


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



Coverage Period: Beginning On or After 1/1/2024

Coverage for: Individual + Family | Plan Type: PPO

Virtual Blue<sup>SM</sup> Silver Tandem PPO 2700/75 OffEx

 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/M0034014\\_EOC.pdf](https://bsca.com/policies/M0034014_EOC.pdf) or call 1-888-373-2750. 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:
What is the overall deductible?	<b>\$2,700</b> per individual / <b>\$5,400</b> per family for <u>participating providers</u> ; <b>\$5,400</b> per individual / <b>\$10,800</b> 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 preventive services at <a href="https://healthcare.gov/coverage/preventive-care-benefits">healthcare.gov/coverage/preventive-care-benefits</a> .
Are there other deductibles for specific services?	Yes. Prescription drugs -- <b>\$250</b> per individual / <b>\$500</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.
What is the out-of-pocket limit for this plan?	<b>\$8,500</b> per individual / <b>\$17,000</b> per family for <u>participating providers</u> ; <b>\$17,000</b> per individual / <b>\$34,000</b> 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 out-of-pocket limit?	<u>Copayments</u> for certain services, <u>premiums</u> , <u>balance-billing</u> charges, 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> .
Will you pay less if you use a network provider?	Yes. See <a href="https://blueshieldca.com/fad">blueshieldca.com/fad</a> or call 1-888-373-2750 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.
Do you need a referral to see a specialist?	No.	You can see the <u>specialist</u> you choose without a <u>referral</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 (You will pay the least)	Non-Participating Provider (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	\$75/visit; <u>deductible</u> does not apply	50% <u>coinsurance</u>	Virtual Blue program primary and <u>specialist</u> care visits are No Charge, and the <u>deductible</u> does not apply.  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.
	<u>Specialist</u> visit	\$90/visit; <u>deductible</u> does not apply	50% <u>coinsurance</u>	
	<u>Preventive care/screening</u> /immunization	No Charge; <u>deductible</u> does not apply	Not Covered	
<b>If you have a test</b>	<u>Diagnostic test</u> (x-ray, blood work)	<i>Lab &amp; Path:</i> \$50/visit; <u>deductible</u> does not apply <i>X-Ray &amp; Imaging:</i> \$85/visit; <u>deductible</u> does not apply <i>Other Diagnostic Examination:</i> \$85/visit; <u>deductible</u> does not apply	<i>Lab &amp; Path:</i> 50% <u>coinsurance</u> <i>X-Ray &amp; Imaging:</i> 50% <u>coinsurance</u> <i>Other Diagnostic Examination:</i> 50% <u>coinsurance</u>	The services listed are at a freestanding location.  <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.
	Imaging (CT/PET scans, MRIs)	<i>Outpatient Radiology Center:</i> 40% <u>coinsurance</u> <i>Outpatient Hospital:</i> \$150/visit + 40% <u>coinsurance</u>	<i>Outpatient Radiology Center:</i> 50% <u>coinsurance</u> <i>Outpatient Hospital:</i> 50% <u>coinsurance</u> subject to a benefit maximum of \$350/day	
<b>If you need drugs to treat your illness or condition</b> More information about <u>prescription drug coverage</u> is available at <a href="http://blueshieldca.com/formulary">blueshieldca.com/formulary</a>	Tier 1	<i>Retail:</i> Level A: \$25/prescription; <u>deductible</u> does not apply Level B: \$30/prescription; <u>deductible</u> does not apply <i>Mail Service:</i> \$50/prescription; <u>deductible</u> does not apply	<i>Retail:</i> Not Covered <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. <i>Retail:</i> Covers up to a 30-day supply; 90-days may be covered with a copayment for each 30-day supply; <i>Mail Service:</i> Covers up to a 90-day supply.
	Tier 2	<i>Retail:</i> Level A: \$75/prescription Level B: \$100/prescription <i>Mail Service:</i> \$150/prescription	<i>Retail:</i> Not Covered <i>Mail Service:</i> Not Covered	

\* For more information about limitations and exceptions, see the plan or policy document at [bsca.com/policies/M0034014\\_EOC.pdf](http://bsca.com/policies/M0034014_EOC.pdf).

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Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	
	Tier 3	<i>Retail:</i> Level A: \$115/prescription Level B: \$155/prescription <i>Mail Service:</i> \$230/prescription	<i>Retail:</i> Not Covered <i>Mail Service:</i> Not Covered	
	Tier 4	<i>Retail and Network Specialty Pharmacies:</i> 40% <u>coinsurance</u> up to \$250/prescription <i>Mail Service:</i> 40% <u>coinsurance</u> up to \$500/prescription	<i>Retail:</i> Not Covered <i>Mail Service:</i> Not Covered	
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	<i>Ambulatory Surgery Center:</i> 40% <u>coinsurance</u> <i>Outpatient Hospital:</i> 50% <u>coinsurance</u>	<i>Ambulatory Surgery Center:</i> 50% <u>coinsurance</u> subject to a benefit maximum of \$350/day <i>Outpatient Hospital:</i> 50% <u>coinsurance</u> subject to a benefit maximum of \$350/day	-----None-----
	Physician/surgeon fees	40% <u>coinsurance</u>	50% <u>coinsurance</u>	
<b>If you need immediate medical attention</b>	<u>Emergency room care</u>	<i>Facility Fee:</i> \$350/visit + 40% <u>coinsurance</u> <i>Physician Fee:</i> 40% <u>coinsurance</u>	<i>Facility Fee:</i> \$350/visit + 40% <u>coinsurance</u> <i>Physician Fee:</i> 40% <u>coinsurance</u>	-----None-----
	<u>Emergency medical transportation</u>	40% <u>coinsurance</u>	40% <u>coinsurance</u>	This payment is for emergency or authorized transport.
	<u>Urgent care</u>	\$75/visit; <u>deductible</u> does not apply	50% <u>coinsurance</u>	-----None-----
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	40% <u>coinsurance</u>	50% <u>coinsurance</u> subject to a benefit maximum of \$2,000/day	<u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.

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Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	
	Physician/surgeon fees	40% <u>coinsurance</u>	50% <u>coinsurance</u>	-----None-----
<b>If you need mental health, behavioral health, or substance abuse services</b>	Outpatient services	Office Visit: \$75/visit; <u>deductible</u> does not apply Other Outpatient Services: 40% <u>coinsurance</u> Partial Hospitalization: 40% <u>coinsurance</u> Psychological Testing: 40% <u>coinsurance</u>	Office Visit: 50% <u>coinsurance</u> Other Outpatient Services: 50% <u>coinsurance</u> Partial Hospitalization: 50% <u>coinsurance</u> subject to a benefit maximum of \$350/day Psychological Testing: 50% <u>coinsurance</u>	<u>Preauthorization</u> is required except for office visits and office-based opioid treatment. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits. Virtual Blue program mental health visits are No Charge, and the <u>deductible</u> does not apply.
	Inpatient services	Physician Inpatient Services: 40% <u>coinsurance</u> Hospital Services: 40% <u>coinsurance</u> Residential Care: 40% <u>coinsurance</u>	Physician Inpatient Services: 50% <u>coinsurance</u> Hospital Services: 50% <u>coinsurance</u> subject to a benefit maximum of \$2,000/day Residential Care: 50% <u>coinsurance</u> subject to a benefit maximum of \$2,000/day	<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	50% <u>coinsurance</u>	-----None-----
	Childbirth/delivery professional services	40% <u>coinsurance</u>	50% <u>coinsurance</u>	
	Childbirth/delivery facility services	40% <u>coinsurance</u>	50% <u>coinsurance</u> subject to a benefit maximum of \$2,000/day	
<b>If you need help recovering or have other special health needs</b>	<u>Home health care</u>	40% <u>coinsurance</u>	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.

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Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Participating Provider (You will pay the least)	Non-Participating Provider (You will pay the most)	
	<u>Rehabilitation services</u>	Office Visit: 40% <u>coinsurance</u> Outpatient Hospital: 40% <u>coinsurance</u>	Office Visit: 50% <u>coinsurance</u> Outpatient Hospital: 50% <u>coinsurance</u> subject to a benefit maximum of \$350/day	-----None-----
	<u>Habilitation services</u>	Office Visit: 40% <u>coinsurance</u> Outpatient Hospital: 40% <u>coinsurance</u>	Office Visit: 50% <u>coinsurance</u> Outpatient Hospital: 50% <u>coinsurance</u> subject to a benefit maximum of \$350/day	
	<u>Skilled nursing care</u>	Freestanding SNF: 40% <u>coinsurance</u> Hospital-based SNF: 40% <u>coinsurance</u>	Freestanding SNF: 50% <u>coinsurance</u> Hospital-based SNF: 50% <u>coinsurance</u> subject to a benefit maximum of \$2,000/day	<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% <u>coinsurance</u>	Not Covered; <u>deductible</u> does not apply	<u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.
	<u>Hospice services</u>	No Charge	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; <u>deductible</u> does not apply	All charges above \$30; <u>deductible</u> does not apply	Coverage limited to one exam per member per Calendar Year.
	Children's glasses	No Charge; <u>deductible</u> does not apply	All charges above \$25; <u>deductible</u> 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	20% <u>coinsurance</u> ; <u>deductible</u> does not apply	Coverage for prophylaxis services (cleaning) is limited to once in a six month period.

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

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

- Acupuncture
- Bariatric surgery
- Chiropractic Care
- Infertility Treatment

**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 1-888-373-2750 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.

\* For more information about limitations and exceptions, see the plan or policy document at [bsca.com/policies/M0034014\\_EOC.pdf](https://bsca.com/policies/M0034014_EOC.pdf).

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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 \$2,700
- Specialist copayment \$90
- Hospital (facility) coinsurance 40%
- Other copayment \$50

**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*)

<b>Total Example Cost</b>	<b>\$12,700</b>
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**In this example, Peg would pay:**

<i>Cost Sharing</i>	
<u>Deductibles</u>	\$2,700
<u>Copayments</u>	\$700
<u>Coinsurance</u>	\$3,300
<i>What isn't covered</i>	
Limits or exclusions	\$60
<b>The total Peg would pay is</b>	<b>\$6,760</b>

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

- The plan's overall deductible \$2,700
- Specialist copayment \$90
- Hospital (facility) coinsurance 40%
- Other copayment \$50

**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*)

<b>Total Example Cost</b>	<b>\$5,600</b>
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**In this example, Joe would pay:**

<i>Cost Sharing</i>	
<u>Deductibles</u>	\$1,000
<u>Copayments</u>	\$1,900
<u>Coinsurance</u>	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$20
<b>The total Joe would pay is</b>	<b>\$2,920</b>

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

- The plan's overall deductible \$2,700
- Specialist copayment \$90
- Hospital (facility) coinsurance 40%
- Other copayment \$85

**This EXAMPLE event includes services like:**

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

<b>Total Example Cost</b>	<b>\$2,800</b>
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**In this example, Mia would pay:**

<i>Cost Sharing</i>	
<u>Deductibles</u>	\$2,600
<u>Copayments</u>	\$200
<u>Coinsurance</u>	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$2,800</b>

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





## NOTICES AVAILABLE ONLINE

### Nondiscrimination and Language Assistance Services

Blue Shield complies with applicable state and federal civil rights laws. We also offer language assistance services at no additional cost.

View our nondiscrimination notice and language assistance notice: [blueshieldca.com/notices](https://blueshieldca.com/notices).

You can also call for language assistance services: **(866) 346-7198 (TTY: 711)**.

If you are unable to access the website above and would like to receive a copy of the nondiscrimination notice and language assistance notice, please call Customer Care at **(888) 256-3650 (TTY: 711)**.

### Servicios de asistencia en idiomas y avisos de no discriminación

Blue Shield cumple con las leyes de derechos civiles federales y estatales aplicables. También, ofrecemos servicios de asistencia en idiomas sin costo adicional.

Vea nuestro aviso de no discriminación y nuestro aviso de asistencia en idiomas en [blueshieldca.com/notices](https://blueshieldca.com/notices). Para obtener servicios de asistencia en idiomas, también puede llamar al **(866) 346-7198 (TTY: 711)**.

Si no puede acceder al sitio web que aparece arriba y desea recibir una copia del aviso de no discriminación y del aviso de asistencia en idiomas, llame a Atención al Cliente al **(888) 256-3650 (TTY: 711)**.

### 非歧視通知和語言協助服務

Blue Shield 遵守適用的州及聯邦政府的民權法。同時，我們免費提供語言協助服務。

如需檢視我司的非歧視通知和語言幫助通知，請造訪 [blueshieldca.com/notices](https://blueshieldca.com/notices)。

您還可致電尋求語言協助服務：**(866) 346-7198 (TTY: 711)**。

如果您無法造訪上述網站，且希望收到一份非歧視通知和語言幫助通知的副本，請致電客戶服務部，電話：**(888) 256-3650 (TTY: 711)**。