

# Small Business Group Change Request Effective October 1, 2021

Blue Shield of California and
Blue Shield of California Life & Health Insurance Company

**Current Blue Shield Small Business Group:** Use this form to change company information, contacts, group elections, or plans. Blue Shield will send you an amended contract, if needed, after processing your requests. It's the group's responsibility to keep its contact information up to date. This form cannot be used to add, remove, or change member information.

Please type or print clearly in black ink. Subsequent billing will reflect requested changes once processed by Blue Shield. Alternatively, to ensure accuracy and faster processing, you may complete this form online at **blueshieldca.com/SBMforms**.

Instructions: 1) Complete all of sections 1 and 2. 2) Fill out the remainder of the document, but only for the items you marked in #2.

Return by either Email: small.group@blueshieldca.com or Mail: Small Group (1-100 employees), P.O. Box 3008, Lodi, CA 95241-1912

Current group leg	jal name	Blue Shield grou	up ID number		Requested effective date for changes
WHICH CHANG	SES ARE YOU MAKING	?			
Select all that apply:					
legal entity typ  Employer waitin  Continuation o	acts e, DBA, Federal Tax ID Numb e	per, SIC,	Part-time employ Medical plans Additional selecti Specialty benefits Specialty benefits Specialty benefits Employer contrib	ons s – Denta s – Vision <sup>2</sup> s – Life/A[	2
¹ ☐ Submit the Mu	ultiple Subscriber Change Sp		sting Off-Exchange pla	ın memb	ership in lieu of individual available on Broker Connectio
<sup>2</sup> Add dental Add vision Add flat life		nts will elect spec	ialty coverage. They w	ill automo	d ALL currently enrolled atically be enrolled and no for esignate life beneficiaries).
			_		er change request form for overage is only allowed for
EMPLOYER ADD	DRESS				
Provide the group	's new information, where a	pplicable.			
	address – number and stree	et (no P.O. box)*			
Principal business					
Principal business City			State	Э	ZIP code
City	different from above)		State	9	ZIP code

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\* The principal business address is where Blue Shield will send all paper notices and correspondence; however, the group may choose to have the bill sent to a different address. The principal business address means the principal business address registered with the Secretary of the state of California. If a principal business address is not registered with the state or is registered solely for purposes of service of process and is not a substantial worksite for the group's business,

then provide the business address within the state where the greatest number of employees work.

We are a digital-first company – email is a <b>mandatory</b> field, so that we can best serve you.					
Primary cont	tact				
☐ Add ☐ Delete	Name	Email			
☐ Add ☐ Delete	Name	Email			
Employer Connection Plus contact – must also be an authorized contact					
☐ Add ☐ Delete	Name	Email			
☐ Add ☐ Delete	Name	Email			
Secondary c	ontact				
☐ Add ☐ Delete	Name	Email			
☐ Add ☐ Delete	Name	Email			
Billing contac	ct				
☐ Add ☐ Delete	Name	Email			
		Email L TAX ID NUMBER, SIC, LEGAL ENTITY TYPE			
□ Delete  EMPLOYER	NAME, DBA, FEDERAL				
Delete  EMPLOYER  1. Provide the	NAME, DBA, FEDERAL e group's new information name	L TAX ID NUMBER, SIC, LEGAL ENTITY TYPE  Federal Tax ID (TID) number			
Delete  EMPLOYER  1. Provide the Group legal  Doing busine Choose one	NAME, DBA, FEDERAL e group's new information name ess as (DBA) legal entity type:	L TAX ID NUMBER, SIC, LEGAL ENTITY TYPE  Federal Tax ID (TID) number			
Delete  EMPLOYER  1. Provide the Group legal  Doing busine Choose one S-Corporc	NAME, DBA, FEDERAL e group's new information name ess as (DBA) legal entity type: ation	Federal Tax ID (TID) number  Standard Industry Classification (SIC) and industry descrip			
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Select all that apply:  Ownership change  Business purchase or sale  Entity type change  Employees moving to other existing business	☐ Adding subsidiary/affiliat☐ Merger☐ Other:	e business				
Business purchase or sale  Entity type change	Merger	e business				
Entity type change	-					
<u> </u>	Other:					
Employees moving to other existing business						
	Employees moving to other existing business					
Additional questions:						
Total current FTE and FTE Equivalent						
If current count is larger than 100, how many emplo	oyed in prior calendar quarte	r?				
If prior calendar quarter count is larger than 100, how many employed in prior calendar year?						
Total current FTE and FTE Equivalent employed out of	state					
Total FTE and FTE Equivalent employed out of state during the prior calendar quarter						
Total FTE and FTE Equivalent employed out of state during the prior calendar year						
3. Requested documentation:						
1. IRS documentation of new name and EIN; or W9 or SS-4						
2. Payroll or W4 for all employees						
3. New employees only: applications and refusals						
<ol> <li>Documentation supporting the change. Examples include: purchase, merger, or partnership agreement; corporate documentation</li> </ol>						
4. If you selected "Adding subsidiary/affiliate business" above, then fill out the table below						
osidiary or affiliated company name(s)	Include in coverage?	Eligible to file a combined state tax return?				
	☐ Yes ☐ No	☐ Yes ☐ No				
	☐ Yes ☐ No	☐ Yes ☐ No				
	☐ Yes ☐ No	☐ Yes ☐ No				
		☐ Yes ☐ No				

Blue Shield group ID number

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### **5A CONTINUATION COVERAGE – STATUS**

	requirements status; you de	Complete this section if the employee count has changed to impact whether the group is subject to COBRA or Cal-COBRA requirements. If you are changing your COBRA status, Blue Shield will also change your Medicare Secondary Payer (MSP) status; you do not need to request MSP changes. Please note that Blue Shield must receive COBRA status change requests at the beginning of the calendar year.				
	☐ Federal C	COBRA, OR	As of January 1, 2021, the group has 20+ total employees, employed 50% working days in previous calendar year.			
	☐ Cal-COB	RA	As of January 1, 2021, the group has 2-19 eligible employees, employed 50% working days in previous calendar year; or if not in the business during the previous calendar year, during the previous calendar quarter.			
5B	CONTINUATION COVERAGE – COBRA THIRD-PARTY ADMINISTRATOR					
	Add	Company	r name			
	Delete	Company	name			

### 6 PART-TIME EMPLOYEE ELIGIBILITY

If you are adding part-time coverage, submit this form along with applications or refusals for all eligible part-time employees. If you are removing part-time coverage, submit this form along with the most recently filed DE-9C.

Remove part-time coverage
Add part-time coverage

Eligible Employee - An eligible employee is an employee who:

- (Full-time) Is a permanent employee who works on a full-time basis in the conduct of the business of the employer, whose duties are performed at the employer's regular place(s) of business, working an average of 30 hours per work week, and who has met any statutorily authorized waiting period; or
- (Part-time) Meets all the conditions set forth in the first bullet except works at least 20 hours but no more than 29 hours at least 50% of the weeks in the previous calendar quarter, the group offers such employees health coverage and all similarly situated employees are offered such coverage; and
- Receives monetary compensation in the course of employment (shown through W-2); and
- Is a bona fide employee and a bona-fide employee/employer relationship exists.
- An eligible employee also includes a sole proprietor, spouse, or Domestic Partner of a sole proprietor, or partners of a partnership, or the spouse or Domestic Partner of a partner of a partnership working on a full-time basis at the employer's regular place(s) of business, working an average of 30 hours per work week, when the group meets all small employer eligibility requirements.
- An eligible employee does not include individuals working on a temporary or substitute basis.

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☐ Gold Tandem PPO 750/30 OffEx

☐ Gold Tandem PPO 1200/35 OffEx

☐ Silver Tandem PPO 1950/50 OffEx

☐ Silver Tandem PPO 2225/50 OffEx\*

☐ Silver Tandem PPO 2400/55 OffEx

☐ Bronze Tandem PPO 6250/70 OffEx

☐ Bronze Tandem PPO 6850/65 OffEx

☐ Bronze Tandem PPO 7500/50 OffEx

#### **7A MEDICAL PLANS**

☐ Gold Full PPO 750/30 OffEx

☐ Gold Full PPO 1200/35 OffEx

☐ Silver Full PPO 1950/50 OffEx

☐ Silver Full PPO 2225/50 OffEx\*

☐ Silver Full PPO 2400/55 OffEx

☐ Bronze Full PPO 6250/70 OffEx

☐ Bronze Full PPO 6850/65 OffEx

☐ Bronze Full PPO 7500/50 OffEx

MEDICAL	I LANS			
		rolling employee, choose plans from either the Off-E combined. Within a plan package, HMO and PPO o		
When the gi	roup is no longer of	ting each employee's plan selection with this form. ering plans that have active membership, the group ting each employee's plan selection.	o-level changes cannot be completed	
Off-Exchang	ge Package May	oe offered with another carrier's HMO plan		
Mirror P	nckuub	ot be offered alongside Off-Exchange plans or any oplans "mirror" standardized plans offered through C	·	
Blue Shield	of California Off-Ex	change Package for Small Business		
PPO Plans	FUII PPO and Tandem PPO have different provider networks. FuII PPO and FuII HSA-compatible High-Deductible Health Plan (HDHP) plans share a fuII Blue Shield provider network. Tandem PPO and Tandem HSA-compatible HDHP plans share a select Blue Shield provider network. Choose any combination of FuII PPO Network and Tandem PPO Network plans.			
	Choose ALL PPO	olans, OR		
Individually choose any number of the plan(s) below:				
PPO plans – Full PPO Network  Platinum Full PPO 0/0 OffEx  Platinum Full PPO 0/10 OffEx  Platinum Full PPO 250/10 OffEx  Platinum Full PPO 250/15 OffEx  Gold Full PPO 0/25 OffEx  Gold Full PPO 500/30 OffEx		<u> </u>	Tandem PPO plans - Tandem PPO Network  ☐ Platinum Tandem PPO 0/0 OffEx ☐ Platinum Tandem PPO 0/10 OffEx ☐ Platinum Tandem PPO 250/10 OffEx ☐ Platinum Tandem PPO 250/15 OffEx ☐ Gold Tandem PPO 0/25 OffEx ☐ Gold Tandem PPO 500/30 OffEx	

\* The Silver Full PPO 2225/50 OffEx and Silver Tandem PPO 2225/50 OffEx offer enhanced coverage for members diagnosed with diabetes, asthma, COPD, and CAD.

☐ Gold Tandem PPO Savings 1750/15% OffEx

☐ Silver Tandem PPO Savings 2100/25% OffEx

☐ Silver Tandem PPO Savings 2600/35% OffEx

☐ Bronze Tandem PPO Savings 7000 OffEx

☐ Bronze Tandem PPO Savings 5700/40% OffEx

HSA-compatible HDHP plans -

**Tandem PPO Network** 

Access+ HMO® plans, Local Access+ HMO® plans, and Trio HMO plans have different provider networks.

Local Access+ and Trio are select networks and Access+ is a full network. Access+ and Local Access+ networks may not be offered together.

Choose ALL Trio and Local Access+ plans, OR

Choose ALL Trio and Access+ plans, OR

Individually choose any number of plan(s) below from Trio/Access+ or Trio/Local Access+:

Choose ALL Trio and Acces	Choose ALL Trio and Access+ plans, OR				
☐ Individually choose any nu	☐ Individually choose any number of plan(s) below from Trio/Access+ or Trio/Local Access+:				
Access+ HMO plans –	Trio HMO plans –	Local Access+ HMO plans –			
Access+ HMO Network	Trio ACO HMO Network	Local Access+ HMO Network			
☐ Platinum Access+ HMO® 0/20 OffEx	☐ Platinum Trio HMO 0/20 OffEx	☐ Platinum Local Access+ HMO® 0/20 OffEx			
☐ Platinum Access+ HMO® 0/25 OffEx	☐ Platinum Trio HMO 0/25 OffEx	☐ Platinum Local Access+ HMO® 0/25 OffEx			
☐ Platinum Access+ HMO® 0/30 OffEx	☐ Platinum Trio HMO 0/30 OffEx	☐ Platinum Local Access+ HMO® 0/30 OffEx			
☐ Gold Access+ HMO® 0/30 OffEx	☐ Gold Trio HMO 0/30 OffEx	☐ Gold Local Access+ HMO® 0/30 OffEx			
☐ Gold Access+ HMO® 500/35 OffEx	☐ Gold Trio HMO 500/35 OffEx	☐ Gold Local Access+ HMO® 500/35 OffEx			
☐ Gold Access+ HMO® 1000/35 OffEx	☐ Gold Trio HMO 1000/35 OffEx	☐ Gold Local Access+ HMO® 1000/35 OffEx			
☐ Gold Access+ HMO® 1500/35 OffEx	☐ Gold Trio HMO 1500/35 OffEx	☐ Gold Local Access+ HMO® 1500/35 OffEx			
☐ Silver Access+ HMO® 2350/65 OffEx	☐ Silver Trio HMO 2350/65 OffEx	☐ Silver Local Access+ HMO® 2350/65 OffEx			

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			Blue Shield of California Mirror Package for Small Business					
Note: Cannot be offered alongside Off-Exchange plans or any other carrier's plans. These plans "mirror" standardized plans offered through Covered California.								
	☐ Choose ALL Trio HMO and Full PPO plans, OR							
	Individually ch	noose any number of p	lan(s) below fron	n Trio HMO and/or Full PPO				
Blue Shi		90 HMO 0/20 + Child De PO 0/15 + Child Dental	ental 🔲 E	d Mirror plans lue Shield Trio Gold 80 HMO 2 lue Shield Gold 80 PPO 350/2	•			
☐ Blue Shi	Silver Mirror plans  Bronze Mirror plans  Blue Shield Trio Silver 70 HMO 2250/55 + Child Dental  Blue Shield Silver 70 PPO 2250/50 + Child Dental							
ADDITIO	NAL SELECTIO	NS						
Choose ar	ny additional sele	ections, as applicable.						
	althEquity e HealthEquity	Choosing HealthEqu	uity means Blue S	ay choose to make HealthEq hield shares eligibility and clo lthEquity, please work directly	aims data for a seamless			
☐ Remove	ertility Rider e Infertility Rider I medical plans		r for infertility benefits will be added to all medical plans for the entire can be offered with either an off-exchange or a mirror plan package,					
SPECIALT	PECIALTY BENEFITS - DENTAL							
		s listing each employee	e's plan selection	with this form				
				rship, the group-level change	es cannot be completed			
without an		us listing each employee		rship, the group-level change	es cannot be completed			
without an	n Employee Censu ne dental plan op	us listing each employee otion below:	e's plan selection	rship, the group-level change	es cannot be completed			
without an Choose or Single d	n Employee Censune dental plan option	us listing each employed otion below: n – Choose any ONE pla	e's plan selection an below (HMO c	rship, the group-level change r PPO), OR				
without an Choose or Single d	n Employee Censure dental plan option to the dental plan option to the dental plan option to the dental plan	us listing each employed otion below: n – Choose any ONE pla option – Choose any TV	e's plan selection an below (HMO c	rship, the group-level change r PPO), OR (any combination of HMO or				
without an Choose or Single d  Dual Ch	n Employee Censume dental plan option dental plan option dental plan option dental plan dental plan	us listing each employed otion below: n – Choose any ONE pla option – Choose any TV n option – Choose THRE	e's plan selection an below (HMO c	rship, the group-level change r PPO), OR				
without an Choose or Single d Dual Ch Triple C	n Employee Censure dental plan option dental plan option doice dental plan hoice dental plan dental HMO and 1	os listing each employed otion below: n – Choose any ONE pla option – Choose any TV n option – Choose THRE Dental PPO, OR	e's plan selection an below (HMO c	rship, the group-level change r PPO), OR (any combination of HMO or				
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without an Choose or Single d Dual Ch Triple Cl 2 D 3 D 2 D	n Employee Censume dental plan option dental plan option dental plan option dental plan hoice dental plan dental HMO and 1 dental HMO plans, dental PPO plans opental PPO plan	us listing each employed option below: n – Choose any ONE pla option – Choose any TV n option – Choose THRE Dental PPO, OR	e's plan selection an below (HMO c WO plans below E plans below in	rship, the group-level change r PPO), OR (any combination of HMO or	PPOJ, OR			
without an Choose or Single d Dual Ch Triple Cl 2 D 3 D 2 D	ne dental plan option  dental plan option  dental plan option  doice dental plan  hoice dental plan  dental HMO and 1  dental HMO plans  dental PPO plans  de 2 Dental PPO pla	us listing each employed otion below: n - Choose any ONE pla option - Choose any TV n option - Choose THRE Dental PPO, OR n, OR	e's plan selection an below (HMO c WO plans below E plans below in	rship, the group-level change r PPO), OR (any combination of HMO or one of these combinations:	PPO), OR			
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Dependent

Only available to employees electing Life/AD&D. Benefits for children ages 14 days to six months are 10%

of total benefit, with no coverage for infants from birth to 14 days. AD&D is not available for dependents.

	Voluntary Dental PPO plans*						
	☐ Smile <sup>SM</sup> Basic Voluntary 75/1000/No Ortho/MAC/NR ☐ Smile <sup>SM</sup> Basic Voluntary 50/1000/No Ortho/MAC			☐ Smile <sup>SM</sup> Basic Voluntary 50/1500/Ortho/U80 ☐ Smile <sup>SM</sup> Basic Voluntary 50/1000/No Ortho/U80 (No Wait) <sup>†</sup>			
<ul> <li>Voluntary Dental plans require one eligible, enrolling em † This Voluntary plan does not include Waiting Periods. Sub ADV stands for Advantage. ADV plans incentivize members NR stands for No Rollover.</li> </ul>			Waiting Periods. Submission of proof o		required.		
\$	SPECIALTY	BENEFITS - VIS	SION*				
	Include an Employee Census listing each employee's plan selection with this form.  When the group is no longer offering plans that have active membership, the group-level changes cannot be completed without an Employee Census listing each employee's plan selection.						
	☐ Single vis		hoose any ONE plan below,				
		Ultimate Vision for all Business (12-12-1		rred Vision for usiness (12-12-24)	Basic Vision for Small Business (12-24-24)		
	Ultimate Ultimate Ultimate Ultimate Ultimate Ultimate Ultimate	Vision Plus 0/0/150/ Vision 0/0/150 Vision Plus 10/25/15 Vision 10/25/150 Vision 0/0/120 Vision 10/25/120 Vision Voluntary 10,	☐ Preferred Vision  O/120 ☐ Preferred Vision	on Plus 10/25/150/120 on 10/25/150 on 0/0/120	☐ Basic Vision Plus 0/0/150/120 ☐ Basic Vision 0/0/150 ☐ Basic Vision Plus 10/25/150/120 ☐ Basic Vision 10/25/150 ☐ Basic Vision 0/0/120 ☐ Basic Vision 10/25/120 ☐ Basic Vision Voluntary 10/25/120		
-	* Vision plans are underwritten by Blue Shield of California Life & Health Insurance Company (Blue Shield Life).  SPECIALTY BENEFITS — LIFE/AD&D*  When a group of 10+ eligible lives is adding Life and AD&D insurance for the first time, the Life and AD&D composite-rate quote						
				he AD&D rate is required to be included with this form.			
	Choose the	life plan design and	d coverage amount from the	options below:			
	depende	ent life. If offering de	ependent life, the group mus	plan option: Flat, Multiple of salary, or Graded. Determine if yot life, the group must also offer Employee Life/AD&D.			
	2. Provide b		the "Benefit amounts table"	at the bottom of this	section to find available amounts for each		
		1. Select plan(s)	2. Provide benefit details	Descrip	tion		
		☐ Flat	Benefit amount: \$		oloyees are covered at the same flat amou he maximum amount).		
	Employee	☐ Multiple of salary	<ul><li>☐ 1x salary or</li><li>☐ 2x salary</li><li>Up to a</li><li>maximum benefit of: \$</li></ul>	salary c maximu	ployees are covered for the same multiple of at one or two times annual salary (up to the um amount). Benefit amounts are rounded next highest \$1,000.		
		Graded	Make selections in the "Gr table" below	with diff	ees are covered by class (up to four), define ferent levels of benefits. Classes can be eithe nultiple of salary, and this selection can vary		

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Benefit amount: \$ \_\_\_\_\_

or \$10,000 or \$20,000

8C cont'd **Graded life table** (use only if choosing a graded plan). Provide a class description and choose one plan option, Flat or Multiple of Salary, for each class. Plan choices may vary by class. The benefit amount for each class must be no more than 2.5 times that of the next lower class.

Provide class description  Up to four classes		Flat	Multiple	Multiple of salary	
		Provide	Select salary	Provide maximum	
		benefit amount	multiplier	benefit amount	
Class 1		\$	☐ 1x or ☐ 2x	\$	
Class 2		\$	☐ 1x or ☐ 2x	\$	
Class 3		\$	☐ 1x or ☐ 2x	\$	
Class 4		\$	☐ 1x or ☐ 2x	\$	
Benefit amount to	able (use to find benefit amou	ant or maximum benefit for yo	our plan type)		
	Flat	Multiple of salary	/ Be	asic dependent life	
Number of eligible employees	If benefit is within a range, pick any increment of \$5,000.	Minimum benefit alv \$15,000. 1x or 2x annuc up to the below maxir	ul salary more the mums. benefit. and chil	ent life benefit must not b nan 50% of the employee Spouse/domestic partne dren must be covered fo same benefit amount.	
2-9	\$15,000 – \$50,000	\$30,000 or \$50,00	1(1)	00 or \$2,000 or \$3,000 or \$4,000 or \$5,000	
10-24	\$15,000 – \$100,000	\$50,000 – \$300,00 for 1x annual salary \$50,000 – \$500,00 for 2x annual sala	and 00		
25-50	\$15,000 – \$150,000	\$50,000 – \$300,00 for 1x annual salary \$50,000 – \$500,00	and \$1,000 00 \$4,0	0 or \$2,000 or \$3,000 or 00 or \$5,000 or \$7,500 1 \$10,000 or \$20,000	

Employee Life/AD&D requires two eligible, enrolling employees.

\$15,000 - \$150,000 or

\$175,000 or \$200,000

### 9 EMPLOYER CONTRIBUTIONS

51-100

How much will the group contribute for each product selected? Only one contribution for Employee and one contribution for Dependent may be selected for each product category.

for 2x annual salary \$50,000 – \$300,000

for 1x annual salary and

\$50,000 – \$600,000 for 2x annual salary

Medical	Employee:  Dependent:	% or \$ % or \$	Employer must contribute either (1) at least 50% of employee's total premium, or (2) a defined contribution minimum of \$100 per employee (or the cost of total employee premiums, whichever is less). If employer pays 100% employee premium, all eligible employees must enroll in coverage.
Dental	Employee:  Dependent:	% or \$	Employer must contribute at least 50% of employee's total premium (except for voluntary plans). If 100% is paid by the employer, all eligible employees must enroll in coverage.
Vision	Employee:  Dependent:	% or \$	Employer must contribute at least 25% of employee's total premium (except for voluntary plans). If 100% is paid by the employer, all eligible employees must enroll in coverage.
Basic Term Life and AD&D	Employee:  Dependent:	% or \$	Employer must contribute at least 25% of employee's total premium (Voluntary life is not an option). If 100% is paid by the employer (non-contributory), all eligible employees must enroll in coverage.

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<sup>\*</sup> Life/AD&D Insurance is underwritten by Blue Shield of California Life & Health Insurance Company (Blue Shield Life).

# 10 EMPLOYER REPRESENTATIVE ATTESTATIONS AND SIGNATURE ☐ The group representative attests to the following: 1. The group understands that no requested change(s) will be effective until Blue Shield has processed this request and assigned an effective date. The group or the group's broker will be notified by Blue Shield of the change, or Blue Shield can be contacted for confirmation. 2. The person signing this form must be an existing authorized group contact on file with Blue Shield. Χ Authorized group representative signature Date Authorized group representative printed name Authorized group representative printed title 11 **GENERAL AGENT INFORMATION** General agency name General agency tax ID number (for commission payments) General agency producer name General agency producer email

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# **Blue Shield of California**

# Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

## Discrimination is against the law

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

#### Blue Shield of California:

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

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

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

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

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

Fax: (844) 696-6070

 ${\bf Email: Blue Shield Civil Rights Coordinator@blue shield ca.com}$ 

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.



# Notice of the Availability of Language Assistance Services Blue Shield of California

**IMPORTANT:** Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For help at no cost, please call right away at the Member/Customer Service telephone number on the back of your Blue Shield ID card, or (866) 346-7198.

**IMPORTANTE:** ¿Puede leer esta carta? Si no, podemos hacer que alguien le ayude a leerla. También puede recibir esta carta en su idioma. Para ayuda sin cargo, por favor llame inmediatamente al teléfono de Servicios al miembro/cliente que se encuentra al reverso de su tarjeta de identificación de Blue Shield o al (866) 346-7198. (Spanish)

**重要通知:**您能讀懂這封信嗎?如果不能,我們可以請人幫您閱讀。這封信也可以 用您所講的語言書寫。如需免费幫助,請立即撥打登列在您的Blue Shield ID卡背面上的 會員/客戶服務部的電話,或者撥打電話 (866) 346-7198。(Chinese)

**QUAN TRỌNG:** Quý vị có thể đọc lá thư này không? Nếu không, chúng tôi có thể nhờ người giúp quý vị đọc thư. Quý vị cũng có thể nhận lá thư này được viết bằng ngôn ngữ của quý vị. Để được hỗ trợ miễn phí, vui lòng gọi ngay đến Ban Dịch vụ Hội viên/Khách hàng theo số ở mặt sau thẻ ID Blue Shield của quý vị hoặc theo số (866) 346-7198. (Vietnamese)

**MAHALAGA:** Nababasa mo ba ang sulat na ito? Kung hindi, maari kaming kumuha ng isang tao upang matulungan ka upang mabasa ito. Maari ka ring makakuha ng sulat na ito na nakasulat sa iyong wika. Para sa libreng tulong, mangyaring tumawag kaagad sa numerong telepono ng Miyembro/Customer Service sa likod ng iyong Blue Shield ID kard, o (866) 346-7198. (Tagalog)

**Baa' ákohwiindzindooígí:** Díí naaltsoosísh yííniłta'go bííníghah? Doo bííníghahgóó éí, naaltsoos nich'į' yiidóołtahígíí ła' nihee hólǫ. Díí naaltsoos ałdó' t'áá Diné k'ehjí ádoolnííł nínízingo bíighah. Doo bąah ílínígó shíká' adoowoł nínízingó nihich'į' béésh bee hodíilnih dóó námboo éí díí Blue Shield bee néího'dílzinígí bine'déé' bikáá' éí doodagó éí (866) 346-7198 jį' hodíílnih. (Navajo)

중요: 이 서신을 읽을 수 있으세요? 읽으실 수 경우, 도움을 드릴 수 있는 사람이 있습니다. 또한 다른 언어로 작성된 이 서신을 받으실 수도 있습니다. 무료로 도움을 받으시려면 Blue Shield ID 카드 뒷면의 회원/고객 서비스 전화번호 또는 (866) 346-7198로 지금 전환하세요. (Korean)

**ԿԱՐԵՎՈՐ Է.** Կարողանում ե՞ք կարդալ այս նամակը։ Եթե ոչ, ապա մենք կօգնենք ձեզ։ Դուք պետք է նաև կարողանաք ստանալ այս նամակը ձեր լեզվով։ Ծառայությունն անվձար է։ Խնդրում ենք անմիջապես զանգահարել Հաձախորդների սպասարկման բաժնի հեռախոսահամարով, որը նշված է ձեր Blue Shield ID քարտի ետևի մասում, կամ (866) 346-7198 համարով։ (Armenian)

**ВАЖНО:** Не можете прочесть данное письмо? Мы поможем вам, если необходимо. Вы также можете получить это письмо написанное на вашем родном языке. Позвоните в Службу клиентской/членской поддержки прямо сейчас по телефону, указанному сзади идентификационной карты Blue Shield, или по телефону (866) 346-7198, и вам помогут совершенно бесплатно. (Russian)

**重要:**お客様は、この手紙を読むことができますか?もし読むことができない場合、弊社が、お客様をサポートする人物を手配いたします。また、お客様の母国語で書かれた手紙をお送りすることも可能です。 無料のサポートを希望される場合は、Blue Shield IDカードの裏面に記載されている会員/お客様サービスの電話番号、または、(866) 346-7198にお電話をおかけください。 (Japanese)



مهم: آیا میتوانید این نامه را بخوانید؟ اگر پاسختان منفی است، میتوانیم کسی را برای کمک به شما در اختیارتان قرار دهیم. حتی میتوانید نسخه مکتوب این نامه را به زبان خودتان دریافت کنید. برای دریافت کمک رایگان، لطفاً بدون فوت وقت از طریق شماره تلفنی که در پشت کارت شناسی Blue Shield تان درج شده است و یا از طریق شماره تلفن 7198-346 (866) با خدمات اعضا/مشتری تماس بگیرید. (Persian)

**ਮਹੱਤਵਪੂਰਨ:** ਕੀ ਤੁਸੀਂ ਇਸ ਪੱਤਰ ਨੂੰ ਪੜ੍ਹ ਸਕਦੇ ਹੋ? ਜੇ ਨਹੀਂ ਤਾਂ ਇਸ ਨੂੰ ਪੜ੍ਹਨ ਵਿਚ ਮਦਦ ਲਈ ਅਸੀਂ ਕਿਸੇ ਵਿਅਕਤੀ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ। ਤੁਸੀਂ ਇਹ ਪੱਤਰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਲਿਖਿਆ ਹੋਇਆ ਵੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਮੁਫ਼ਤ ਵਿਚ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ Blue Shield ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਮੈਂਬਰ/ਕਸਟਮਰ ਸਰਵਿਸ ਟੈਲੀਫ਼ੋਨ ਨੰਬਰ ਤੇ, ਜਾਂ (866) 346-7198 ਤੇ ਕਾੱਲ ਕਰੋ। (Punjabi)

ប្រការសំខាន់៖ កើអ្នកអាចលិខិតនេះ បានដែរឬទេ? បើមិនអាចទេ យើងអាចឲ្យគេជួយអ្នកក្នុងការអានលិ ខិតនេះ។ អ្នកក៍អាចទទួលបានលិខិតនេះជាភាសារបស់អ្នកផងដែរ។ សម្រាប់ជំនួយដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទភ្លាមៗទៅកាន់លេខទូរស័ព្ទសេវាសមាជិក/អតិថិជនដែលមាននៅលើខ្នងប័ណ្ណសម្គាល់ Blue Shield របស់អ្នក ឬតាមរយៈលេខ (866) 346-7198។ (Khmer)

المهم: هل تستطيع قراءة هذا الخطاب؟ أن لم تستطع قراءته، يمكننا إحضار شخص ما ليساعدك في قراءته. قد تحتاج أيضاً إلى الحصول على هذا الخطاب مكتوباً بلغتك. للحصول على المساعدة بدون تكلفة، يرجى الاتصال الآن على رقم هاتف خدمة العملاء/أحد الأعضاء المدون على الجانب الخلفي من بطاقة الهوية Blue Shield أو على الرقم 7198-346 (866).(Arabic)

**TSEEM CEEB:** Koj pos tuaj yeem nyeem tau tsab ntawv no? Yog hais tias nyeem tsis tau, peb tuaj yeem nrhiav ib tug neeg los pab nyeem nws rau koj. Tej zaum koj kuj yuav tau txais muab tsab ntawv no sau ua koj hom lus. Rau kev pab txhais dawb, thov hu kiag rau tus xov tooj Kev Pab Cuam Tub Koom Xeeb/Tub Lag Luam uas nyob rau sab nraum nrob qaum ntawm koj daim npav Blue Shield ID, los yog hu rau tus xov tooj (866) 346-7198. (Hmong)

สำคัญ: คุณอ่านจดหมายฉบับนี้ได้หรือไม่ หากไม่ได้ โปรดขอคงามช่วยจากผู้อ่านได้ คุณอาจได้รับจดหมายฉบับนี้เป็นภาษาของคุณ หากต้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย โปรดติดต่อฝ่ายบริการลูกค้า/สมาชิกทางเบอร์โทรศัพท์ในบัตรประจำตัว Blue Shield ของคุณ หรือโทร (866) 346-7198 (Thai)

महत्वपूर्ण: क्या आप इस पत्र को पढ़ सकते हैं? यदि नहीं, तो हम इसे पढ़ने में आपकी मदद के लिए किसी व्यक्ति का प्रबंध कर सकते हैं। आप इस पत्र को अपनी भाषा में भी प्राप्त कर सकते हैं। नि:शुल्क मदद प्राप्त करने के लिए अपने Blue Shield ID कार्ड के पीछे दिए गये मेंबर/कस्टमर सर्विस टेलीफोन नंबर, या (866) 346-7198 पर कॉल करें। (Hindi)

ສິ່ງສຳຄັນ: ທ່ານສາມາດອ່ານຈົດໝາຍນີ້ໄດ້ບໍ? ຖ້າອ່ານບໍ່ໄດ້, ພວກເຮົາສາມາດໃຫ້ບາງຄົນຊ່ວຍອ່ານໃຫ້ທ່ານຝັງໄດ້. ທ່ານຍັງສາມາດຂໍໃຫ້ແປຈົດໝາຍນີ້ເປັນພາສາຂອງທ່ານໄດ້.ສຳລັບຄວາມຊ່ວຍເຫຼືອແບບບໍ່ເສຍຄ່າ, ກະລຸນາ ໂທຫາເບີໂທຂອງຝ່າຍບໍລິການສະມາຊິກ/ລູກຄ້າໃນທັນທີເບີໂທລະສັບຢູ່ດ້ານຫຼັງບັດສະມາຊິກ Blue Shield ຂອງທ່ານ, ຫຼືໂທໄປຫາເບີ(866) 346-7198. (Laotian)



# Notice of the Availability of Language Assistance Services Blue Shield of California Life & Health Insurance Company

**No Cost Language Services.** You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or 1-866-346-7198. For more help call the CA Dept. of Insurance at 1-800-927-4357. English

**Servicios de idiomas sin costo.** Puede obtener un intérprete. Le pueden leer documentos y que le envíen algunos en español. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o al 1-866-346-7198. Para obtener más ayuda, llame al Departamento de Seguros de CA al 1-800-927-4357. Spanish

免費語言服務。您可獲得口譯員服務。可以用中文把文件唸給您聽,有些文件有中文的版本,也可以把這些文件寄給您。欲取得協助,請致電您的保險卡所列的電話號碼,或撥打 1-866-346-7198 與我們聯絡。欲取得其他協助,請致電 1-800-927-4357 與加州保險部聯絡。Chinese

**Các Dịch Vụ Trợ Giúp Ngôn Ngữ Miễn Phí**. Quý vị có thể được nhận dịch vụ thông dịch. Quý vị có thể được người khác đọc giúp các tài liệu và nhận một số tài liệu bằng tiếng Việt. Để được giúp đỡ, hãy gọi cho chúng tôi tại số điện thoại ghi trên thẻ hội viên của quý vị hoặc 1-866-346-7198. Để được trợ giúp thêm, xin gọi Sở Bảo Hiểm California tại số 1-800-927-4357. Vietnamese

무료 통역 서비스. 귀하는 한국어 통역 서비스를 받으실 수 있으며 한국어로 서류를 낭독해주는 서비스를 받으실 수 있습니다. 도움이 필요하신 분은 귀하의 ID 카드에 나와있는 안내 전화: 1-866-346-7198번으로 문의해 주십시오. 보다 자세한 사항을 문의하실 분은 캘리포니아 주 보험국, 안내 전화 1-800-927-4357번으로 연락해 주십시오. Korean

**Walang Gastos na mga Serbisyo sa Wika.** Makakakuha ka ng interpreter o tagasalin at maipababasa mo sa Tagalog ang mga dokumento. Para makakuha ng tulong, tawagan kami sa numerong nakalista sa iyong ID card o sa 1-866-346-7198. Para sa karagdagang tulong, tawagan ang CA Dept. of Insurance sa 1-800-927-4357 Tagalog

**Անվճար Լեզվական Ծառայություններ։** Դուք կարող եք թարգման ձեռք բերել և փաստաթղթերը ընթերցել տալ ձեզ համար հայերեն լեզվով։ Օգնության համար մեզ զանգահարեք ձեր ինքնության (ID) տոմսի վրա նշված կամ 1-866-346-7198 համարով։ Լրացուցիչ օգնության համար 1-800-927-4357 համարով զանգահարեք Կալիֆորնիայի Ապահովագրության Բաժանմունք։ Armenian

**Беслпатные услуги перевода.** Вы можете воспользоваться услугами переводчика, и ваши документы прочтут для вас на русском языке. Если вам требуется помощь, звоните нам по номеру, указанному на вашей идентификационной карте, или 1-866-346-7198. Если вам требуется дополнительная помощь, звоните в Департамент страхования штата Калифорния (Department of Insurance), по телефону 1-800-927-4357. Russian

無料の言語サービス 日本語で通訳をご提供し、書類をお読みします。サービスをご希望の方は、IDカード記載の番号または1-866-346-7198までお問い合わせください。更なるお問い合わせは、カリフォルニア州保険庁、1-800-927-4357までご連絡ください。Japanese

خدمات مجانی مربوط به زبان. میتوانید از خدمات یک مترجم شفاهی استفاده کنید و بگوئید مدارک به زبان فارسی برایتان خوانده شوند.برای دریافت کمک،با ما از طریق شماره تلفنی که روی کارت شناسائی شما قید شده است و یا این شماره 7198-346-346-1360 تماس بگیرید.برای دریافت کمک بیشتر، به Persian.کنید.۱-280-927-4357 دریافت کمک بیشتر، به میاد کارد بیمه کالیفرنیا) به شماره 4357-927-920 تلفن کنید.



**ਮੁਫ਼ਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ:** ਤੁਸੀਂ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਹਾਸਲ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਦਸਤਾਵੇਜ਼ਾਂ ਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਸੁਣ ਸਕਦੇ ਹੋ। ਕੁਝ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਭੇਜੇ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ ਤੁਹਾਡੇ ਆਈਡੀ (ID) ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਜਾਂ 1-866-346-7198 'ਤੇ ' ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ। ਵਧੇਰੇ ਮਦਦ ਲਈ ਕੈਲੀਫ਼ੋਰਨੀਆ ਡਿਪਾਰਟਮੈਂਟ ਆਫ਼ ਇਨਸ਼ੋਰੈਂਸ ਨੂੰ 1-800-927-4357 'ਤੇ ਫ਼ੋਨ ਕਰੋ। Punjabi

សេវាកម្មភាសាឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែភាសា និងអានឯកសារជូនអ្នកជា ភាសាខ្មែរ។ សម្រាប់ជំនួយ សូមទូរស័ព្ទមកយើងខ្ញុំតាមលេខដែលមានបង្ហាញលើប័ណ្ណសំគាល់ខ្លួនរបស់អ្នក ឬលេខ 1-866-346-7198។ សម្រាប់ជំនួយបន្ថែមទៀត សូមទូរស័ព្ទទៅក្រសួងធានារ៉ាប់រងរដ្ឋកាលីហ្វ័រញ៉ា តាមលេខ 1-800-927-4357 Khmer

خدمات ترجمة بدون تكلقة. يمكنك الحصول علي مترجم و قراءة الوثائق لك باللغة العربية. للحصول علي المساعدة، اتصل بنا علي الرقم علي المعلومات، المعلومات، الرقم 1-866-346-1. للحصول علي المزيد من المعلومات، اتصل بإدارة التأمين لولاية كاليفورنيا علي الرقم 4357-927-800. Arabic

**Cov Kev Pab Txhais Lus Tsis Them Nqi.** Koj yuav thov tau kom muaj neeg los txhais lus rau koj thiab kom neeg nyeem cov ntawv ua lus Hmoob. Yog xav tau kev pab, hu rau peb ntawm tus xov tooj nyob hauv koj daim yuaj ID los sis 1-866-346-7198. Yog xav tau kev pab ntxiv hu rau CA lub Caj Meem Fai Muab Kev Tuav Pov Hwm ntawm 1-800-927-4357 Hmong

บริการทางภาษาอย่างไม่เสียค่าใช้จ่าย คุณสามารถรับบริการจากล่าม รวมถึงให้เจ้าหน้าที่อ่านเอกสารให้คุณพึง หรือส่งเอกสารบางส่วนในภาษาของคุณไปหาคุณได้ หากต้องการความช่วยเหลือ กรุณาโทรศัพท์ตามหมายเลขที่ระบุอยู่ด้านหลังบัตรประจำตัวของคุณ หรือ ที่หมายเลข 1-866-346-7198 หากต้องการความช่วยเหลือเพิ่มเติม โปรดโทรมาที่ กรมการประกันภัยแห่งมลรัฐแคลิฟอร์เนียที่หมายเลข 1-800-927-4357 Thai

निःशुल्क भाषा सेवाएँ। आप एक दुभाषिया की सेवा प्राप्त कर सकते हैं। आप दस्तावेजों को पढ़वा के सुन सकते हैं और कुछ को अपनी भाषा में स्वयं को भिजवा सकते हैं। सहायता के लिए, अपने ID कार्ड पर दिए गए नंबर पर, या 1-866-346-7198 पर हमें फ़ोन करें। अधिक सहायता के लिए कैलीफोर्निया बीमा विभाग (CA Dept. of Insurance) को 1-800-927-4357 पर फ़ोन करें। Hindi

Doo bááh ílínígó saad bee yát'i' bee aná'áwo'. Díí shá ata'halne'dooígí hólóodoo nínízingo éí bíighah. Naaltsoos naanináhájeehígí shich'į yíidooltah éí doodagó ła' shich'į ádoolníl nínízingo bíighah. Shíká a'doowoł nínízingo nihich'į béésh bee hodíilnih dóó námboo éí díí ninaaltsoos dootl'ízhígí bee néího'dílzinígí bine'déé' bikáá' éí doodagó éí (866)346-7198jį hodíílnih. Hózhó shíká anáá'doowoł nínízingo éí díí béeso ách'aah naa'nil bił haz'áajį' 1-800-927-4357jį hodíílnih. Navajo

ບໍລິການແປພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍເອົາຜູ້ແປພາສາໄດ້. ທ່ານສາມາດຂໍໃຫ້ອ່ານເອກະສານໃຫ້ທ່ານຟັງ ແລະ ສົ່ງເອກະສານບາງຢ່າງທີ່ເປັນພາສາຂອງທ່ານ. ສຳລັບຄວາມຊ່ວຍເຫຼືອ, ໃຫ້ໂທຫາພວກເຮົາຕາມເບີໂທລະສັບທີ່ມີ ໃນບັດປະຈຳຕົວຂອງທ່ານ ຫຼື ໂທຫາເບີ<sub>1-866-346-7198</sub>. ສຳລັບຄວາມຊ່ວຍເຫຼືອເພີ່ມເຕີມໂທຫາ ພະແນກ ປະກັນໄພຂອງ ລັດຄາລີຟ່ເນຍໄດ້ທີ່ເບີ<sub>1-800-927-4357</sub>. Laotian

