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

blue 🕡 of california

Custom Tandem HDHP 3000

Coverage Period: Beginning On or After 10/1/2022

Coverage for: Individual + Family | Plan Type: PSP

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/W0051486-</u> <u>M0030512EOC_COI202210.pdf</u> or call 1-800-894-5565. 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 <u>deductible</u> ?	\$3,000 per individual / \$6,000 per family for <u>participating providers;</u> \$6,000 per individual / \$12,000 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 <u>deductible</u> ?	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 <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	\$5,000 per individual / \$10,000 per family for <u>participating providers;</u> \$10,000 per individual / \$20,000 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, <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 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 1-800-894-5565 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 <u>specialist</u> you choose without a <u>referral</u> .

All <u>copayment</u> and	I <u>coinsurance</u> costs shown in this	chart are after your <u>deductible</u> h	as been met, if a <u>deductible</u> ap	plies.	
Common Medical Event	Services You May Need	What You <u>Participating Provider</u> (You will pay the least)	Will Pay <u>Non-Participating Provider</u> (You will pay the most)	Limitations, Exceptions, & Other Important Information	
	Primary care visit to treat an injury or illness	10% coinsurance	30% coinsurance	None	
If you visit a health	<u>Specialist</u> visit	10% coinsurance	30% coinsurance		
care <u>provider's</u> office or clinic	Preventive care/screening /immunization	No Charge; <u>deductible</u> does not apply	30% coinsurance	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 plan will pay for.	
If you have a test	<u>Diagnostic test</u> (x-ray, blood work)	Lab & Path: 10% <u>coinsurance</u> X-Ray & Imaging: 10% <u>coinsurance</u> Other Diagnostic Examination: 10% <u>coinsurance</u>	Lab & Path: 30% coinsurance X-Ray & Imaging: 30% coinsurance Other Diagnostic Examination: 30% coinsurance	The services listed are at a freestanding location.	
	Imaging (CT/PET scans, MRIs)	<i>Outpatient Radiology Center</i> : 10% <u>coinsurance</u> <i>Outpatient Hospital</i> : 10% <u>coinsurance</u>	Outpatient Radiology Center: 30% coinsurance Outpatient Hospital: 30% coinsurance subject to a benefit maximum of \$350/day	Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits.	
If you need drugs to treat your illness or condition	Tier 1	<i>Retail</i> : \$10/prescription <i>Mail Service</i> : \$20/prescription	Retail: 25% <u>coinsurance</u> + \$10/prescription <i>Mail Service</i> : Not Covered	<u>Preauthorization</u> is required for select drugs. Failure to obtain <u>preauthorization</u> may result in non-	
More information about prescription drug coverage is available at	Tier 2	<i>Retail</i> : \$35/prescription <i>Mail Service</i> : \$70/prescription	Retail: 25% coinsurance + \$35/prescription Mail Service: Not Covered	payment of benefits. <i>Retail</i> : Covers up to a 30-day supply; 90-days may be covered with a	
<u>coverage</u> is available at <u>blueshieldca.com/</u> formulary	Tier 3	<i>Retail</i> : \$55/prescription <i>Mail Service</i> : \$110/prescription	Retail: 25% <u>coinsurance</u> + \$55/prescription <i>Mail Service</i> : Not Covered	copayment for each 30-day supply; <i>Mail Service</i> : Covers up to a 90-day supply.	

Common Medical		What You	Will Pay	Limitations Examplians 8 Other
Event	Services You May Need	<u>Participating Provider</u> (You will pay the least)	<u>Non-Participating Provider</u> (You will pay the most)	Limitations, Exceptions, & Other Important Information
	Tier 4	Retail and Network Specialty Pharmacies: 30% <u>coinsurance</u> up to \$150/prescription <i>Mail Service</i> : 30% <u>coinsurance</u> up to \$300/prescription	<i>Retail</i> : 30% <u>coinsurance</u> up to \$150/prescription + 25% of purchase price <i>Mail Service</i> : Not Covered	Preauthorization is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits. <i>Retail and Network Specialty</i> <i>Pharmacies</i> : Covers up to a 30-day supply; Specialty drugs must be obtained at a Network Specialty Pharmacy. <i>Mail Service</i> : Covers up to a 90-day supply.
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	Ambulatory Surgery Center: 10% <u>coinsurance</u> Outpatient Hospital: 10% <u>coinsurance</u>	Ambulatory Surgery Center: 30% coinsurance subject to a benefit maximum of \$350/day Outpatient Hospital: 30% coinsurance subject to a benefit maximum of \$350/day	None
	Physician/surgeon fees	10% coinsurance	30% coinsurance	
If you need immediate medical attention	Emergency room care	Facility Fee: 10% <u>coinsurance</u> Physician Fee: 10% <u>coinsurance</u>	Facility Fee: 10% <u>coinsurance</u> Physician Fee: 10% <u>coinsurance</u>	None
metrical attention	Emergency medical transportation	10% coinsurance	10% coinsurance	This payment is for emergency or authorized transport.
	<u>Urgent care</u>	10% <u>coinsurance</u>	30% coinsurance	None
lf you have a hospital stay	Facility fee (e.g., hospital room)	10% coinsurance	30% <u>coinsurance</u> subject to a benefit maximum of \$1,500/day	<u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.
	Physician/surgeon fees	10% coinsurance	30% coinsurance	None

Common Medical		What Yoเ	ı Will Pay	Limitations, Exceptions, & Other
Event	Services You May Need	<u>Participating Provider</u> (You will pay the least)	<u>Non-Participating Provider</u> (You will pay the most)	Important Information
lf you need mental	Outpatient services	Office Visit: 10% <u>coinsurance</u> Other Outpatient Services: 10% <u>coinsurance</u> Partial Hospitalization: 10% <u>coinsurance</u> Psychological Testing: 10% <u>coinsurance</u>	Office Visit: 30% <u>coinsurance</u> Other Outpatient Services: 30% <u>coinsurance</u> Partial Hospitalization: 30% <u>coinsurance</u> subject to a benefit maximum of \$350/day Psychological Testing: 30% <u>coinsurance</u>	<u>Preauthorization</u> is required except for office visits. Failure to obtain <u>preauthorization</u> may result in non- payment of benefits.
health, behavioral health, or substance abuse services	Inpatient servicesPhysician Inpati 30% coinsurance 10% coinsurance Hospital Services: 10% coinsurance coinsurance Residential Care: 10%Physician Inpati 30% coinsurance Hospital Services: coinsurance \$1,500/day Residential Care: 10% coinsurance coinsurance sub	Physician Inpatient Services: 30% coinsurance Hospital Services: 30% coinsurance subject to a benefit maximum of \$1,500/day Residential Care: 30% coinsurance subject to a benefit maximum of \$1,500/day	<u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.	
	Office visits	10% coinsurance	30% coinsurance	
lf you are pregnant	Childbirth/delivery professional services	10% coinsurance	30% coinsurance	None
n you are prognant	Childbirth/delivery facility services	10% coinsurance	30% <u>coinsurance</u> subject to a benefit maximum of \$1,500/day	None
If you need help recovering or have	Home health care	10% coinsurance	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.
other special health needs	Rehabilitation services	<i>Office Visit</i> : 10% <u>coinsurance</u> <i>Outpatient Hospital</i> : 10% <u>coinsurance</u>	Office Visit: 30% <u>coinsurance</u> Outpatient Hospital: 30% <u>coinsurance</u> subject to a benefit maximum of \$350/day	None

		What You Will Pay		Limitations, Exceptions, & Other	
Common Medical Event	Services You May Need	Participating Provider	Non-Participating Provider	Important Information	
Eveni		(You will pay the least)	(You will pay the most)	important mormation	
	Habilitation services	Office Visit: 10% <u>coinsurance</u> Outpatient Hospital: 10% <u>coinsurance</u>	Office Visit: 30% <u>coinsurance</u> Outpatient Hospital: 30% <u>coinsurance</u> subject to a benefit maximum of \$350/day		
	Skilled nursing care	Freestanding SNF: 10% <u>coinsurance</u> Hospital-based SNF: 10% <u>coinsurance</u>	Freestanding SNF: 10% <u>coinsurance</u> Hospital-based SNF: 30% <u>coinsurance</u> subject to a benefit maximum of \$1,500/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.	
	Durable medical equipment	10% <u>coinsurance</u>	30% <u>coinsurance</u>	Preauthorization is required. Failure to obtain preauthorization may result in non-payment of benefits.	
	Hospice services	No Charge	Not Covered	Preauthorization is required except for pre-hospice consultation. Failure to obtain preauthorization may result in non-payment of benefits.	
	Children's eye exam	Not Covered	Not Covered		
your child needs	Children's glasses	Not Covered	Not Covered	None	
ental or eye care	Children's dental check-up	Not Covered	Not Covered		
xcluded Services & Ot	ther Covered Services:				
ervices Your <u>Plan</u> Gen	erally Does NOT Cover (Check	your policy or plan document for	or more information and a list	of any other <u>excluded services</u> .)	
Cosmetic surgery	 Infertility 		Private-duty nursing	 Routine foot care 	
 Dental care (Adu 	, 0		Routine eye care (Adult)	 Weight loss programs 	
Hearing Aids		ergency care when g outside the U.S.			
Other Covered Services	د د (Limitations may apply to thes)	se services. This isn't a complete	e list. Please see vour plan doo	cument.)	
Acupuncture		•	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 <u>cciio.cms.gov</u>. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <u>Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>HealthCare.gov</u> or call 1-800-318-2596.

* For more information about limitations and exceptions, see the plan or policy document at <u>bsca.com/policies/W0051486-M0030512EOC_COI202210.pdf</u>.

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 1-800-894-5565 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 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.

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 bąąh 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 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。

برای دریافت کمک رایگان زبان فارسی، لطفاً با شماره تلفن 7198-346-366-1 تماس بگیرید. : (فارسی) 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: 1-866-346-7198. : (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

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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 Bab y (9 months of <u>participating</u> pre-natal hospital delivery)		Managing Joe's Type 2 Diabetes (a year of routine <u>participating</u> care of a well- controlled condition)		Mia's Simple Fracture (<u>participating</u> emergency room visit and follow up care)	
 The <u>plan's</u> overall <u>deductible</u> <u>Specialist coinsurance</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$3,000 10% 10% 10%	 The <u>plan's</u> overall <u>deductible</u> <u>Specialist coinsurance</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$3,000 10% 10% 10%	 The <u>plan's</u> overall <u>deductible</u> <u>Specialist coinsurance</u> Hospital (facility) <u>coinsurance</u> Other <u>coinsurance</u> 	\$3,000 10% 10% 10%
This EXAMPLE event includes servic Specialist office visits (prenatal care) Childbirth/Delivery Professional Service		This EXAMPLE event includes servic <u>Primary care physician</u> office visits (includes and includes a service) disease education)		This EXAMPLE event includes served Emergency room care (including medic supplies)	
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (<i>ultrasounds and blood</i> <u>Specialist</u> visit (<i>anesthesia</i>)		<u>Diagnostic tests</u> (blood work) <u>Prescription drugs</u> <u>Durable medical equipment</u> (glucose me	eter)	<u>Diagnostic test</u> (x-ray) <u>Durable medical equipment</u> (crutches) <u>Rehabilitation services</u> (physical thera	
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (<i>ultrasounds and blood</i>		Prescription drugs	eter) \$5,600	Durable medical equipment (crutches)	
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (<i>ultrasounds and blood</i> <u>Specialist</u> visit (<i>anesthesia</i>) Total Example Cost	l work)	Prescription drugs Durable medical equipment (glucose me Total Example Cost		Durable medical equipment (crutches) Rehabilitation services (physical thera Total Example Cost	ру)
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (<i>ultrasounds and blood</i> <u>Specialist</u> visit (<i>anesthesia</i>) Total Example Cost n this example, Peg would pay:	l work)	Prescription drugs Durable medical equipment (glucose me Total Example Cost In this example, Joe would pay:		Durable medical equipment (crutches) Rehabilitation services (physical thera Total Example Cost In this example, Mia would pay:	ру)
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (<i>ultrasounds and blood</i> <u>Specialist</u> visit (<i>anesthesia</i>) Total Example Cost n this example, Peg would pay: Cost Sharing	1 work) \$12,700	Prescription drugs Durable medical equipment (glucose me Total Example Cost In this example, Joe would pay: Cost Sharing	\$5,600	Durable medical equipment (crutches) Rehabilitation services (physical thera Total Example Cost In this example, Mia would pay: Cost Sharing	עקי) \$2,800
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (<i>ultrasounds and blood</i> <u>Specialist</u> visit (<i>anesthesia</i>) Total Example Cost n this example, Peg would pay: <i>Cost Sharing</i> <u>Deductibles</u>	1 work) \$12,700 \$3,000	Prescription drugs Durable medical equipment (glucose medical equipment) Total Example Cost In this example, Joe would pay: Cost Sharing Deductibles	\$5,600	Durable medical equipment (crutches) Rehabilitation services (physical thera Total Example Cost In this example, Mia would pay: Cost Sharing Deductibles	ару) \$ 2,800 \$2,800
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (<i>ultrasounds and blood</i> <u>Specialist</u> visit (<i>anesthesia</i>) Total Example Cost n this example, Peg would pay: Cost Sharing <u>Deductibles</u> <u>Copayments</u>	1 work) \$12,700 \$3,000 \$10	Prescription drugs Durable medical equipment (glucose medical equipment) Total Example Cost In this example, Joe would pay: Cost Sharing Deductibles Copayments	\$5,600 \$3,000 \$300	Durable medical equipment (crutches) Rehabilitation services (physical thera Total Example Cost In this example, Mia would pay: Cost Sharing Deductibles Copayments	(1997) \$2,800 \$2,800 \$0
Childbirth/Delivery Facility Services <u>Diagnostic tests</u> (<i>ultrasounds and blood</i> <u>Specialist</u> visit (<i>anesthesia</i>) Total Example Cost n this example, Peg would pay: Cost Sharing <u>Deductibles</u>	1 work) \$12,700 \$3,000	Prescription drugs Durable medical equipment (glucose medical equipment) Total Example Cost In this example, Joe would pay: Cost Sharing Deductibles	\$5,600	Durable medical equipment (crutches) Rehabilitation services (physical thera Total Example Cost In this example, Mia would pay: Cost Sharing Deductibles	ару) \$ 2,800 \$2,800
Childbirth/Delivery Facility Services Diagnostic tests (ultrasounds and blood Specialist visit (anesthesia) Total Example Cost n this example, Peg would pay: Cost Sharing Deductibles Copayments Coinsurance	1 work) \$12,700 \$3,000 \$10	Prescription drugs Durable medical equipment (glucose medical equipment) Total Example Cost In this example, Joe would pay: Cost Sharing Deductibles Copayments Coinsurance	\$5,600 \$3,000 \$300	Durable medical equipment (crutches) Rehabilitation services (physical thera Total Example Cost In this example, Mia would pay: Cost Sharing Deductibles Copayments Coinsurance	(1997) \$2,800 \$2,800 \$0 \$0

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

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.

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 - 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 Englishsuch 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

Blue Shield of California 601 12th Street, Oakland CA 94607 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 bąąh ílínígó shíka' at'oowoł nínízingo, kwijį' 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 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。

برای دریافت کمک رایگان زبان فارسی، لطفاً با شماره تلفن 7198-346-366 تماس بگیرید. : (فارسی) 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. : (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.

