is for emergency or authorized transport.   |
|                                | <u>Urgent care</u>                             | \$50/visit; <u>deductible</u> does not apply   | 50% coinsurance   | None   |
| If you have a hospital stay    | Facility fee (e.g., hospital room)             | 30% coinsurance  | 50% <u>coinsurance</u> of up to<br>\$2000/day plus 100% of<br>additional charges  | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.  |
|                                | Physician/surgeon fees                         | 30% coinsurance  | 50% coinsurance   | None   |

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at <a href="mailto:bsca.com/policies/M0023567\_EOC.pdf">bsca.com/policies/M0023567\_EOC.pdf</a>.

| O Madiaal   |   | What You Will Pay  |  | Limitations Formations 9 Others  |
|---|---|--|--|--|
| Common Medical<br>Event   | Services You May Need                     | Participating Provider   | Non-Participating Provider   | Limitations, Exceptions, & Other Important Information   |
|   |   | (You will pay the least)   | (You will pay the most)  |  |
| If you need mental<br>health, behavioral<br>health, or substance        | Outpatient services                       | Office Visit: \$50/visit; deductible does not apply Other Outpatient Services: 30% coinsurance up to \$50/visit; deductible does not apply Partial Hospitalization: 30% coinsurance up to \$50/visit; deductible does not apply Psychological Testing: 30% coinsurance up to \$50/visit; deductible does not apply | Office Visit: 50% coinsurance Other Outpatient Services: 50% coinsurance Partial Hospitalization: 50% coinsurance of up to \$350/day plus 100% of additional charges Psychological Testing: 50% coinsurance                | Preauthorization is required except for office visits. Failure to obtain preauthorization may result in non-payment of benefits.   |
| abuse services  | Inpatient services                        | Physician Inpatient Services: 30% coinsurance Hospital Services: 30% coinsurance Residential Care: 30% coinsurance   | Physician Inpatient Services: 50% coinsurance Hospital Services: 50% coinsurance of up to \$2000/day plus 100% of additional charges Residential Care: 50% coinsurance of up to \$2000/day plus 100% of additional charges | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits.  |
|   | Office visits                             | No Charge; <u>deductible</u> does not apply  | 50% coinsurance  |  |
| If you are pregnant   | Childbirth/delivery professional services | 30% coinsurance  | 50% coinsurance  | None   |
|   | Childbirth/delivery facility services     | 30% coinsurance  | 50% coinsurance of up to \$2000/day plus 100% of additional charges  |  |
| If you need help<br>recovering or have<br>other special health<br>needs | Home health care                          | 30% <u>coinsurance</u> ; <u>deductible</u><br>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. |

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at <a href="mailto:bsca.com/policies/M0023567\_EOC.pdf">bsca.com/policies/M0023567\_EOC.pdf</a>.

| Osmora Madisəl                            |                            | What You   | What You Will Pay  |   |
|---|----------------------------|--|--|---|
| Common Medical<br>Event                   | Services You May Need      | Participating Provider   | Non-Participating Provider   | Limitations, Exceptions, & Other Important Information  |
|   | Rehabilitation services    | (You will pay the least)  Office Visit: \$50/visit; deductible does not apply Outpatient Hospital: \$50/visit; deductible does not apply | (You will pay the most)  Office Visit: 50% coinsurance Outpatient Hospital: 50% coinsurance of up to \$350/day plus 100% of additional charges |   |
|   | Habilitation services      | Office Visit: \$50/visit; deductible does not apply Outpatient Hospital: \$50/visit; deductible does not apply                           | Office Visit: 50% coinsurance Outpatient Hospital: 50% coinsurance of up to \$350/day plus 100% of additional charges                          | None  |
|   | Skilled nursing care       | Freestanding SNF: 30% coinsurance Hospital-based SNF: 30% coinsurance  | Freestanding SNF: 50% coinsurance Hospital-based SNF: 50% coinsurance of up to \$2000/day plus 100% of additional charges                      | Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits. Coverage limited to 100 days per member per benefit period.               |
|   | Durable medical equipment  | 30% <u>coinsurance</u> ; <u>deductible</u><br>does not apply   | 50% coinsurance  | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.   |
|   | Hospice services           | No Charge; <u>deductible</u> 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.                         |
|   | Children's eye exam        | No Charge; <u>deductible</u> does not apply  | All charges above \$30; deductible does not apply  | Coverage limited to one exam per member per calendar year.  |
| If your child needs<br>dental or eye care | Children's glasses         | No Charge; <u>deductible</u> does not apply  | All charges above \$25; deductible does not apply  | 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; <u>deductible</u> does not apply  | 10% <u>coinsurance</u> ; <u>deductible</u><br>does not apply   | Coverage for prophylaxis services (cleaning) is limited to once in a six month period.  |

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at <a href="mailto:bsca.com/policies/M0023567\_EOC.pdf">bsca.com/policies/M0023567\_EOC.pdf</a>.

#### **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.)

• Chiropractic Care

Hearing Aids

Non-emergency care when traveling outside the U.S.

• Routine foot care

Cosmetic surgery

Infertility Treatment

Private-duty nursing

Weight loss programs

Dental care (Adult)

Long-term care

Routine eye care (Adult)

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

Acupuncture

Bariatric surgery

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 <a href="cciio.cms.gov">cciio.cms.gov</a>. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <a href="Marketplace">Marketplace</a>. For more information about the Marketplace, visit 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 <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice or assistance, contact: Blue Shield Customer Service at 1-855-258-3744 or the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <u>dol.gov/ebsa/healthreform</u>. Additionally, you can contact the California Department of Managed Health Care Help at 1-888-466-2219 or visit <u>helpline@dmhc.ca.gov</u> or visit <u>http://www.healthhelp.ca.gov</u>.

## Does this <u>plan</u> 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 <u>plan</u> 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.

<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at <a href="mailto:bsca.com/policies/M0023567\_EOC.pdf">bsca.com/policies/M0023567\_EOC.pdf</a>.

#### **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 tulongsa 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 baah ílínígó shíka' at'oowoł nínízingo, kwiji' hodíílnih 1-866-346-7198.

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

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

Armenian (Հայերեն)։ Հայերեն լեզվով անվճար օգնություն առանալու 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。

براى دريافت كمك رايگان زبان فارسي، لطفاً با شماره تلفن 7198-346-1-661 تماس بگيريد. : (فارسي) Persian

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

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

لحصول على المساعدة في اللغة العربية مجانا، تفضل باتصال على هذا الرقم: 7198-346-1-1. : (العربية) Arabic

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.

—To see examples of how this <u>plan</u> 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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<sup>\*</sup> For more information about limitations and exceptions, see the plan or policy document at <a href="mailto:bsca.com/policies/M0023567\_EOC.pdf">bsca.com/policies/M0023567\_EOC.pdf</a>.

## **About these Coverage Examples:**



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

## Peg is Having a Baby

(9 months of <u>participating</u> pre-natal care and a hospital delivery)

| The <u>plan's</u> overall <u>deductible</u> | \$2,250 |
|---|---------|
| ■ Specialist copayment                      | \$85    |
| ■ Hospital (facility) coinsurance           | 30%     |

Other <u>copayment</u>

## **Managing Joe's Type 2 Diabetes**

(a year of routine <u>participating</u> care of a wellcontrolled condition)

| ■ The plan's overall deductible   | \$2,250 |
|-----------------------------------|---------|
| ■ Specialist copayment            | \$85    |
| ■ Hospital (facility) coinsurance | 30%     |
| ■ Other copayment                 | \$50    |

## **Mia's Simple Fracture**

(<u>participating</u> emergency room visit and follow up care)

| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,250 |
|---|---------|
| ■ Specialist copayment                        | \$85    |
| ■ Hospital (facility) coinsurance             | 30%     |
| Other copayment                               | \$85    |

#### 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)

| \$12,700 |
|----------|
|          |

In this example, Peg would pay:

| m une example, reg ireala pay. |         |
|--------------------------------|---------|
| Cost Sharing                   |         |
| <u>Deductibles</u>             | \$2,300 |
| <u>Copayments</u>              | \$700   |
| Coinsurance                    | \$2,600 |
| What isn't covered             |         |
| Limits or exclusions           | \$60    |
| The total Peg would pay is     | \$5,660 |

#### This EXAMPLE event includes services like:

<u>Primary care physician</u> office visits (*including disease education*)

<u>Diagnostic tests</u> (blood work)

Prescription drugs

<u>Durable medical equipment</u> (glucose meter)

| Total Example Cost | \$5,600 |
|--------------------|---------|
|--------------------|---------|

In this example, Joe would pay:

| Cost Sharing               |         |
|----------------------------|---------|
| <u>Deductibles</u>         | \$2,300 |
| Copayments                 | \$1,100 |
| Coinsurance                | \$200   |
| What isn't covered         |         |
| Limits or exclusions       | \$20    |
| The total Joe would pay is | \$3,620 |

#### This EXAMPLE event includes services like:

<u>Emergency room care</u> (including medical supplies)

Diagnostic test (x-ray)

<u>Durable medical equipment</u> (crutches)

Rehabilitation services (physical therapy)

| Total Example Cost | \$2,800 |
|--------------------|---------|
|--------------------|---------|

In this example, Mia would pay:

| in tilis example, ima would pay. |         |
|----------------------------------|---------|
| Cost Sharing                     |         |
| <u>Deductibles</u>               | \$900   |
| <u>Copayments</u>                | \$400   |
| Coinsurance                      | \$200   |
| What isn't covered               |         |
| Limits or exclusions             | \$0     |
| The total Mia would pay is       | \$1,500 |
|                                  |         |

## Blue Shield of California

# Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

#### Discrimination is against the law

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

#### Blue Shield of California:

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

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

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

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

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

Fax: (844) 696-6070

Email: BlueShieldCivilRightsCoordinator@blueshieldca.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

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

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



## 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 tulongsa 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 baah 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): 한국어도움이필요하시면, 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。

براي دريافت كمك رايگان زبان فارسي، لطفاً با شماره تلفن 7198-346-466-1 تماس بگيريد. : (فارسي) Persian

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

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

لحصول على المساعدة في اللغة العربية مجانا، تفضل باتصال على هذا الرقم: 7198-346-1-1. (العربية) Arabic

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.

