

<Individuals\_First\_Name> <Individuals\_Last\_Name> <Individuals\_Street\_Address> <Individuals\_City>, <Individuals\_State> <Individuals\_Zip\_Code>

May 1, 2018

Subject:

Make sure your ER visits are covered

To contact us: 888-697-0683

Dear < Individuals First Name>,

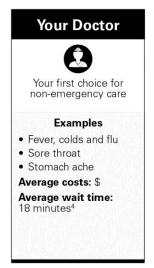
As your health benefits company, we want to be good stewards. One of the ways we do that is to confirm that you have been billed correctly for the services and/or tests that you received. Or, we may provide information that may help you make the best choice possible when using your health benefits.

We want you to know that your health plan only covers emergency room (ER) services for emergency care. Starting June 4, 2018, you may be required to pay the entire ER bill if you go to an ER as a convenience for a condition you don't think is serious or life-threatening.

While this isn't a change to your benefits plan, we want to make sure you have the information you need to make decisions about your care options. Staying in network and choosing the best place for the care you need could lower your costs.

If you think your health issue is life-threatening, don't wait! Call 911 or go to the nearest ER. We've got you covered.

Consider these convenient alternatives when you don't think it's an emergency:





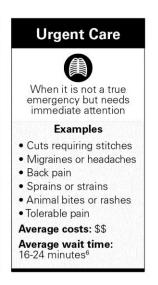


Average costs: \$

20 minutes

Average wait time:





To learn more about your care options, try one of these:

- Visit our SmartER Care<sup>s™</sup> website at smartercaretexas.com to learn more about where you can go when you need care.
- Visit Blue Access for Members<sup>™</sup> at bcbstx.com and click on the Find a Doctor link to find a doctor or urgent care clinic near you.
- Get the BCBSTX app. Text BCBSTXAPP to 33633\* or search for BCBSTX in the iTunes App Store or Google Play.

May 1, 2018

To contact us: 888-697-0683

If you have any questions, please call the number on your member ID card.

Sincerely,

Your Customer Advocates
Blue Cross and Blue Shield of Texas

MDLIVE, an independent company, operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without written permission.

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.

<sup>&</sup>lt;sup>1</sup> Check with your plan for availability.

<sup>&</sup>lt;sup>2</sup> Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only), along with the ability to prescribe. Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation, along with the ability to prescribe is limited to interactive audio/video (video only), along with the ability to prescribe in all states. Service availability depends on location at the time of consultation.

<sup>&</sup>lt;sup>3</sup> Virtual Visits, Powered by MDLIVE, may not be available on all plans. Virtual Visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE is not an insurance product or a prescription fulfillment warehouse. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

<sup>&</sup>lt;sup>4</sup> Vitals Annual Wait Time Report, 2017.

<sup>&</sup>lt;sup>5</sup> Vitals Annual Wait Time Report, 2017.

<sup>&</sup>lt;sup>6</sup> Wait Time Trends in Urgent Care and Their Impact on Patient Satisfaction, 2017.

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984

|                          | your ranguage at no cost. To talk to all interpreter, call 600-7 10-6964   |
|--------------------------|--|
| العربية<br>Arabic        | إن كان لديك أو لدى شخص تساعده أسئلة، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة. للتحدث مع مترجم فوري، اتصل على الرقم 6984-710-855.  |
| 繁體中文<br>Chinese          | 如果您, 或您正在協助的對象, 對此有疑問, 您有權利免費以您的母語獲得幫助和訊息。 洽詢一位翻譯員, 請撥電話 號碼 855-710-6984.  |
| Français<br>French       | Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 855-710-6984.                 |
| Deutsch<br>German        | Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 855-710-6984 an.         |
| ગુજરાતી<br>Gujarati      | જો તમને અથવા તમે મદદ કરી રહ્યા હોય એવી કોઈ બીજી વ્યક્તિને એસ.બી.એમ. કાયેક્રમ<br>બાબતે પ્રશ્નો હોય, તો તમને વિના ખર્ચે, તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો હક્ક છે.<br>દુભાષિયા સાથે વાત કરવા માટે આ નંબર 855-710-6984 પર કૉલ કરો. |
| हिंदी<br>Hindi           | यदि आपके, या आप जिसकी सहायता कर रहे हैं उसके, प्रश्न हैं, तो आपको अपनी भाषा में<br>निःशुल्क सहायता और जानकारी प्राप्त करने का अधिकार है। किसी अनुवादक से बात करने के<br>लिए 855-710-6984 पर कॉल करें।                                |
| 日本語<br>Japanese          | ご本人様、またはお客様の身の回りの方でも、ご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したり することができます。料金はかかりません。通訳とお話される場合、855-710-6984 までお電話ください。  |
| 한국어<br>Korean            | 만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과<br>정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 통역사가 필요하시면<br>855-710-6984 로 전화하십시오.  |
| ພາສາລາວ<br>Laotian       | ຖ້າທ່ານ ຫຼື ຄົນທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອມີຄຳຖາມ, ທ່ານມີສັດຂໍເອົາການຊ່ວຍເຫຼືອ ແລະ<br>ຂໍ້ ມູນເປັນນພາສາຂອງທ່ານໄດ້ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອລົມກັບນາຍແປພາສາ, ໃຫ້ໂທຫາເບີ້<br>855-710-6984.   |
| Diné<br>Navajo           | T'áá ni, éí doodago ła'da bíká anánílwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóóti'i' t'áá níík'e níká a'doolwoł dóó bína'ídíłkidígíí bee nił hodoonih. Ata'dahalne'ígíí bich'į' hodíílnih kwe'é 855-710-6984.                         |
| فارس <i>ی</i><br>Persian | اگر شما، یا کسی که شما به او کمک می کنید، سؤالی داشته باشید، حق این را دارید که به زبان خود، به طور رایگان<br>کمک و اطلاعات دریافت نمایید. جهت گفتگو با یک مترجم شفاهی،با شمار 6984-710-855 تماس حاصل نمایید.                        |
| Русский<br>Russian       | Если у вас или человека, которому вы помогаете, возникли вопросы, у вас есть право на бесплатную помощь и информацию, предоставленную на вашем языке. Чтобы связаться с переводчиком, позвоните по телефону 855-710-6984.            |
| Español<br>Spanish       | Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 855-710-6984.                                     |
| Tagalog<br>Tagalog       | Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa 855-710-6984.        |
| اردو<br>Urdu             | اگر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کر رہے ہیں، کوئی سوال درپیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے، 6984-710-855 پر کال کریں۔  |
| Tiếng Việt<br>Vietnamese | Nếu quý vị, hoặc người mà quý vị đang giúp đỡ, có câu hỏi, thì quý vị có quyền được giúp và nhận<br>thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi<br>855-710-6984.                       |
|                          |  |



## Health care coverage is important for everyone.

We provide free communication aids and services for anyone with a disability or who needs language assistance. We do not discriminate on the basis of race, color, national origin, sex, gender identity, age or disability.

To receive language or communication assistance free of charge, please call us at 855-710-6984.

If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator

300 E. Randolph St. 35th Floor

Chicago, Illinois 60601

Phone: 855-664-7270 (voicemail)

TTY/TDD: 855-661-6965 Fax: 855-661-6960

Email: CivilRightsCoordinator@hcsc.net

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services 200 Independence Avenue SW

Room 509F, HHH Building 1019 Washington, DC 20201

Phone: 800-368-1019 TTY/TDD: 800-537-7697

Complaint Portal: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf Complaint Forms: http://www.hhs.gov/ocr/office/file/index.html