

# Group Screening Questionnaire

(For Groups with 51+ Employees)

Check one or both companies for which application is being sought:

CareFirst BlueCross BlueShield  
840 First Street, NE, Washington, DC 20065

CareFirst BlueChoice, Inc  
840 First Street, NE, Washington, DC 20065

A. COMPANY IDENTIFICATION		
Name of Company	Phone	Date
Street Address		
City	State	ZIP
Type of Business	SIC Code	
Broker of Record		
Requested Broker Commission/Producer Services Fees		
Reason for Soliciting Proposals Cost      Dissatisfied with Carrier      Dissatisfied with Plan(s)      Market Check      Other _____		
Requested Proposal Due Date		

B. HEALTH RISK ASSESSMENT	
<b>1. Serious Medical Conditions</b> —As an employer, are you aware of any eligible employee* or dependent(s) of an employee, including those not enrolling for coverage, who has been diagnosed or treated within the last 12 months for any of the following conditions? Please mark the number of employees/dependents next to the appropriate condition. Include additional details, if available, in the space provided below or on the reverse side of this document. Do not write member specific information.	
Number	Condition
	AIDS/ARC or Acquired Immune Deficiency Syndrome
	Autoimmune disorders (lupus, multiple sclerosis, rheumatoid arthritis, etc.)
	Birth abnormalities/birth injuries
	Blood disorders, i.e., hemophilia, etc.
	Cancer/cancerous tumor/skin cancer. If recovered, months in remission within the last 12 months : _____ Type:
	Chest pain/congestive heart failure/coronary artery disease/bypass
	Chronic obstructive lung disease, i.e., emphysema, bronchitis, etc.
	Diabetes—type/treatment:
	Kidney disorders/kidney stones/polycystic kidney disease—dialysis/renal failure
	Liver cirrhosis/liver disorders/pancreas
	Lupus
	Mental nervous disorders/mental illness/depression/substance abuse

\* Eligible persons include owners, partners, part-time employees, and full-time employees; COBRA Extendees (former employees covered by your present health care carrier pursuant to the Consolidated Omnibus Budget Reconciliation Act of 1985); or former employees covered by a Maryland Continuation of Coverage provision (if applicable); and the eligible family members, if any. 1099 Recipients are not eligible. Seasonal employees are not eligible. Full-time employees are defined as those who work on average at least thirty (30) hours per week. Part-time employees are defined as those who work at least 17.5 hours per week on a regular (not seasonal or temporary) basis for more than six months each year.

B. HEALTH RISK ASSESSMENT	
Number	Condition
	Muscular dystrophy
	Paralysis
	Pregnancy due date(s): _____
	Stomach or bowel disorders, i.e., ulcer/Crohn's disease, ulcerative colitis, etc.
	Stroke (cerebral)
	Transplant (done/pending)—liver/kidney/heart/lung
	Tumor/cysts—benign/malignant

2. Within the last 12 months, have any of your employees or their dependents had a large claim (chronic or ongoing medical condition) that has cost or is likely to cost \$25,000 or more per year? If yes, please provide a brief description of the diagnosis and treatment for each individual below.

Are you aware of any other serious conditions within the last 12 months, not listed above? Has any employee or dependent of an employee been hospitalized or received medical treatment within the past 12 months? If yes, explain below.

Are there any employees, currently not actively at work or unable to perform their normal work duties due to a disability or work-related injury? If yes, explain below.

**Describe or answer any illness/condition related questions from sections B1 and B2 below. If additional space is needed to respond to any question, please provide response on a separate page and attach.**

C. CURRENT COVERAGE INFORMATION							
Current Carrier							
		Individual	Individual & Child(ren)	Individual and Adult	Family	Type of Benefit Plan	Estimated No. of Contracts
Benefit 1	Current Rates					HMO PPO Point of Service Indemnity	
	Renewal Rates						
Benefit 2	Current Rates					HMO PPO Point of Service Indemnity	
	Renewal Rates						
Benefit 3	Current Rates					HMO PPO Point of Service Indemnity	
	Renewal Rates						
Benefit 4	Current Rates					HMO PPO Point of Service Indemnity	
	Renewal Rates						

C. CURRENT COVERAGE INFORMATION (CONTINUED)		
<b>Employer Contribution Information</b>		
Fixed Dollar Amount	Employee_____	Dependent Amount_____
Uniform Percentage	Employee_____	Dependent Amount_____
Other (please explain) _____		
<b>Projected Enrollment</b>		
FTE count		
Total number of eligible employees		
Total number of participating employees		
Number of employees enrolling in spousal coverage/parental coverage/military coverage		
Number of employees opting out of coverage		
Number of COBRA extendees		
Number of former employees covered by a Maryland Continuation of Coverage provision (if applicable)		
Will part-time employees (17.5 hrs/wk) be covered?		Yes No
If covering, number of part-time employees		
Number of disabled former employees		
Number of retirees		
<b>D. PRIOR COVERAGE INFORMATION</b>		
<p>1. Does the Company currently have any coverage with CareFirst and/or CareFirst BlueChoice, Inc. or has the Company had any CareFirst and/or CareFirst BlueChoice, Inc. coverage in the last 18 months?</p> <p>If yes, A) Has the Company's CareFirst and/or CareFirst BlueChoice, Inc. been cancelled within the last 18 months?</p> <p>B) Please list the prior/current Group number(s):_____.</p> <p>Any outstanding balances owed by the Company to CareFirst and/or CareFirst BlueChoice, Inc. must be reconciled before the Company will be approved for group coverage.</p>		<p>Yes No</p> <p>Yes No</p>
2. Current Carrier	Date coverage began with Current Carrier	
<b>Please provide the prior carrier history for the past 5 years</b>		
Carrier Name	From	To
Carrier Name	From	To
Carrier Name	From	To
Carrier Name	From	To
3. Has the Company's coverage been cancelled (or is it in the process of being cancelled) by the Company's present health care carrier?		Yes No
4. Has the company filed for bankruptcy (or is in the process of filing for bankruptcy) within the last three (3) years?		Yes No

<b>D. PRIOR COVERAGE INFORMATION</b>
If yes, to 3 or 4 please explain:

<b>E. REVIEW AND SIGNATURE</b>	
It is hereby understood and agreed that: The information provided herein is complete and correct to the best of my knowledge and belief.	
<b>WARNING: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits, if false information materially related to a claim was provided by the applicant.</b>	
Please check your role for the Group:      Group Administrator/Representative      Broker	
Signature	Printed Name
Title	Date

CareFirst BlueCross BlueShield offers PPO and traditional indemnity products. CareFirst BlueChoice, Inc. offers HMO products. BlueChoice Opt-Out Plus Open Access is a jointly offered point-of-service product with in-network benefits provided by CareFirst BlueChoice and out-of-network benefits provided by CareFirst, and the Member may choose each time that services are sought to qualify for HMO benefits or traditional indemnity benefits. Point-of-Enrollment is a jointly offered product from CareFirst and CareFirst BlueChoice, in which the Subscriber selects for himself/herself and his/her Dependents a CareFirst or a CareFirst BlueChoice product offered by the Group each year.

CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. located at 10455 Mill Run Circle, Owings Mills, MD 21117, and Group Hospitalization and Medical Services, Inc. located at 840 First Street, NE, Washington, DC 20065, which are Not-for-Profit Health Service Plans. CareFirst BlueCross BlueShield Medicare Advantage is the shared business name of CareFirst Advantage, Inc., CareFirst Advantage PPO, Inc., and CareFirst Advantage DSNP, Inc. CareFirst BlueCross BlueShield Community Health Plan Maryland is the business name of CareFirst Community Partners, Inc. CareFirst BlueCross BlueShield Community Health Plan District of Columbia is the business name of Trusted Health Plan (District of Columbia), Inc. In the District of Columbia and Maryland, CareFirst MedPlus is the business name of First Care, Inc. In Virginia, CareFirst MedPlus is the business name of First Care, Inc. of Maryland (used in VA by: First Care, Inc.).

CareFirst of Maryland, Inc., Group Hospitalization and Medical Services, Inc., CareFirst Advantage, Inc., CareFirst Advantage PPO, Inc., CareFirst Advantage DSNP, Inc., CareFirst Community Partners, Inc., Trusted Health Plan (District of Columbia), Inc., CareFirst BlueChoice, Inc., First Care, Inc., and The Dental Network, Inc. are independent licensees of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

# Notice of Nondiscrimination and Availability of Language Assistance Services

(UPDATED 8/5/19)

CareFirst BlueCross BlueShield, CareFirst BlueChoice, Inc., CareFirst Diversified Benefits and all of their corporate affiliates (CareFirst) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. CareFirst does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

CareFirst:

- Provides free aid and services to people with disabilities to communicate effectively with us, such as:
  - ☐ Qualified sign language interpreters
  - ☐ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - ☐ Qualified interpreters
  - ☐ Information written in other languages

**If you need these services, please call 855-258-6518.**

If you believe CareFirst has failed to provide these services, or discriminated in another way, on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our CareFirst Civil Rights Coordinator by mail, fax or email. If you need help filing a grievance, our CareFirst Civil Rights Coordinator is available to help you.

**To file a grievance regarding a violation of federal civil rights, please contact the Civil Rights Coordinator as indicated below. Please do not send payments, claims issues, or other documentation to this office.**

## Civil Rights Coordinator, Corporate Office of Civil Rights

Mailing Address	P.O. Box 8894 Baltimore, Maryland 21224
Email Address	<a href="mailto:civilrightscoordinator@carefirst.com">civilrightscoordinator@carefirst.com</a>
Telephone Number	410-528-7820
Fax Number	410-505-2011

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, D.C. 20201  
800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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## Foreign Language Assistance

*Attention (English): This notice contains information about your insurance coverage. It may contain key dates and you may need to take action by certain deadlines. You have the right to get this information and assistance in your language at no cost. Members should call the phone number on the back of their member identification card. All others may call 855-258-6518 and wait through the dialogue until prompted to push 0. When an agent answers, state the language you need and you will be connected to an interpreter.*

*አማርኛ (Amharic) ማሳሰቢያ፡- ይህ ማስታወቂያ ስለ መደን ሽፋንዎ መረጃ ይዟል። ከተወሰኑ ቀን-ገደቦች በፊት ሊፈጽሟቸው የሚገቡ ነገሮች ሊኖሩ ስለሚችሉ እነዚህን ወሳኝ ቀናት ሊይዝ ይችላሉ። ይኸን መረጃ የማግኘት እና ያለምንም ክፍያ በቋንቋዎ እገዛ የማግኘት መብት አለዎት። አባል ከሆኑ ከመታወቂያ ካርድዎ በስተጀርባ ላይ ወደተጠቀሰው የስልክ ቁጥር መደወል ይችላሉ። አባል ካልሆኑ ደግሞ ወደ ስልክ ቁጥር 855-258-6518 ደውለው 0ን እንዲጫኑ እስኪነገርዎ ድረስ ንግግሩን መጠበቅ አለብዎ። አንድ ወኪል መልስ ሲሰጥዎ፣ የሚፈልጉትን ቋንቋ ያሳውቁ፣ ከዚያም ከተርጓሚ ጋር ይገናኛሉ።*

*Èdè Yorùbá (Yoruba) Ìtẹ̀tílẹ̀kọ: Àkíyèsí yìí ní iwífún nípa isẹ̀ adójú tòfò rẹ. Ó le ní àwọn déètì pátó o sì le ní láti gbé igbésẹ̀ ní àwọn ojò gbèdèké kan. O ni ètò láti gba iwífún yí àti irànlówó ní èdè rẹ̀ lófèfẹ̀. Àwọn ọmọ-ẹgbé gbódò pe nọmbà fòdùn tò wà lẹyìn kààdì idánimò wọn. Àwọn mírán le pe 855-258-6518 kí o sì dúró nípasẹ̀ ijiròrò tí títí a ó fí sọ fún ọ láti tẹ 0. Nígbatí aṣojú kan bá dáhùn, sọ èdè tí o fẹ́ a ó sì sọ ọ pọ̀ mọ̀ ògbufò kan.*

*Tiếng Việt (Vietnamese) Chú ý: Thông báo này chứa thông tin về phạm vi bảo hiểm của quý vị. Thông báo có thể chứa những ngày quan trọng và quý vị cần hành động trước một số thời hạn nhất định. Quý vị có quyền nhận được thông tin này và hỗ trợ bằng ngôn ngữ của quý vị hoàn toàn miễn phí. Các thành viên nên gọi số điện thoại ở mặt sau của thẻ nhận dạng. Tất cả những người khác có thể gọi số 855-258-6518 và chờ hết cuộc đối thoại cho đến khi được nhắc nhấn phím 0. Khi một tổng đài viên trả lời, hãy nêu rõ ngôn ngữ quý vị cần và quý vị sẽ được kết nối với một thông dịch viên.*

*Tagalog (Tagalog) Atensyon: Ang abisong ito ay naglalaman ng impormasyon tungkol sa nasasaklawang iyong insurance. Maaari itong maglaman ng mga pinakamahahalagang petsa at maaaring kailangan mong gumawa ng aksyon ayon sa ilang deadline. May karapatan ka na makuha ang impormasyong ito at tulong sa iyong sariling wika nang walang gastos. Dapat tawagan ng mga Miyembro ang numero ng telepono na nasa likuran ng kanilang identification card. Ang lahat ng iba ay maaaring tumawag sa 855-258-6518 at maghintay hanggang sa dulo ng diyologo hanggang sa diktahan na pindutin ang 0. Kapag sumagot ang ahente, sabihin ang wika na kailangan mo at ikokonekta ka sa isang interpreter.*

*Español (Spanish) Atención: Este aviso contiene información sobre su cobertura de seguro. Es posible que incluya fechas clave y que usted tenga que realizar alguna acción antes de ciertas fechas límite. Usted tiene derecho a obtener esta información y asistencia en su idioma sin ningún costo. Los asegurados deben llamar al número de teléfono que se encuentra al reverso de su tarjeta de identificación. Todos los demás pueden llamar al 855-258-6518 y esperar la grabación hasta que se les indique que deben presionar 0. Cuando un agente de seguros responda, indique el idioma que necesita y se le comunicará con un intérprete.*

*Русский (Russian) Внимание! Настоящее уведомление содержит информацию о вашем страховом обеспечении. В нем могут указываться важные даты, и от вас может потребоваться выполнить некоторые действия до определенного срока. Вы имеете право бесплатно получить настоящие сведения и сопутствующую помощь на удобном вам языке. Участникам следует обращаться по номеру телефона, указанному на тыльной стороне идентификационной карты. Все прочие абоненты могут звонить по номеру 855-258-6518 и ожидать, пока в голосовом меню не будет предложено нажать цифру «0». При ответе агента укажите желаемый язык общения, и вас свяжут с переводчиком.*

हिन्दी (Hindi) ध्यान दें: इस सूचना में आपकी बीमा कवरेज के बारे में जानकारी दी गई है। हो सकता है कि इसमें मुख्य तिथियों का उल्लेख हो और आपके लिए किसी नियत समय-सीमा के भीतर काम करना ज़रूरी हो। आपको यह जानकारी और संबंधित सहायता अपनी भाषा में निःशुल्क पाने का अधिकार है। सदस्यों को अपने पहचान पत्र के पीछे दिए गए फ़ोन नंबर पर कॉल करना चाहिए। अन्य सभी लोग 855-258-6518 पर कॉल कर सकते हैं और जब तक 0 दबाने के लिए न कहा जाए, तब तक संवाद की प्रतीक्षा करें। जब कोई एजेंट उत्तर दे तो उसे अपनी भाषा बताएँ और आपको व्याख्याकार से कनेक्ट कर दिया जाएगा।

Bàsɔ̀-wùdù (Bassa) Tò Dùù Cáo! Bǝ̀ nìà kɛ bá nyo bǝ̀ kɛ̀ m̄ gbo kpá bó nì fùà-fùá-tiŋ nyɛɛ jɛ dyí. Bǝ̀ nìà kɛ bédé wé jéé bǝ̀ bɛ̀ m̄ kɛ̀ dɛ wa mɔ̀ m̄ kɛ̀ nyuɛɛ nyu hwɛ́ bɛ́ wé bǝ́a kɛ́ zi. ɔ̀ m̄ nì kpé bɛ́ m̄ kɛ́ bǝ̀ nìà kɛ kɛ̀ gbo-kpá-kpá m̄ mɔ́ɛ dyé dɛ̀ nì bídí-wùdù mú bɛ́ m̄ kɛ́ se wídí dò péé. Kpooɔ̀ nyo bǝ́ mɛ́ dǎ fù̀n-nòbà nìà dɛ́ waa I.D. káàò dɛ́n nyɛ. Nyo tɔ̀ sɛ́n mɛ́ dǎ nòbà nìà kɛ: 855-258-6518, kɛ́ m̄ mɛ́ fò tee bɛ́ wa kɛ́ m̄ gbo cǝ́ bɛ́ m̄ kɛ́ nòbà m̄à 0 kɛ́ dyi pàdàin hwɛ́. ɔ̀ jǔ kɛ́ nyo dò dyi m̄ gǝ́ jǔin, po wuɖu m̄ mɔ́ poɛ dyiɛ, kɛ́ nyo dò mu bó nìin bɛ́ ɔ̀ kɛ́ nì wuɖuɔ̀ mú zà.

বাংলা (Bengali) লক্ষ্য করুন: এই নোটিশে আপনার বিমা কভারেজ সম্পর্কে তথ্য রয়েছে। এর মধ্যে গুরুত্বপূর্ণ তারিখ থাকতে পারে এবং নির্দিষ্ট তারিখের মধ্যে আপনাকে পদক্ষেপ নিতে হতে পারে। বিনা খরচে নিজের ভাষায় এই তথ্য পাওয়ার এবং সহায়তা পাওয়ার অধিকার আপনার আছে। সদস্যদেরকে তাদের পরিচয়পত্রের পিছনে থাকা নম্বরে কল করতে হবে। অন্যরা 855-258-6518 নম্বরে কল করে 0 টিপতে না বলা পর্যন্ত অপেক্ষা করতে পারেন। যখন কোনো এজেন্ট উত্তর দেবেন তখন আপনার নিজের ভাষার নাম বলুন এবং আপনাকে দোভাষীর সঙ্গে সংযুক্ত করা হবে।

اردو (Urdu) توجہ: یہ نوٹس آپ کے انشورینس کوریج سے متعلق معلومات پر مشتمل ہے۔ اس میں کلیدی تاریخیں ہو سکتی ہیں اور ممکن ہے کہ آپ کو مخصوص آخری تاریخوں تک کارروائی کرنے کی ضرورت پڑے۔ آپ کے پاس یہ معلومات حاصل کرنے اور بغیر خرچہ کیے اپنی زبان میں مدد حاصل کرنے کا حق ہے۔ ممبران کو اپنے شناختی کارڈ کی پشت پر موجود فون نمبر پر کال کرنی چاہیے۔ سبھی دیگر لوگ 855-258-6518 پر کال کر سکتے ہیں اور 0 دبانے کو کہے جانے تک انتظار کریں۔ ایجنٹ کے جواب دینے پر اپنی مطلوبہ زبان بتائیں اور مترجم سے مربوط ہو جائیں گے۔

فارسی (Farsi) توجه: این اعلامیه حاوی اطلاعاتی درباره پوشش بیمه شما است. ممکن است حاوی تاریخ های مهمی باشد و لازم است تا تاریخ مقرر شده خاصی اقدام کنید. شما از این حق برخوردار هستید تا این اطلاعات و راهنمایی را به صورت رایگان به زبان خودتان دریافت کنید. اعضا باید با شماره درج شده در پشت کارت شناسایی شان تماس بگیرند. سایر افراد می توانند با شماره 855-258-6518 تماس بگیرند و منتظر بمانند تا از آنها خواسته شود عدد 0 را فشار دهند. بعد از پاسخگویی توسط یکی از اپراتورها، زبان مورد نیاز را تنظیم کنید تا به مترجم مربوطه وصل شوید.

اللغة العربية (Arabic) تنبيه: يحتوي هذا الإخطار على معلومات بشأن تغطيتك التأمينية، وقد يحتوي على تواريخ مهمة، وقد تحتاج إلى اتخاذ إجراءات بحلول مواعيد نهائية محددة. يحق لك الحصول على هذه المساعدة والمعلومات بلغتك بدون تحمل أي تكلفة. ينبغي على الأعضاء الاتصال على رقم الهاتف المذكور في ظهر بطاقة تعريف الهوية الخاصة بهم. يمكن للأخريين الاتصال على الرقم 855-258-6518 والانتظار خلال المحادثة حتى يطلب منهم الضغط على رقم 0. عند إجابة أحد الوكلاء، اذكر اللغة التي تحتاج إلى التواصل بها وسيتم توصيلك بأحد المترجمين الفوريين.

中文繁体 (Traditional Chinese) 注意：本聲明包含關於您的保險給付相關資訊。本聲明可能包含重要日期及您在特定期限之前需要採取的行動。您有權利免費獲得這份資訊，以及透過您的母語提供的協助服務。會員請撥打印在身分識別卡背面的電話號碼。其他所有人士可撥打電話 855-258-6518，並等候直到對話提示按下按鍵 0。當接線生回答時，請說出您需要使用的語言，這樣您就能與口譯人員連線。



*Igbo (Igbo)* Nrubama: Okwa a nwere ozi gbasara mkpuchi nchekwa onwe gi. O nwere ike inwe ubochi ndi di mkpa, i nwere ike ime ihe tupu ufodu ubochi njedebe. I nwere ikike inweta ozi na enyemaka a n'asusu gi na akwughị ugwo o buła. Ndi otu kwesiri ikpo akara ekwentị di n'azu nke kaadi njirimara ha. Ndi ozọ niile nwere ike ikpo 855-258-6518 wee chere ububo ahụ ruo mgbe amanyere ipi 0. Mgbe onye nnochite anya zara, kwuo asusu i choro, a ga-ejiko gi na onye okowa okwu.

*Deutsch (German)* Achtung: Diese Mitteilung enthält Informationen über Ihren Versicherungsschutz. Sie kann wichtige Termine beinhalten, und Sie müssen gegebenenfalls innerhalb bestimmter Fristen reagieren. Sie haben das Recht, diese Informationen und weitere Unterstützung kostenlos in Ihrer Sprache zu erhalten. Als Mitglied verwenden Sie bitte die auf der Rückseite Ihrer Karte angegebene Telefonnummer. Alle anderen Personen rufen bitte die Nummer 855-258-6518 an und warten auf die Aufforderung, die Taste 0 zu drücken. Geben Sie dem Mitarbeiter die gewünschte Sprache an, damit er Sie mit einem Dolmetscher verbinden kann.

*Français (French)* Attention: cet avis contient des informations sur votre couverture d'assurance. Des dates importantes peuvent y figurer et il se peut que vous deviez entreprendre des démarches avant certaines échéances. Vous avez le droit d'obtenir gratuitement ces informations et de l'aide dans votre langue. Les membres doivent appeler le numéro de téléphone figurant à l'arrière de leur carte d'identification. Tous les autres peuvent appeler le 855-258-6518 et, après avoir écouté le message, appuyer sur le 0 lorsqu'ils seront invités à le faire. Lorsqu'un(e) employé(e) répondra, indiquez la langue que vous souhaitez et vous serez mis(e) en relation avec un interprète.

*한국어(Korean)* 주의: 이 통지서에는 보험 커버리지에 대한 정보가 포함되어 있습니다. 주요 날짜 및 조치를 취해야 하는 특정 기한이 포함될 수 있습니다. 귀하에게는 사용 언어로 해당 정보와 지원을 받을 권리가 있습니다. 회원이신 경우 ID 카드의 뒷면에 있는 전화번호로 연락해 주십시오. 회원이 아닌 경우 855-258-6518 번으로 전화하여 0을 누르라는 메시지가 들릴 때까지 기다리십시오. 연결된 상담원에게 필요한 언어를 말씀하시면 통역 서비스에 연결해 드립니다.

*Diné Bizaad (Navajo)* Ge': Díí bee íł hane'ígíí bii' dahólq bee éédahózin béeso ách'ááh naanil ník'ist'i'ígíí bá. Bii' dahólq doo íiyisí yoolkáálígíí dóó t'áádoo le'é ádadoolyíllígíí da yókeedgo t'áá doo bee e'e'aahí ájiil'íh. Bee ná ahóót'i' díí bee íł hane' dóó níká'ádoowoł t'áá nínizaad bee t'áá jiik'é. Atah danilínígíí béesh bee hane'é bee wólta'ígíí nitł'izgo bee nee hódolzinígíí bikéédéé' bikáá' bich'í' hodoonihjí'. Aadóó nááná'la' éi kóji' dahódoonih 855-258-6518 dóó yii diilts'íł yaltí'ígíí t'áá nílélj áádóó éi bikéé'dóó naasbaas bił adidiilchíł. Áká'ánidaalwó'ígíí neidiitáágo, saad bee yánilt'i'ígíí yii diikił dóó ata' halne'é lá níká'ádoowoł.