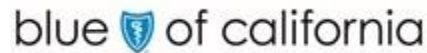



## Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services




**Coverage Period: Beginning On or After 1/1/2019**

**Trio HMO Facility Deductible 30-30%/2000**

**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/M0017166\\_EOC.pdf](https://bsca.com/policies/M0017166_EOC.pdf) or call 1-855-829-3566. 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 <u>deductible</u> ?                             | <b>\$2,000</b> per individual / <b>\$4,000</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> .  |
| 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 <a href="https://healthcare.gov/coverage/preventive-care-benefits">healthcare.gov/coverage/preventive-care-benefits</a> .   |
| 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 limit</u> for this <u>plan</u> ?       | <b>\$3,500</b> per individual / <b>\$7,000</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> , the overall family <u>out-of-pocket limit</u> must be met.   |
| What is not included in the <u>out-of-pocket limit</u> ?            | <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> .   |
| Will you pay less if you use a <u>network provider</u> ?            | Yes. See <a href="https://blueshieldca.com/fap">blueshieldca.com/fap</a> or call 1-855-829-3566 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 <u>referral</u> to see a <u>specialist</u> ?          | 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> .   |

 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)  |   |
| If you visit a health care <u>provider's</u> office or clinic | Primary care visit to treat an injury or illness | \$30/visit; Calendar year medical <u>deductible</u> does not apply   | Not Covered  | Self-referral is available for Trio+ Specialist visits.   |
|   | <u>Specialist</u> visit                          | <i>Trio+ Specialist:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply<br><i>Other Specialist:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply   | Not Covered  |   |
|   | <u>Preventive care/screening</u> /immunization   | No Charge; Calendar year medical <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. |
| If you have a test  | <u>Diagnostic test</u> (x-ray, blood work)       | <i>Lab &amp; Path:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply<br><i>X-Ray &amp; Imaging:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply<br><i>Other Diagnostic Examination:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply | <i>Lab &amp; Path:</i><br>Not Covered<br><i>X-Ray &amp; Imaging:</i><br>Not Covered<br><i>Other Diagnostic Examination:</i><br>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.               |

| 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)  |   |
|  | Imaging (CT/PET scans, MRIs)                   | <i>Outpatient Radiology Center:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply<br><i>Outpatient Hospital:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply | <i>Outpatient Radiology Center:</i><br>Not Covered<br><i>Outpatient Hospital:</i><br>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 prescription drug coverage is available at <a href="https://www.blueshieldca.com/formulary">blueshieldca.com/formulary</a> | Tier 1   | <i>Retail:</i> \$15/prescription<br><i>Mail Service:</i> \$30/prescription   | <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.<br><i>Retail:</i> Covers up to a 30-day supply;<br><i>Mail Service:</i> Covers up to a 90-day supply.  |
|  | Tier 2   | <i>Retail:</i> \$30/prescription<br><i>Mail Service:</i> \$60/prescription   | <i>Retail:</i> Not Covered<br><i>Mail Service:</i> Not Covered                                   |   |
|  | Tier 3   | <i>Retail:</i> \$45/prescription<br><i>Mail Service:</i> \$90/prescription   | <i>Retail:</i> Not Covered<br><i>Mail Service:</i> Not Covered                                   |   |
|  | Tier 4   | <i>Retail and Network Specialty Pharmacies:</i> 20% <u>coinsurance</u> up to \$200/prescription<br><i>Mail Service:</i> 20% <u>coinsurance</u> up to \$400/prescription                                      | <i>Retail:</i> Not Covered<br><i>Mail Service:</i> Not Covered                                   | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.<br><i>Retail and Network Specialty Pharmacies:</i> Covers up to a 30-day supply; <u>Specialty Drugs</u> must be obtained at a Network Specialty Pharmacy.<br><i>Mail Service:</i> Covers up to a 90-day supply. |
| <b>If you have outpatient surgery</b>  | Facility fee (e.g., ambulatory surgery center) | <i>Ambulatory Surgery Center:</i><br>20% <u>coinsurance</u><br><i>Outpatient Hospital:</i><br>30% <u>coinsurance</u>   | <i>Ambulatory Surgery Center:</i><br>Not Covered<br><i>Outpatient Hospital:</i><br>Not Covered   | -----None-----  |
|  | Physician/surgeon fees                         | No Charge; Calendar year medical <u>deductible</u> does not apply  | Not Covered  | -----None-----  |

| 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)   |   |
| If you need immediate medical attention | <u>Emergency room care</u>              | <i>Facility Fee:</i><br>\$150/visit; Calendar year medical <u>deductible</u> does not apply<br><i>Physician Fee:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply                                       | <i>Facility Fee:</i><br>\$150/visit; Calendar year medical <u>deductible</u> does not apply<br><i>Physician Fee:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply | -----None-----  |
|   | <u>Emergency medical transportation</u> | \$100/transport; Calendar year medical <u>deductible</u> does not apply   | \$100/transport; Calendar year medical <u>deductible</u> does not apply   | This payment is for emergency or authorized transport.  |
|   | <u>Urgent care</u>                      | <i>Within <u>Plan</u> Service Area:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply<br><i>Outside <u>Plan</u> Service Area:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply | <i>Within <u>Plan</u> Service Area:</i><br>Not Covered<br><i>Outside <u>Plan</u> Service Area:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply                  | -----None-----  |
| If you have a hospital stay             | Facility fee (e.g., hospital room)      | 30% <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; Calendar year medical <u>deductible</u> does not apply   | Not Covered   | -----None-----  |

| 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)   |  |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                       | <i>Office Visit:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply<br><i>Other Outpatient Services:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply<br><i>Partial Hospitalization:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply<br><i>Psychological Testing:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply | <i>Office Visit:</i><br>Not Covered<br><i>Other Outpatient Services:</i><br>Not Covered<br><i>Partial Hospitalization:</i><br>Not Covered<br><i>Psychological Testing:</i><br>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                        | <i>Physician Inpatient Services:</i><br>No Charge; Calendar year medical <u>deductible</u> does not apply<br><i>Hospital Services:</i><br>30% <u>coinsurance</u><br><i>Residential Care:</i><br>30% <u>coinsurance</u>   | <i>Physician Inpatient Services:</i><br>Not Covered<br><i>Hospital Services:</i><br>Not Covered<br><i>Residential Care:</i><br>Not Covered  | <u>Preauthorization</u> is required. Failure to obtain <u>preauthorization</u> may result in non-payment of benefits.                          |
| If you are pregnant   | Office visits                             | No Charge; Calendar year medical <u>deductible</u> does not apply  | Not Covered   | -----None-----   |
|   | Childbirth/delivery professional services | No Charge; Calendar year medical <u>deductible</u> does not apply  | Not Covered   |  |
|   | Childbirth/delivery facility services     | 30% <u>coinsurance</u>   | Not Covered   | -----None-----   |

| 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)                                |  |
| If you need help recovering or have other special health needs | <u>Home health care</u>          | \$30/visit; Calendar year medical <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>   | <i>Office Visit:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply<br><i>Outpatient Hospital:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply | <i>Office Visit:</i><br>Not Covered<br><i>Outpatient Hospital:</i><br>Not Covered    | -----None-----   |
|  | <u>Habilitation services</u>     | <i>Office Visit:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply<br><i>Outpatient Hospital:</i><br>\$30/visit; Calendar year medical <u>deductible</u> does not apply | <i>Office Visit:</i><br>Not Covered<br><i>Outpatient Hospital:</i><br>Not Covered    |  |
|  | <u>Skilled nursing care</u>      | <i>Freestanding SNF:</i><br>30% <u>coinsurance</u><br><i>Hospital-based SNF:</i><br>30% <u>coinsurance</u>  | <i>Freestanding SNF:</i><br>Not Covered<br><i>Hospital-based SNF:</i><br>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% <u>coinsurance</u> ; Calendar year medical <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.  |
|  | <u>Hospice services</u>          | No Charge; Calendar year medical <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              | Not Covered   | Not Covered  | -----None-----   |

| 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) |  |
| dental or eye care   | Children's glasses         | Not Covered  | Not Covered   | -----None-----   |
|                      | Children's dental check-up | Not Covered  | Not Covered   | -----None-----   |

#### 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 1-855-829-3566 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

If you don't have Minimum Essential Coverage for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

#### 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 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 ílínígó shíka' at'ooowł nínízingo, kwijí' 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 ਭਾਸ਼ਾ ਵਿੱਚ ਮੁਫਤ ਸਹਾਇਤਾ ਲਈ 1-866-346-7198 ਨੂੰ ਸੰਪਰਕ ਕਰੋ.

Khmer (ភាសាខ្មែរ): សូមទំនាក់ទំនងសម្រាប់ការជួយឥតគិតថ្លៃ 1-866-346-7198.

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

Hmong (Hmoob): 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.

*To see examples of how this [plan](#) might cover costs for a sample medical situation, see the next section.*



## 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 <u>plan's</u> overall <u>deductible</u> | \$2,000 |
| ■ <u>Specialist copayment</u>                 | \$30    |
| ■ Hospital (facility) <u>coinsurance</u>      | 30%     |
| ■ Other <u>copayment</u>                      | \$0     |

#### 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>\$12,800</b> |
|---------------------------|-----------------|

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

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| Deductibles                       | \$810          |
| Copayments                        | \$0            |
| Coinsurance                       | \$2,690        |
| What isn't covered                |                |
| Limits or exclusions              | \$60           |
| <b>The total Peg would pay is</b> | <b>\$3,560</b> |

### Managing Joe's Type 2 Diabetes

(a year of routine participating care of a well-controlled condition)

|   |         |
|---|---------|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,000 |
| ■ <u>Specialist copayment</u>                 | \$30    |
| ■ Hospital (facility) <u>coinsurance</u>      | 30%     |
| ■ Other <u>copayment</u>                      | \$0     |

#### 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>\$7,400</b> |
|---------------------------|----------------|

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

| Cost Sharing                      |                |
|-----------------------------------|----------------|
| Deductibles                       | \$0            |
| Copayments                        | \$1,110        |
| Coinsurance                       | \$350          |
| What isn't covered                |                |
| Limits or exclusions              | \$60           |
| <b>The total Joe would pay is</b> | <b>\$1,520</b> |

### Mia's Simple Fracture

(participating emergency room visit and follow up care)

|   |         |
|---|---------|
| ■ The <u>plan's</u> overall <u>deductible</u> | \$2,000 |
| ■ <u>Specialist copayment</u>                 | \$30    |
| ■ Hospital (facility) <u>coinsurance</u>      | 30%     |
| ■ Other <u>copayment</u>                      | \$0     |

#### 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>\$1,900</b> |
|---------------------------|----------------|

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

| Cost Sharing                      |              |
|-----------------------------------|--------------|
| Deductibles                       | \$0          |
| Copayments                        | \$350        |
| Coinsurance                       | \$40         |
| What isn't covered                |              |
| Limits or exclusions              | \$0          |
| <b>The total Mia would pay is</b> | <b>\$390</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.



## 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](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.

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)**.