Regence BCBSO Application Packet

Thank you for your interest in the Regence BlueCross BlueShield of Oregon Medicare Supplement plan!

This application packet provides you with access to the <u>online application</u>, a printable copy of the Enrollment Form and the Outline of Coverage in addition to a link to the Choosing a Medigap Policy Guide.

Should you decide to apply by secure upload/mail/fax/email, the printable application needs to be reviewed and signed by an Agent before it can be submitted to Regence BlueCross BlueShield of Oregon. You may upload/email, fax or mail it in to CDA Insurance:

- Fax: 1.541.284.2994
- Email: <u>cs@cda-insurance.com</u>
- Secure File Upload: <u>Click here</u>
- Mail: CDA Insurance LLC PO Box 26540 Eugene, Oregon 97402

Other Important Information Download Medicare's <u>Choosing a Medigap Policy Guide</u> (.pdf) Online application – <u>Click here</u> Download <u>Policy Outline</u> (.pdf) Download <u>Application</u> (.pdf)

Our website: <u>https://medicare-oregon.com</u>

If you should have any questions on the application, please call us at 1.800.884.2343 or 1.541.434.9613.



Oregon Medicare Supplement (Medigap) Application

Thank you for considering Regence BlueCross BlueShield of Oregon for your health insurance coverage.

Special Notice

- You do not need more than one Medigap policy.
- If you purchase this policy, you may want to evaluate your existing health coverage and decide if you need multiple coverages.
- You may be eligible for benefits under Medicaid and may not need a Medigap policy.
- If, after purchasing this policy, you become eligible for Medicaid, the benefits and premiums under your Medigap policy can be suspended, if requested, during your entitlement to benefits under Medicaid for 24 months. You must request this suspension within 90 days of becoming eligible for Medicaid. If you are no longer entitled to Medicaid, your suspended Medigap policy (or, if that is no longer available, a substantially equivalent policy) will be re-instituted if requested within 90 days of losing Medicaid eligibility. If the Medigap policy provided coverage for outpatient prescription drugs and you enrolled in Medicare Part D while your policy was suspended, the reinstituted policy will not have outpatient prescription drug coverage, but will otherwise be substantially equivalent to your coverage before the date of the suspension.
- If you are eligible for, and have enrolled in a Medigap policy by reason of disability and you later become covered by an employer or union-based group health plan, the benefits and premiums under your Medigap policy can be suspended, if requested, while you are covered under the employer or union-based group health plan. If you suspend your Medigap policy under these circumstances, and later lose your employer or union-based group health plan, your suspended Medigap policy (or, if that is no longer available,

a substantially equivalent policy) will be re-instituted, if requested within 90 days of losing your employer or union-based group health plan. If the Medigap policy provided coverage for outpatient prescription drugs and you enrolled in Medicare Part D while your policy was suspended, the re-instituted policy will not have outpatient prescription drug coverage, but will otherwise be substantially equivalent to your coverage before the date of the suspension.

- Counseling services may be available in your state to provide advice concerning your purchase of Medigap insurance and concerning medical assistance through the state Medicaid program, including benefits as a qualified Medicare beneficiary (QMB) and specified low-income Medicare beneficiary (SLMB).
- Your rate may change at your renewal date. Rates are guaranteed not to increase for 12 months after your renewal date.
- We can't accept third party payments unless from a not-for-profit foundation that provides such payments on a charitable basis and does not base contributions on the policyholder's health status or enrollment in a particular health insurance plan. Additionally, if you or your spouse are actively working, payments from your employer or your spouse's employer are not permitted if the employer making the payment has 20 or more employees. Premium payments that do not meet the above criteria will not be accepted and this policy may be terminated for non-payment.

Here is an overview of some helpful tips to ensure your enrollment is processed quickly and accurately.

Answer each required question completely using ink.

- Please include a copy of your Medicare card.
- Be sure to review and complete each applicable section (1–10).
 - If replacing a Medicare Advantage or Medigap policy, be sure to complete all fields within section 4.
 - If selecting EFT billing, be sure to complete all fields within section 7.
 - If applying for household discount, be sure to complete all fields within section 8.
- Be sure to sign and date the application in all places indicated.
 - Signatures or dates that have been altered in any way will not be accepted.
 - Use the current date when completing the signature date fields of the application.
 - If you have a power of attorney holder, be sure to provide all legal documentation related to power of attorney.
 Also, make sure the power of attorney holder signs and dates the application in all signature fields and completes the personal representative fields in section 9.
- Be sure to submit all pages of the application together.
 - Application should be a legible, full size copy.
- Please provide proof of current or prior coverage.
 - If you have no current or prior coverage, be sure to complete the health statement located within section 6.* (Please provide specific details to all questions that are answered Yes.)

*You do not need to complete the health statement if: a) you turned 65 in the last six months or will turn 65 in the next six months; or b) you enrolled in Medicare Part B in the last six months or will enroll in Medicare Part B in the next six months.

If you need assistance completing this application, please contact our Sales Department at 1-844-Regence (1-844-734-3623) or contact your insurance producer.

Section 1: Plan selection

If you are enrolled in Medicare Part A and Part B, you may choose one of the following plans:

- Regence Bridge Plan A
- □ Regence Bridge Plan G

Regence Bridge Plan K

□ Regence Bridge Plan N

Optional benefits (Rider)

(available for purchase when you enroll on a Regence Bridge Plan)

□ Dental/vision/hearing

If you became Medicare eligible before January 1, 2020 based on disability or ESRD status, OR turned 65 before January 1, 2020 and are currently enrolled in Medicare Part A and Part B, you may be eligible for the following additional plan options:

- □ Regence Bridge Plan C
- □ Regence Bridge Plan F

To enroll in the optional supplemental benefit package, you must be enrolled in a Regence 2010 Standard Medigap plan. The effective date will be the same date as your Medigap plan and will automatically renew at your annual renewal date, as long as you remain a member on a Regence 2010 Standard Medigap plan. If you cancel the optional benefit package, you will not be able to re-enroll until the following calendar year.

Section 2: Enrollment information

First name, MI		Last name		
Gender (M/F)	Birth date	In the last 12 months	have you	u smoked or used tobacco?
		🗆 Yes 🗌 No		
Medicare Number				
Medicare effective dates (fro	m your Medio	care card):		
Part A (hospital)		Part B (physician)		
I understand that I must be enrolled in M				e eligible for Medigap coverage. If Medicare nger beneficial because Medicare will not be
OREGON RESIDENCE ADDRE	SS			
				ice area. A photocopy of a valid Oregon state and address may be requested as proof of
Residence street address			City, stat	te, ZIP code
Mailing address (if different from residenc		e street address)	City, sta	te, ZIP code
Home phone number	Alterna	Alternate phone number		Email address
	he month will be eligi	ble for a	pplications received in our office by midnight n effective date of the first of the following a later effective date.	

Section 3: Other coverage information

If you lost or are losing other health insurance coverage and received a notice from your prior insurer saying you were eligible for guaranteed issue of a Medigap insurance policy, or that you had certain rights to buy such a policy, you may be guaranteed acceptance in one or more of our Medigap plans. Please include a copy of the notice from your prior insurer with your application.

Please answer all questions to the best of your knowledge. (Please mark Yes or No with an "X")

General Medicare coverage information

- A. Did you turn 65 in the last six months?
 □ Yes □ No
- B. Will you be turning 65 in the next six months?□ Yes □ No
- C. Did you enroll in Medicare Part B in the last six months?
 - 🗌 Yes 🗌 No

If Yes, what is your effective date for Medicare Part B?

If you answered Yes to A, B, or C, please skip the Health Statement (Section 6).

Please note: Congress has established a six-month open enrollment period for buying Medigap health insurance. The law guarantees that for six months immediately following enrollment in Medicare medical coverage Part B, individuals cannot be denied insurance due to health conditions.

Medicaid coverage information

D. Are you covered for medical assistance through the state Medicaid program?
 Yes No

(Note to applicant: If you are participating in a "Spend Down Program" and have not met your "share of cost," please answer No to this question.)

If Yes, will Medicaid pay your premiums for this Medigap policy?

🗌 Yes 🗌 No

If Yes, do you receive any benefits from Medicaid other than payments toward your Medicare Part B premium?

🗌 Yes 🗌 No

E. Have you recently lost coverage for medical assistance through the state Medicaid program?
 Yes No

If Yes, what date did coverage end?

Medicare insurance plans

F. Have you had coverage from any Medicare plan other than original Medicare within the past 63 days (for example, a Medicare Advantage plan, or a Medicare HMO or PPO)? If yes, fill in your start and end dates below. If you are still covered under this plan, leave "End" blank.

🗌 Yes 🗌 No

If No, skip to question G.

If Yes: Start _____ End _____

If Yes, with which company and what plan do you have?

If Yes, answer questions A, B and C on the next page.

Please complete Section 4, "Notice to applicant regarding replacement of Medigap insurance or Medicare Advantage."

Section 3: Other coverage information (continued)

Medi	care insurance plans (continued)	Group or individual insurance coverage
a.	If you are still covered under the Medicare plan, do you intend to replace your current coverage with this new Medigap policy? Yes No	 Have you had coverage under any other health insurance within the past 63 days? (For example, through an employer, union, or individual plan.)
	Was this your first time on this type of Medicare plan? Yes No Did you voluntarily disenroll from a Medigap policy to enroll in the Medicare plan?	 Yes No If No, skip to next section. If Yes, with which company?
	☐ Yes ☐ No o you have another Medigap policy in force? Yes ☐ No	If Yes, what kind of policy?
If No, skip to question H. If Yes, with which company and what plan do you have? If Yes, do you intend to replace your current Medigap	 If Yes, do you intend to replace your current policy with this policy? ☐ Yes ☐ No If Yes, what are your dates of coverage under the 	
	other policy? If you are still covered under this plan, leave "End" blank.	
	blicy with this policy?	Start End
 Yes No If Yes, was the effective date of your current policy prior to 6/1/10? Yes No 	Are you currently enrolled in a Regence medical p and wish to cancel that coverage? Yes No	
	If Yes, confirm your requested coverage end date:	
re	ease complete Section 4, "Notice to applicant garding replacement of Medigap insurance or edicare Advantage."	NOTE: If enrolled in a Regence employer group or COBRA plan, you must contact the group

administrator to cancel coverage.

Section 4: Notice to applicant regarding replacement of Medigap insurance or Medicare Advantage

Please review this section if you indicated in Section 3 of the application that you intend to terminate existing Medigap coverage or Medicare Advantage insurance, and replace it with a policy to be issued by Regence. Your new policy will provide 30 days within which you may decide without cost whether you desire to keep the policy.

You should review this new coverage carefully. Compare it with all accident and sickness coverage you now have. If, after due consideration, you find that purchase of this Medigap coverage is a wise decision, you should terminate your present Medigap or Medicare Advantage plan. You should evaluate the need for other accident and sickness coverage you have that may duplicate this policy.

Statement to applicant by issuer, producer (agent)

I have reviewed your current medical or health insurance coverage. To the best of my knowledge, this Medigap policy will not duplicate your existing Medigap coverage or, if applicable, Medicare Advantage coverage because you intend to terminate your existing Medigap coverage or leave your Medicare Advantage plan. The replacement policy is being purchased for the following reason (check one):

- Additional benefits
- □ No change in benefits, but lower rates
- □ Fewer benefits and lower rates
- □ My plan has outpatient prescription drug coverage and I am enrolling in Part D
- Disenrollment from a Medicare Advantage plan (please explain reason for disenrollment)
- □ Other (please specify)

State law provides that your replacement policy or certificate may not contain new preexisting conditions, waiting periods, elimination periods, or probationary periods. The insurer will waive any time periods applicable to preexisting conditions, waiting periods, elimination periods, or probationary periods in the new policy (or coverage) for similar benefits to the extent such time was spent (depleted) under the original policy.

If you still wish to terminate your present policy and replace it with new coverage, be certain to truthfully and completely answer all questions on the application concerning your medical and health history. Failure to include all material medical information on an application may provide a basis for the company to deny any future claims and to refund your premiums as though your policy had never been in force. After the application has been completed and before you sign it, review it carefully to be certain that all information has been properly recorded. Do not cancel your present policy until you have received your new policy and are sure you want to keep it.

Applicant or personal representative's signature

Date of applicant or personal representative's signature

Applicant's name (please print)

Producer signature*

Producer number

Date of producer's signature

*Producer signature not required if you do not have a producer

Section 5: Medigap protection periods

Do I need to complete a health statement?

When applying for plan A, C*, F*, G, K or N, you do not need to complete a health statement if:

- 1. Your Medicare managed care plan or PACE program coverage ends because the plan is leaving the Medicare program, stops giving care in your area, or you move out of the plan's service area.
- 2. Your employer group health plan coverage ends.
- 3. Your Medigap insurance company goes bankrupt and you lose your coverage, or your Medigap policy coverage ends through no fault of your own.
- You enrolled in a Medicare Part D plan during your initial enrollment period and were enrolled under a Medigap policy that covers outpatient prescription medications. Please enclose proof of enrollment in Medicare Part D.
- 5. You joined a Medicare Advantage or PACE program when you were first eligible for Medicare Part A (and you're enrolled in Medicare Part B). Within the first year of joining, you want to switch to Original Medicare.

- 6. You dropped a Medigap policy to join a Medicare Advantage plan, Medicare Select plan, or PACE program for the first time and now you want to leave. You have been in the plan for less than a year. Note: A health statement is not required if you enroll in the same Medigap policy (with the same company) that you had previously.
- 7. You leave a Medicare Advantage plan or drop a Medigap plan because the company or its representatives haven't followed the rules or misled you.
- 8. You lost medical assistance through the state Medicaid program.
- Beginning on your birthday and for 30 days after your birthday, you wish to transfer from your 1990, 2010 or 2020 standard Medigap plan to an available standard plan of equal or lesser benefits (for example, from a 1990 standard Plan A to a 2010 standard Plan A).

*If you became Medicare eligible before January 1, 2020 based on disability or ESRD status, OR turned 65 before January 1, 2020 and are currently enrolled in Medicare Part A and Part B, you may be eligible for Plan C or Plan F.

Section 6: Health statement

Complete this section if you are not applying during your open enrollment period. Your open enrollment period is the six-month period immediately following your 65th birthday or your enrollment in Medicare Part B. There are other exceptions where you will not need to complete this section. To verify if one of these exceptions applies to you, see page 7, Section 5.

Applicant's height ______ weight _____

In the last 12 months, have you used tobacco or vaped? \square Yes \square No

A. Within the last five years, have you had diagnosis, treatment, or advice relating to any of the following:

1.	Accident, injury, or deformity	🗌 Yes 🗌 No
2.	Acquired immune deficiency syndrome (AIDS) or related disease	🗌 Yes 🗌 No
3.	Alcoholism/drug dependency	🗌 Yes 🗌 No
4.	Anemia, blood disease, or leukemia	🗌 Yes 🗌 No
5.	Arthritis or rheumatoid arthritis	🗌 Yes 🗌 No
6.	Asthma or chronic bronchitis	🗌 Yes 🗌 No
7.	Back trouble (recurrent or chronic)	🗌 Yes 🗌 No
8.	Cancer or tumor	🗌 Yes 🗌 No
9.	Confusion or Alzheimer's	🗌 Yes 🗌 No
10	Diabetes	🗌 Yes 🗌 No
11	Dizziness or headaches (frequent)	🗌 Yes 🗌 No
12	Epilepsy or convulsions	🗌 Yes 🗌 No
13	Ear, nose, or throat disorders	🗌 Yes 🗌 No
14	Eye disorder, glaucoma	🗌 Yes 🗌 No
15	Female disorders, fibroids, or excessive or irregular bleeding	🗌 Yes 🗌 No
16	Gallbladder	🗌 Yes 🗌 No
17	Heartorcirculatory	🗌 Yes 🗌 No
18	High or low blood pressure, or cholesterol	🗌 Yes 🗌 No
19	Intestines, bowel, or colon	🗌 Yes 🗌 No
20	Joint problems, including knee and other	🗌 Yes 🗌 No
21	Kidney or bladder	🗌 Yes 🗌 No
22	Liver disorder or hepatitis	🗌 Yes 🗌 No

23. Lung problems, chronic obstructive pulmonary disease, emphysema, or	
oxygen use	
24. Mental anxiety, emotional condition or depression	
25. Muscular disorders/dystrophies	· 🗌 Yes 🗌 No
26. Neurological disease or Parkinson's	. 🗌 Yes 🗌 No
27. Neuritis, chronic or recurrent numbness/tingling	. 🗌 Yes 🗌 No
28. Obesity (overweight)	🗌 Yes 🗌 No
29. Prostate or male disorder	🗌 Yes 🗌 No
30. Rectal disorder, hemorrhoids, or bleeding	. 🗌 Yes 🗌 No
31. Sciatica or chronic pain	. 🗌 Yes 🗌 No
32. Skin condition or disease, melanoma	🛛 🗌 Yes 🗌 No
33. Stroke	. 🗌 Yes 🗌 No
34. Stomach disorders, frequent or chronic	
heartburn	🗌 Yes 🗌 No
35. Thyroid or glandular	🗌 Yes 🗌 No
36. Ulcer (stomach or duodenal)	🗌 Yes 🗌 No
37. Varicose veins, phlebitis, or blood clots	. 🗌 Yes 🗌 No
38. Any other condition or disease not listed above (list below)	

Section 6: Health statement (continued)

Question number	Year	Du	uration	Disease, injury, or	con	dition	Was recover complete?	ſ¥	Name of	physician
have an □ Yes [If Yes , p	opera] No ease g	tion that w	vas not per	een advised to formed? ding name of		or are care fa If Yes ,	you currently cility? 🔲 Yes please explai	n bel	oitalized or No	e last five years in an extended n extra sheet of
physicia	n					paper	if necessary).			
Date of hospitalizat	ion	Disease, i	njury, or c	ondition		me of operation of operation of operation of the second seco		Nam	e of physi	cian
•	•	ing to be h ☐ Yes □ N	•	l within the next	E.	-		-		ations within
lf Yes, p			0		the past 12 months? Yes I No If Yes, please explain below (use an extra sheet o				ra sheet of	
						paper if ne	cessary).			
Medication			Prescribi	ng physician		Medical co	ondition			Still taking?
										🗆 Yes 🗌 No
										🗌 Yes 🗌 No
										🗌 Yes 🗌 No
										🗆 Yes 🗌 No
										🗆 Yes 🗌 No

Please explain below any items that you checked "Yes" on the previous page.

Section 7: Premium billing options

-	nly if billing should be sent to nailing address listed on the
First name	
Last name	
Address	
City	
State	ZIP code
County	
Relationship to applicant	
	g option you want to use. (If our policy will automatically ling).
Monthly paper billing	

□ EFT (premium is automatically deducted from your bank account on the 5th of each month)

Note: If selecting EFT, please fill out the information to the right.

EFT information (complete only if EFT is selected)

Authorization to my bank

Depending on the timing of your effective date, your first premium payment may have to cover multiple months. If more than one month's premium is due for the first draft, do you authorize Regence to pull the full amount from your account?

🗌 Yes 🗌 No

If No, you are not eligible for EFT right away. You can enroll in EFT and provide your bank information at a later time.

I (or we, if this is a joint account) authorize Regence to charge my/our bank account for monthly premiums for the below named individual. I also authorize my bank to honor these monthly charges. This authority remains in effect until I revoke it in writing and provide notice to Regence.

Financial institution or bank							
Trans	it/rout	ing nu	mber				
Αςςοι	unt nur	nber					
Check	cone:		Checki Saving:	-			
Αссοι	unt hol	der's n	ame (please	print)		
Αссοι	Account holder's signature Date						
					0025		

ORDER OF	\$
MEMO	
	AUTHORIZED SIGNATURE
47891234564 123	3789456123" 0025
	1
Transit/	Account
	and the later of the second
routing	number
number	
nunbei	

Section 8: Household discount (if application is approved)

You may receive a premium discount if you qualify for our household discount. You qualify if (1) you reside with a spouse or domestic partner of any age, or (2) you currently reside with at least one, but no more than three, other adults who are age 60 or older. List the individual who you reside with that meets the household discount criteria. Signature of the individual is required.

First name	Last name
Date of birth	Relationship
Signature	Date

Regence will validate householder eligibility and may request additional documentation. If you are deemed ineligible for the household discount after the effective date of your coverage, your premium will be adjusted back to your original effective date.

Section 9: Certification, authorization and signature

Be sure to sign and date the following page of the application. Signature applies to both "Certification of completion and correctness" and "Authorization for use and disclosure of protected health information":

Certification of completion and correctness

- I affirm that the answers given in this application are true, complete, and correct.
- I am providing these answers as part of the application procedure required by Regence to enroll in their coverage.
- I understand that Regence will rely on each answer in making coverage and rating determinations.
- For the protection of all our members, fraud or misrepresentation of material fact by me for the purposes of defrauding Regence may result in Regence taking any action allowed by law or contract, including termination or rescission of coverage, denial of benefits, and/or pursuit of criminal charges and penalties.
- I understand that Regence can rescind my policy if additional information changes my eligibility status.
- If coverage is rescinded due to ineligibility, fraud or intentionally misleading statements, Regence will reimburse premium less any claims paid and will pursue reimbursement for claims paid exceeding any premium.
- I will promptly inform Regence in writing if anything happens before my coverage takes effect that makes this application incomplete or incorrect.
- I understand and agree that no coverage shall be in force until approved by Regence. Regence may call me to clarify answers on this application.
- As the applicant, I understand I have the right to inspect the information in my file.
- I will promptly inform Regence if my Medicare eligibility status changes.
- If applying with an insurance producer (agent), I have received the *Choosing a Medigap Policy:* A Guide to Health Insurance for People with Medicare booklet.

Authorization for use and disclosure of protected health information

I acknowledge and understand my health plan may request or disclose health information about me from time to time for the purpose of facilitating health care treatment, payment or for the purpose of business operations necessary to administer health care benefits, or as required by law.*

Health information requested or disclosed may be related to treatment or services performed by:

- A physician, dentist, pharmacist or other physical or behavioral health care practitioner
- A clinic, hospital, long-term care or other medical facility
- Any other institution providing care, treatment, consultation, pharmaceuticals or supplies, or
- An insurance carrier or health plan

Health information requested or disclosed may include, but is not limited to, claims records, correspondence, medical records, billing statements, diagnostic imaging reports, laboratory reports, dental records, or hospital records (including nursing records and progress notes). A separate authorization will be required for psychotherapy notes.

I understand that if this application contains any material misstatements or omissions, Regence may deny coverage, modify or cancel coverage and/or take any other legal action available to us by law.

This authorization may not be used for psychotherapy notes (notes recorded and separately maintained by a mental health professional documenting or analyzing the contents of a conversation during a counseling session).

*For more information about such uses and disclosures, including uses and disclosures required by law, please refer to the Regence Consumer Privacy Notice. A copy is available on our website at regence.com or by telephone request at 1-800-365-3155.

Section 9: Certification, authorization and signature (continued)

Do you have a personal representative (legal power of attorney/ guardian)? Yes No If yes, complete the following:			
Personal Representative First Name	Personal Representative Last Name		
Relationship to the individual			
Personal Representative's Signature Date			
Please attach legal power of attorney or guardianship docur	nentation if signing as a personal representative.		

If no personal representative, complete the following:				
Signature of Applicant	Date			
If additional health information is required to qualify you for coverage, we may send you a for the purpose of obtaining medical information.	separate authorization form			

Do not send payment with your application. We will bill you upon acceptance of your application.

Section 10: Insurance producer (agent) certification

If you have a producer, that producer may receive bonuses, commissions, administrative service fees, or other compensation, including non-cash compensation, from Regence. Incentives may be based on any of several factors, including the products you buy, your producer's volume of business with Regence, and the other services your producer provides you. For more information, please contact your producer.

For producer use only	
	ovisions to the applicant. I have not made any statements ept through written material furnished by Regence. I have ge is assigned only by Regence and provided the Oregon
I certify that the information supplied to me by the applic	cant has been truly and accurately recorded here.
List any other medical or health insurance policies sold to t	he applicant
List the policies still in force	
List the policies sold in the past five years that are no longe	er in force
Producer name (please print or type)	
Producer phone number	Regence producer number
Producer signature (required)	Date (required)
Producer: Collect no premium with application.	

Congratulations. You're almost done!

Mail, fax or email this form to Regence BlueCross BlueShield of Oregon.

Mail: P.O. Box 1106, MS-LC1NW Lewiston, ID 83501-1106 Questions?

Talk to your producer or agent. Call us at 1-844-REGENCE (1-844-734-3623)

New to Regence?

You'll receive a letter with your member ID number to get started on regence.com.

Fax:

1-877-369-3418

Email:

MedigapEligRBS@regence.com

NONDISCRIMINATION NOTICE

Regence complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Regence does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Regence:

Provides free aids 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, and 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 listed above, please contact:

Medicare Customer Service

1-800-541-8981 (TTY: 711)

Customer Service for all other plans

1-888-344-6347 (TTY: 711)

If you believe that Regence 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 civil rights coordinator below:

Medicare Customer Service

Civil Rights Coordinator MS: B32AG, PO Box 1827 Medford, OR 97501 1-866-749-0355, (TTY: 711) Fax: 1-888-309-8784 medicareappeals@regence.com

Customer Service for all other plans

Civil Rights Coordinator MS CS B32B, P.O. Box 1271 Portland, OR 97207-1271 1-888-344-6347, (TTY: 711) CS@regence.com 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 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

1-800-368-1019, 800-537-7697 (TDD).

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

Language assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (TTY: 711).

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電1-888-344-6347 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-344-6347 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-344-6347 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-344-6347 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-344-6347 (телетайп: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-344-6347 (ATS : 711)

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。1-888-344-6347 (TTY:711)まで、お電話にてご連絡ください。

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojį' hódíílnih 1-888-344-6347 (TTY: 711.)

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea te ke lava 'o ma'u ia. ha'o telefonimai mai ki he fika 1-888-344-6347 (TTY: 711)

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-344-6347 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711) ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនកិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-344-6347 (TTY: 711)។

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ

ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-344-

6347 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienstleistungen zur Verfügung. Rufnummer: 1-888-344-6347 (TTY: 711)

ማስታወሻ:- የሚናንጐት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያባዝዎት ተዘጋጀተዋል፤ በሚከተለው ቁጥር ይደውሉ 1-888-344-6347 (መስማት ለተሳናቸው:- 711)፡፡

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-344-6347 (телетайп: 711)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-344-6347 (टिटिवाइ: 711

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-344-6347 (TTY: 711)

MAANDO: To a waawi [Adamawa], e woodi balloojima to ekkitaaki wolde caahu. Noddu 1-888-344-6347 (TTY: 711)

โปรคทราบ: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-344-6347 (TTY: 711)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-888-344-6347 (TTY: 711)

Afaan dubbattan Oroomiffaa tiif, tajaajila gargaarsa afaanii tola ni jira. 1-888-344-6347 (TTY: 711) tiin bilbilaa.

توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (TTY: 711) 688-344-6347 ا تماس بگیرید.

ملحوظة: إذا كنت تتحدث فاذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 6347-6388-1888-1 (رقم هاتف الصم والبكم TTY: 711)