# **Employee Enrollment Application For Small Groups** Georgia





Consult the Booklet or Certificate of Coverage for complete coverage terms and conditions. For more information about Anthem Blue Cross and Blue Shield (Anthem) and Anthem Life Insurance Company (Anthem Life), its products and services, visit anthem.com.

The employee who completes this application is solely responsible for its accuracy and completeness. Be sure to answer all questions and to sign and date your application. Please complete electronically or in black ink only and use extra paper if necessary.

Section A: Application Type											
Select one:											
☐ New enrollment ☐ Open enrollment	ollment (not app	licable for Life and/or D	Disability)	☐ COE	BRA [	☐ Rehire dat	e: (MM	/DD/YYYY)	/_		
Select qualifying event (not appli		d/or Disability)									
☐ Covered employee's Medicare	entitlement	☐ Death	☐ Left e				⊐ Loss	of coverag	е		
☐ Loss of dependent child status		☐ Medicare	☐ Redu	ction in h	nours						
Qualifying event date: (MM/DD/Y	YYY)/_										
Section B: Employee Information	on										
Last name		First name					M.I.	Social Se	curity no.1	(required)	
										-	
Home address — Street or P.O. E	Box if applicable				City				State	ZIP code	
County		Primary phone no.				al status	riad [	1 Domostia	Dortner		
Occuration.		F		☐ Single ☐ Married ☐ Domestic Partner							
Occupation		Employer name	Employer name				Group no. (if known)				
Employer street address					City				State	ZIP code	
Employer street address					Oity				Otato	211 0000	
County				Employ	ment s	tatus					
						☐ Part-time	□ Di	sabled $\square$	I Retired		
Date of hire (MM/DD/YYYY)	Date of full-time	employment (MM/DD/	/YYYY)	Date w	aiting p	eriod begins	(MM/DI	D/YYYY)	No. of ho		
, ,		, ,				, ,			worked p	er week	
1 1		1 1				1 1					
Email address:											
I'm providing my email address be											
communications may include Ider											
underwriting documents, required out of the benefits. I understand I											
make sure Anthem and/or Anther											
email addresses, communication											
number on my ID card.	•		•	•				•			

1 Anthem is required by the Internal Revenue Service to collect this information.

Anthem Blue Cross and Blue Shield is the trade name of Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. Life and Disability products are underwritten by Greater Georgia Life Insurance Company using the trade name Anthem Life, Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

Section C: Type of		adical plan a	alastad Va	ur amplayar will advisa y	you of your plan antions and as	ntroot				
codes.	ge — Indicate the contract code for the me	edicai pian s	elected. Yo	ur employer will advise y	ou or your plan options and co	ilract				
Medical product plan	n name:		Contract code, if known:							
	overage — select one:   Employee on									
	e — Indicate the contract code for the den									
	me, Anthem Dental Complete, and Ant not include certified pediatric dental es				ncluding Value, Classic, Enha	anced,				
Dental product plan		sential near		code, if known:						
Domai product plan										
Member dental cov	verage — select one: ☐ Employee only	□ Employe	ee + Spouse	e/Domestic Partner 🗆 E	Employee + Child(ren)	ily				
3. Vision Coverage	e — Indicate the contract code for the vision									
Vision product plan	name:		Contract	code, if known:						
Mamban viaian aav	verses colort and D Employee only	□ Emanda ve	<u> </u>	/Damastia Dartman 🗖 E		il.,				
Wember vision cov	verage — select one: ☐ Employee only	LI Employe	ee + Spouse	e/Domestic Partner LL E	Employee + Child(ren)	lly				
4. Life, Accidental	Death & Dismemberment (AD&D), and	or Disability	y Coverage							
☐ Basic Life and AD	&D 🗆 Basic Dependent Life				☐ Short Term Disability					
☐ Supplemental/Vol	untary Life and AD&D	\$	(employ	ee amount)	☐ Long Term Disability					
☐ Supplemental/Voluntary Dependent Life Spouse		\$	(spouse	amount)	☐ Voluntary Short Term Disab	oility				
☐ Supplemental/Vol	untary Dependent Life Child	\$	(child an	nount)	☐ Voluntary Long Term Disab	ility				
Current annual incom	ne: \$	Life a	and/or Disat	oility class no.:						
Beneficiary Design	nation — Attach a separate sheet if neces	ssary.								
, ,	Name of beneficiary	Po	rcentage	Social Security no.	Relationship to applicant	Λαο				
	Name of beneficiary	re	rcemaye	Social Security IIO.	Relationship to applicant	Age				
☐ Primary										
☐ Contingent										
☐ Primary										
☐ Contingent										
☐ Primary										
☐ Contingent										
☐ Primary										
☐ Contingent										
☐ Primary										
☐ Contingent										
☐ Primary										
☐ Contingent										
	nust add up to 100%. If the total percentag	•								
	ries to total 100%. If the total percentages				-	-				
·	rcentages are indicated, the proceeds will					to the				
	ry(ies) listed above. Beneficiaries may be									
	For Community Property States Only (	•		•	· · · · · · · · · · · · · · · · · · ·					
	ou live in a community property state (A									
	pouse if your Spouse will not be named	as a primary	y beneficiary	for 50% or more of yo	ur benefit amount. Please hav	e your				
Spouse read and sig	gn the following.									
Authorization										
-	Spouse, the Employee/Retiree named		-			•				
	above policy. I hereby consent to such d	-			•					
	ty property laws. I understand that this co			sedes any prior spousal	consent or waiver under this pl	an.				
In CA, NV, and WA,	Spouse also includes your registered Do	mestic Partr	ner.							

Employee name: Social Security no.:									
Sign Spouse sign X	ature		Spouse name (print)	Today's date (MM/DD/YYYY) / /					
Dependent information your Spouse/Domesti	on must be comple ic Partner, your ch as a disabled per ocumentation.	ted for all additional depende ildren, or your Spouse's/Dom	rate sheet if necessary. Complete this ents (if any) to be covered under this enestic Partner's children (to the end or ginning with the eldest. If you are applement of the property of the p	coverage.  f the calen	An eligibl dar mont	e dependent may h in which they tur	be n age		
Sex: ☐ Male ☐ Fen	nale	Disabled: ☐ Yes ☐ No	Birthdate (MM/DD/YYYY):	1	1				
Primary Care Physician (PCP) name			PCP ID no.			Existing patient? ☐ Yes ☐ No			
Spouse/Domestic Partner Last name			First name	First name M.I. Social Security no.1 (requir					
Sex □ Male □ Female	Disabled ☐ Yes ☐ No	Birthdate (MM/DD/YYYY) / /	Relationship to applicant  Spouse Domestic Partner	er					
PCP name			PCP ID no.	PCP ID no. Existing patient?  ☐ Yes ☐ No					
Dependent Child La	st name		First name	M.I.	II. Social Security no.¹ (required)				
Sex ☐ Male ☐ Female	Disabled ☐ Yes ☐ No	Birthdate (MM/DD/YYYY) / /	Relationship to applicant  Child Cother <sup>2</sup> If other	, what is re	elationshi	p?			
PCP name			PCP ID no. Existing patient?  ☐ Yes ☐ No						
Does this dependent If yes, please enter co		ddress? □Yes □No							
Dependent Child La	st name		First name	First name M.I. Social Security no.1 (requ					
Sex ☐ Male ☐ Female	Disabled □ Yes □ No	Birthdate (MM/DD/YYYY) / /	Relationship to applicant  Child Other <sup>2</sup> If other, what is relationship?						
PCP name		PCP ID no. Existing patient?  ☐ Yes ☐ No							
Does this dependent		ldress? □Yes □No							

<sup>1</sup> Anthem is required by the Internal Revenue Service to collect this information. 2 Eligibility subject to Booklet or Certificate of Coverage.

Coation E. Drier	and Other (	Croup Covo		Attach a concre	to about if nacconary						
		-		•	te sheet if necessary. □ Yes □ No If yes, give	nama:					
Medicare ID no.  Part A effective date (MM/DD/YYYY) / /			A effective date /DD/YYYY)				disease:				
Medicare Part D II	O no.			Medicare Part D	carrier			D effective date (MM/DD/YYYY)			
Is anyone applying	g for covera	ge covered l	by oth	ner health insurance	e? □ Yes □ No If yes,	please provide th	e following	g:			
(I ast First M I) (select one) (select all		Coverage (select all that apply)	Insurer name Policy ID no			Dates (if applicable) (MM/DD/YYYY)					
1		☐ Individu ☐ Group ☐ Medica		<ul><li>☐ Health</li><li>☐ Dental</li><li>☐ Orthodontia</li></ul>				Start:// End://			
		☐ Individu☐ Group☐ Medica		☐ Health☐ Dental☐ Orthodontia				Start:// End://			
		☐ Individu☐ Group☐ Medica		☐ Health ☐ Dental ☐ Orthodontia				Start:// End://			
		☐ Individu☐ Group☐ Medica	ire	☐ Health ☐ Dental ☐ Orthodontia				Start:// End://			
		☐ Individu ☐ Group ☐ Medica		☐ Health ☐ Dental ☐ Orthodontia				Start:// End://			
Section F: Waiver	/Declining	Coverage -	— Pro	of of coverage will	be required. (Proof of cov	erage not application	able for Lit	fe and/or Disability.)			
Type of coverage/	Declined fo	or — Select	all tha	at apply.	Reason for declining/refusing coverage — that apply.						
□ Employee □ *Life/AD&D (Spouse/Domestic Partner arnot available if life coverage is waived/de				nestic Partner and [ age is waived/declin		<ul> <li>□ No coverage</li> <li>□ Covered by Spouse's/Domestic Partner's group coverage</li> <li>□ Spouse/Domestic Partner covered by their employer's group coverage</li> </ul>					
Domestic Partner						<ul> <li>□ Enrolled in individual coverage</li> <li>□ Medicare/Medicaid/VA</li> <li>□ Enrolled in other Insurance — Please provide</li> </ul>					
☐ Dependent Life ☐ Dependents to be waived:				company name a							
explained to me, ar agent, or life carrier in the future, where	hereby certify that I have been given the opportunity to apply for the available group life benefits offered by my employer, the benefits have been explained to me, and I and/or my dependent(s) decline to participate. Neither I nor my dependent(s) were induced or pressured by my employer, gent, or life carrier, to decline this coverage. I elect of my (our) own accord to decline coverage. I understand that if I wish to apply for such coverage the future, where permitted by law, I may be required to provide Evidence of Insurability at my expense.										
Sign here only if you are declining coverage.  Sign here Applicant signature to decline X					Applicant name (print)			Today's date (MM/DD/YYYY) / /			

SG\_OHIX\_GA\_EE\_0122 GA\_SG\_EEAPP-A 1-22 Page 4 of 7

Employee name:	Social Socurity no:			
Emplovee name:	Social Security no.:	-	-	-
1				

**Section G: Terms and Conditions** — Please read this section carefully before signing the application. Incomplete applications will be mailed back to you for completion. This may delay the effective date of your coverage.

# Eligible employee:

- An active employee of the Employer who works the number of hours per week to be eligible for benefits as defined by the Employer and approved by Anthem and/or Anthem Life as of the effective date. Employment must be verifiable from state or federal wage tax reports.
- An employee, as defined above, who enters into employment after the coverage effective date and who completes the group imposed
  waiting period for eligibility (if any) and applies for coverage within 30 days.
- Any other class of persons identified by the Employer, provided that written approval of their eligibility is obtained from the Company(ies); or
- Employees eligible for continuous coverage under state or federal laws.

Eligible employee does not include independent contractors (whose compensation is reported on IRS Form 1099) and directors and officers of the Group Policyholder if they do not work the required number of hours per week described above.

Eligible dependent (see Booklet or Certificate of Coverage for complete dependent eligibility terms):

- Employee's Spouse/Domestic Partner or children age 26 or younger, which includes a newborn, natural child, or a child placed with the employee for adoption, a stepchild or any other child for whom the employee has legal guardianship or court ordered custody. The age limit for enrolling a child is age 26. Coverage for a child will end on the last day of the month in which the child reaches age 26. For life coverage, only employee's Spouse/Domestic Partner or children age 26 or younger, legally adopted children, and stepchildren are eligible.
- The age limit of 26 does not apply for the initial enrollment or maintaining enrollment of an unmarried child who cannot support himself or herself because of a mental or physical impairment that began prior to the child reaching the age limit. Coverage may be obtained for the child who is beyond the age limit at the initial enrollment if the employee provides proof of such mental or physical impairment and dependence at the time of enrollment. (The employee may be asked to provide a physician's certification of the dependent's condition.)
- Dependents eligible for continuous coverage under state or federal laws.

Special Enrollment Rights for Medical Coverage Only (see Booklet or Certificate of Coverage for complete enrollment rights):

If you declined enrollment for yourself or your dependent(s) (including a Spouse) because of other health insurance or group health plan coverage, you may be able to enroll yourself and your dependent(s) in this plan if you or your dependent(s) lose eligibility for the other health insurance or group health plan coverage (or if the employer stops contribution towards your coverage or your dependent's other coverage). However, you must request enrollment within 31 days after coverage ends (or after the employer stops contribution toward the other coverage). In addition, if you have a dependent as a result of marriage, birth, adoption or placement for adoption, you may be able to enroll yourself and your dependent(s) provided that you request enrollment within 31 days after the marriage, birth, adoption or placement for adoption. I also understand that my dependents and I may enroll under two additional circumstances:

- Either your or your dependent's Medicaid or Children's Health Insurance Program (CHIP) coverage is terminated as a result of loss of eligibility; or
- You or your dependent becomes eligible for a subsidy (state premium assistance program).

In these cases, you may be able to enroll yourself and your dependents provided that you request enrollment within 60 days of the loss of Medicaid/CHIP or of the eligibility determination.

**Coverage Option**: If your employer/group offers HMO coverage which does not permit you to receive the full range of covered services from the provider of your choice, you will also have the option at the time of your initial enrollment and at each renewal to choose a health care plan allowing you to access care from the provider of your choice ("point-of-service" plan). This point-of-service plan may be offered by the HMO, Anthem or by another carrier.

Abbreviated Notice of Insurance Information Practices Privacy Act. Georgia state law establishes standards for the collection, use and disclosure of information gathered in connection with insurance transactions. The application attached to this notice contains specific personal questions about you and your dependents. We are required to advise you that personal information may be collected from persons other than you or other individuals proposed for coverage. An investigative consumer report may be made to help us obtain additional medical data from physicians or hospitals.

**All Data Confidential.** O.C.G.A. section 33-39-5, subsection (c) (1 through 4) requires that: 1. Personal information may be collected from persons other than the individual or individuals proposed for coverage; 2. Such information as well as other personal or privileged information subsequently collected by the insurance institution or agent may in certain circumstances be disclosed to third parties without authorization; 3. A right of access and correction exists with respect to all personal information collected; 4. The notice prescribed in subsection (b) of the above referenced Code section will be furnished to the applicant or policyholder upon request.

Access to Your Data. You have the right to see or obtain a photocopy of your personal information which we have. You also have the right to send us a written request if you want any of your personal information to be amended, corrected or deleted. If you wish to have a more detailed explanation of our information practices, please contact Anthem, Customer Service Department, Post Office Box 7368, Columbus, Georgia 31908-7368.

SG\_OHIX\_GA\_EE\_0122 GA\_SG\_EEAPP-A 1-22 Page 5 of 7

Employee name:	Social Secu	rity no.:	-	-

**Section H: Authorizations** — Please read this section carefully and then sign below.

#### In signing this application I represent that:

- I have read, or have had read to me, the completed application. All statements and answers I have given are true and complete, and I realize any false statement or misrepresentation in the application may result in loss of coverage.
- I am an eligible employee and I am requesting coverage for myself and all eligible dependents listed on this application.
- I certify each Social Security number listed on this application is correct.
- By providing a phone number, I agree and consent that Anthem and its affiliates may call or text me at the phone number included on this application using an automated telephone dialing system and/or prerecorded message to help keep me informed about my benefits.
- I understand that I may not assign any payment under my Anthem and/or Anthem Life program.
- I authorize my employer to deduct any required contributions for this insurance from my wages.
- I am asking for the coverage I chose on this application. If I made choices that are not available to me, I agree that my choices may be changed to those on the employer's application.
- I understand that, to the extent allowed by law, Anthem and/or Anthem Life reserves the right to accept or decline this application for coverage (and that Anthem Life may accept only certain people or terms for coverage), and that no right is created by my application for coverage.
- I understand that I may not be covered for pre-existing conditions for Long Term Disability, Short Term Disability, Voluntary Long Term Disability, and Voluntary Short Term Disability coverage, if applicable. (See the policy/ certificate for important information).
- I agree that I will let my employer know right away of any changes that would make me or any dependent(s) ineligible for this coverage.
- I authorize the Health Savings Account (HSA) financial custodian (provided I am enrolling in an HSA) to provide Anthem with information about my HSA, including account number, account balance and information regarding account activity. I understand that my authorization is required before the financial custodian may provide Anthem with information regarding my HSA and that I may provide Anthem with a written request to revoke my authorization at any time.
- By signing this application, I agree to the taping or monitoring of any phone calls between Anthem and/or Anthem Life and me.

# Authorization for applicants applying for Life and/or Disability coverage:

- I authorize any licensed physician, any other medical practitioner or provider, pharmacist, pharmacy benefit manager, hospital, clinic, other medical or medically related facility, federal, state or local government agency, insurance or reinsuring company, including any health or other insurance company affiliated with Anthem Life, consumer reporting agency or employer having information available as to claims, diagnosis, treatment and prognosis with respect to any physical or mental condition and/or treatment of me, and any non-medical information about me, including information contained within Anthem Life or Anthem medical affiliates to give any and all such information to authorized representatives of Anthem Life its affiliates, and any administrators, reinsurers, agents, or other entity providing services on behalf of Anthem Life, and including, but not limited to any other mental or psychiatric records, medical, dental and hospital records (including psychiatric, alcohol, and drug abuse, and HIV/AIDS information) which may have been acquired in the course of examination or treatment. I understand that the information obtained by use of this authorization will be used by Anthem Life representatives to evaluate and adjudicate my current application for life and/or disability coverage or any claims under such coverage, and may be re-disclosed to (a) any medical, investigative, financial or vocational specialist or entity, or (b) any other organization or person, employed by or representing Anthem Life solely to assist with the evaluation and adjudication of my current life and/or disability application or claim. Each such person or entity to whom this re-disclosure is made shall comply with the HIPAA Privacy Rule as regards any re-disclosed protected health information as applicable. I understand that Anthem Life may collect personal information about me from outside sources, and that both personal and privileged information may be collected and disclosed to third parties without my further authorization, and may no longer be protected by Federal privacy laws. I also understand that I have a right to see and correct personal information that Anthem Life collects about me, and that I may receive a more detailed description of my rights under this law by writing to Anthem Life.
- 2. Payment of proceeds shall be made in accordance with the terms of the Group Contract. Unless otherwise provided herein, if one or more life insurance beneficiaries are named, the proceeds due shall be paid in equal shares to the named beneficiaries surviving the insured. Beneficiaries may be changed by the insured employee's written notice to his or her employer.
- 3. The Life and/or Disability coverages will become effective on the date established by the provisions of the Group Contract and the policy/certificate issued thereunder.
- 4. This authorization, for purposes of processing this application form, is valid from the date signed for a period of 30 months unless revoked by me in writing, which I may do at any time by contacting Anthem Life. For the purpose of collecting information in connection with a claim for benefits under an insurance policy, this authorization shall remain valid for the term of coverage of the policy for a disability insurance benefit and for the duration of the claim if the claim is not for a disability insurance benefit. A photocopy and/or electronic copy is as valid as the original. The applicant or the applicant's authorized representative is entitled to receive a copy of this authorization.

I understand a person who knowingly and with intent to defraud an insurer files a statement of claim containing false, incomplete, or misleading information commits a crime; penalties may include imprisonment, fines or denial of insurance benefits. I also understand all benefits are subject to conditions stated in the Group Contract and Booklet or Certificate of Coverage.

SG\_OHIX\_GA\_EE\_0122 GA\_SG\_EEAPP-A 1-22 Page 6 of 7

	Employee name: S	Social Secu	rity no.: _			
Anthen	his authorization for myself and on behalf of my eligible dependents, including my Spouse/Domestic Parti n Life, and I am acting as their agent and representative. If my Spouse/Domestic Partner signs this applic zation on his/her own behalf.					or
Sign here	Applicant signature (or custodial parent's or guardian's signature if applicant is under 18)	Today's d	ate (MM	/DD/	YYYY)	)
	Spouse/Domestic Partner signature	Today's d	ate (MM	/DD/	YYYY)	
enroll	IX		' 1			

SG\_OHIX\_GA\_EE\_0122 GA\_SG\_EEAPP-A 1-22 Page 7 of 7

# We're here for you – in many languages

The law requires us to include a message in all of these different languages. Curious what they say? Here's the English version: "You have the right to get help in your language for free. Just call the Member Services number on your ID card." Visually impaired? You can also ask for other formats of this document.

### Spanish

Usted tiene derecho a recibir ayuda en su idioma en forma gratuita. Simplemente llame al número de Servicios para Miembros que figura en su tarjeta de identificación.

#### Chinese

您有權免費獲得透過您使用的語言提供的幫助。請撥打您的 ID 卡片上的會員服務電話號碼。若您是視障人士,還可 索取本文件的其他格式版本。

#### **Vietnamese**

Quý vị có quyền nhận miễn phí trợ giúp bằng ngôn ngữ của mình. Chỉ cần gọi số Dịch vụ dành cho thành viên trên thẻ ID của quý vị. Bị khiếm thị? Quý vị cũng có thể hỏi xin định dạng khác của tài liệu này."

#### Korean

귀하는 자국어로 무료지원을 받을 권리가 있습니다. ID 카드에 있는 멤버 서비스번호로 연락하십시오.

# **Tagalog**

May karapatan ka na makakuha ng tulong sa iyong wika nang libre. Tawagan lamang ang numero ng Member Services sa iyong ID card. May kapansanan ka ba sa paningin? Maaari ka ring humiling ng iba pang format ng dokumentong ito.

#### Russian

Вы имеете право на получение бесплатной помощи на вашем языке. Просто позвоните по номеру обслуживания клиентов, указанному на вашей идентификационной карте. Пациенты с нарушением зрения могут заказать документ в другом формате.

#### Armenian

Դուք իրավունք ունեք ստանալ անվձար օգնություն ձեր լեզվով։ Պարզապես զանգահարեք Անդամների սպասարկման կենտրոն, որի հեռախոսահամարը նշված է ձեր ID քարտի վրա։

#### **Farsi**

"شما این حق را دارید تا به صورت رایگان به زبان مادری تان کمک دریافت کنید. کافی است با شماره خدمات اعضا (Member Services) درج شده روی کارت شناسایی خود تماس بگیرید." دچار اختلال بینایی هستید؟ می توانید این سند را به فرمت های دیگری نیز درخواست دهید.

#### French

Vous pouvez obtenir gratuitement de l'aide dans votre langue. Il vous suffit d'appeler le numéro réservé aux membres qui figure sur votre carte d'identification. Si vous êtes malvoyant, vous pouvez également demander à obtenir ce document sous d'autres formats.

#### **Arabic**

لك الحق في الحصول على مساعدة بلغتك مجانًا. ما عليك سوى الاتصال برقم خدمة الأعضاء الموجود على بطاقة الهوية. هل أنت ضعيف البصر؟ يمكنك طلب أشكال أخرى من هذا المستند.

#### **Japanese**

お客様の言語で無償サポートを受けることができます。**ID**カードに記載されているメンバーサービス番号までご連絡ください。

#### Haitian

Se dwa ou pou w jwenn èd nan lang ou gratis. Annik rele nimewo Sèvis Manm ki sou kat ID ou a. Èske ou gen pwoblèm pou wè? Ou ka mande dokiman sa a nan lòt fòma tou.

#### Italian

Ricevere assistenza nella tua lingua è un tuo diritto. Chiama il numero dei Servizi per i membri riportato sul tuo tesserino. Sei ipovedente? È possibile richiedere questo documento anche in formati diversi

#### Polish

Masz prawo do uzyskania darmowej pomocy udzielonej w Twoim języku. Wystarczy zadzwonić na numer działu pomocy znajdujący się na Twojej karcie identyfikacyjnej.

#### **Punjabi**

ਆਪਣੀ ਭਾਸ਼ਾ iਵੱਚ ਮੁਫ਼ਤ iਵੱਚ ਮਦਦ ਹਾਂਸਲ ਕਰਨ ਦਾ ਿਅਧਕਾਰ ਹੈ। ਬਸ ਆਪਣy ਆਈਡੀ ਕਾਰਡ ਤੇ iਦੱਤੇ ਸਿਰਵਸ ਨੰਬਰ ਤੇ ਕਾਲ ਕਰੋ। ਨਜ਼ਰ ਕਮਜ਼ੋਰ ਹੈ? ਤਸ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਹੋਰ ਰਪਾਂਤਰ ਮੰਗ ਸਕਦੇ ਹੋ।

# TTY/TTD:711

# It's important we treat you fairly

We follow federal civil rights laws in our health programs and activities. By calling Member Services, our members can get free in-language support, and free aids and services if you have a disability. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed in any of these areas, you can mail a complaint to: Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279, or directly to the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201. You can also call 1-800- 368-1019 (TDD: 1-800-537-7697) or visit https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

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