

# 2019 Regence Medicare Advantage Enrollment Packet

Thank you for your interest in applying for the Regence BlueCross BlueShield of Oregon Medicare Advantage plan. Below are links to the items which are part of the Enrollment Packet you would receive if we were to mail it to you. Please take note and make sure to review the information. You will be receiving an "Enrollment Verification Letter" from Regence BlueCross BlueShield of Oregon within 15 calendar days of receipt of the enrollment request.

## Enrollment Packet – click links below to download and save documents

Star Rating: [HMO](#) / [PPO](#)

[Apply Online](#)

Download Application: [BlueAdvantage/MedAdvantage](#) / [Basic](#)

Benefit Summary: [BlueAdvantage](#) / [MedAdvantage](#) / [Basic \(PPO\)](#)

[Provider Search](#)

[Pharmacy Search](#)

[Formulary](#)

### Initial Enrollment Period (IEP)

If you are new to Medicare, you can enroll during your Initial Enrollment Period (IEP); the three months before, the month of, and the three months after your Part B effective date. Once you have been enrolled in a Medicare Plan, you can only make changes during the Annual Enrollment Period (AEP). Please be aware of the AEP dates are now October 15<sup>th</sup> to December 7<sup>th</sup>. This will give you a January 1<sup>st</sup> effective date for your new plan.

### Annual Enrollment Period (AEP)

Applications must be signed and dated on, or between October 15<sup>th</sup> and December 7<sup>th</sup>. *If they are signed prior to October 15<sup>th</sup> they will be returned to you with a new application.* If they are received after December 7<sup>th</sup>, you will not be able to change plans until the next AEP for January of the following year.

### Special Enrollment Period (SEP)

There are a number of reasons for Special Enrollments; Loss of a job that provides benefits, death of a spouse who's plan provided benefits, moving to an area where your old plan is not available, etc...

Once you submit your application to us, we will review your application for completeness and accuracy before we submit it to the company. You may fax, upload, email or mail your application in to CDA Insurance:

CDA Insurance LLC  
PO Box 26540  
Eugene, Oregon 97402

Fax: 1.541.284.2994 or 888.632.5470  
Secure File Upload: [Click here](#)  
Email: [cs@cda-insurance.com](mailto:cs@cda-insurance.com)

If you should have any questions on the application, please call a licensed insurance agent at 1.800.884.2343 or 1.541.434.9613. Our website: <https://medicare-washington.com>

Y0062\_MULTIPLAN\_CDA INSURANCE Washington 2019



JANUARY 1 – DECEMBER 31, 2019

# Summary of Benefits

for the service area of Benton, Clackamas, Columbia, Coos, Curry, Douglas, Jackson, Josephine, Lane, Linn, Marion, Multnomah, Polk, Yamhill and Washington counties in Oregon and Clark County in Washington

Regence  
**MedAdvantage**  
**Basic (PPO)**

This document is available electronically and may be available in other formats.

Regence is an HMO/PPO/PDP plan with a Medicare contract. Enrollment in Regence depends on contract renewal. This information is not a complete description of benefits. Call 1-888-369-3171 (TTY: 711) for more information.

H3817\_ORB-2019SB\_M



Are you eligible?

To join a Regence Medicare Advantage PPO plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area.

If you want to know more about the coverage and costs of Original Medicare, look in your current **Medicare & You** handbook. View it online at <http://www.medicare.gov> or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

The benefit information provided is a summary of what we cover and what you pay. **It does not list every service that we cover or list every limitation or exclusion.** A complete list of services we cover is found in our Evidence of Coverage (EOC). You can view our plan’s EOC on our website at [regence.com/medicare](http://regence.com/medicare) or request one through Customer Service.

Using in-network providers

**Regence MedAdvantage Basic (PPO)** has a network of doctors, hospitals, pharmacies and other providers. If you use providers that are not in our network, you may pay more for these services. You can see our plan’s provider directory and pharmacy directory at our website, [regence.com/medicare](http://regence.com/medicare).

For more information

Please call us at the phone number below or visit us at [regence.com/medicare](http://regence.com/medicare).

Prospective members call  
**1-888-369-3171** (TTY: 711)

Current PPO members call  
**1-800-541-8981** (TTY: 711)

Hours are from 8:00 a.m. to 8:00 p.m., Monday through Friday (October 1 through March 31, our telephone hours are 8:00 a.m. to 8:00 p.m., seven days a week).

Using out-of-network providers

Out-of-network/non-contracted providers are under no obligation to treat Regence members, except in emergency situations. If you receive care from an out-of-network/non-contracted provider, we will pay for the same services we cover in network, as long as the services are medically necessary. Please call our Customer Service number or see Chapter 4, section 1 of your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.



Regence  
**MedAdvantage  
Basic (PPO)**

Regence MedAdvantage Basic (PPO)	
Service area	Benton, Clackamas, Columbia, Coos, Curry, Douglas, Jackson, Josephine, Lane, Linn, Marion, Multnomah, Polk, Yamhill, Washington and Clark (Washington State) counties
Premium, deductible and out-of-pocket limits	
Monthly plan premium	<div>\$0</div> <div>You must continue to pay your Medicare Part B premiums.</div>
Deductible	
Medical	\$0
Maximum out-of-pocket responsibility	<div>In-network providers: \$5,000 annually</div> <div>Combined in- and out-of-network providers: \$10,000 annually</div> <div>This is the most you pay for copays, coinsurance and other costs for Medicare-covered Part A and Part B medical services for the year. Some services do not apply to the maximum out-of-pocket.</div>

Medical and hospital benefits

Inpatient hospital coverage <sup>1</sup>	<div>In-network: Days 1 through 4: \$390 copay per day Days 5 and beyond: \$0 copay per day</div> <div>Out-of-network: Days 1 and beyond: 50% coinsurance per day</div>
Outpatient hospital coverage	
Ambulatory surgical center services <sup>1</sup>	
<div>-For wound care</div> <div>-For all other services</div> <div>-All outpatient services</div>	<div>In-network: \$40 copay 15% coinsurance</div> <div>Out-of-network: 50% coinsurance</div>

**1-** Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

Regence MedAdvantage Basic (PPO)	
Medical and hospital benefits (cont.)	
Outpatient hospital coverage (cont.)	
Outpatient hospital services <sup>1</sup>	
<div>-For wound care</div> <div>-For all other services</div> <div>-All outpatient services</div>	<div>In-network: \$40 copay 20% coinsurance</div> <div>Out-of-network: 50% coinsurance</div>
Doctor visits	
Primary care provider <sup>2</sup>	<div>In-network: \$10 copay</div> <div>Out-of-network: 50% coinsurance</div>
Specialist <sup>2</sup>	<div>In-network: \$40 copay</div> <div>Out-of-network: 50% coinsurance</div>

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Regence MedAdvantage Basic (PPO)																									
Medical and hospital benefits (cont.)																									
<b>Preventive care</b>	<p><b>In-network:</b> \$0 copay</p> <p><b>Out-of-network:</b> 50% coinsurance</p> <p>The Medicare-covered preventive services listed below are covered under this benefit. Any additional preventive services approved by Medicare during the contract year will be covered.</p> <table> <tr> <td>Annual Wellness Visit</td><td>HIV screening</td></tr> <tr> <td>Abdominal aortic aneurysm screening</td><td>LDCT (screening for lung cancer with low-dose computed tomography)</td></tr> <tr> <td>Alcohol misuse screening and counseling</td><td>Medical nutrition therapy</td></tr> <tr> <td>Bone mass measurement</td><td>Medicare Diabetes Prevention Program (MDPP) (\$0 out of network)</td></tr> <tr> <td>Breast cancer screening (mammogram)</td><td>Obesity screening and therapy</td></tr> <tr> <td>Cardiovascular disease (behavioral therapy)</td><td>Prostate cancer screening (PSA)</td></tr> <tr> <td>Cardiovascular screening</td><td>Sexually transmitted infections screening and counseling</td></tr> <tr> <td>Cervical and vaginal cancer screening</td><td>Some immunizations (including flu, hepatitis B, and pneumococcal shots)</td></tr> <tr> <td>Colorectal cancer screening (colonoscopy, fecal occult blood test, or flexible sigmoidoscopy)</td><td>Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)</td></tr> <tr> <td>Depression screening</td><td>“Welcome to Medicare” preventive visit (one-time)</td></tr> <tr> <td>Diabetes screening</td><td></td></tr> <tr> <td>Glaucoma screening</td><td></td></tr> </table>	Annual Wellness Visit	HIV screening	Abdominal aortic aneurysm screening	LDCT (screening for lung cancer with low-dose computed tomography)	Alcohol misuse screening and counseling	Medical nutrition therapy	Bone mass measurement	Medicare Diabetes Prevention Program (MDPP) (\$0 out of network)	Breast cancer screening (mammogram)	Obesity screening and therapy	Cardiovascular disease (behavioral therapy)	Prostate cancer screening (PSA)	Cardiovascular screening	Sexually transmitted infections screening and counseling	Cervical and vaginal cancer screening	Some immunizations (including flu, hepatitis B, and pneumococcal shots)	Colorectal cancer screening (colonoscopy, fecal occult blood test, or flexible sigmoidoscopy)	Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)	Depression screening	“Welcome to Medicare” preventive visit (one-time)	Diabetes screening		Glaucoma screening	
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<b>Emergency care</b>	<p><b>In- and out-of-network:</b> \$90 copay</p> <p>Waived if admitted to the hospital within 48 hours for the same condition</p>																								
<b>Urgently needed services</b>	<b>In- and out-of-network:</b> \$40 copay																								

**1-** Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

Regence MedAdvantage Basic (PPO)	
Medical and hospital benefits (cont.)	
<b>Diagnostic services/labs/imaging</b>	
Diagnostic radiology (MRI, CAT, etc.) <sup>1</sup>	<p><b>In-network:</b> 20% coinsurance</p> <p><b>Out-of-network:</b> 50% coinsurance</p>
Lab services <sup>1</sup>	<p><b>In-network:</b> \$10 copay</p> <p><b>Out-of-network:</b> 50% coinsurance</p>
Diagnostic tests and procedures <sup>1</sup>	<p><b>In-network:</b> \$10 copay</p> <p><b>Out-of-network:</b> 50% coinsurance</p>
Outpatient X-rays	<p><b>In-network:</b> \$5 copay</p> <p><b>Out-of-network:</b> 50% coinsurance</p>
<b>Hearing services</b>	
Medical hearing exam <sup>2</sup>	<p><b>In-network:</b> \$40 copay</p> <p><b>Out-of-network:</b> 50% coinsurance</p>
Routine hearing exam <sup>3</sup>	<b>Not covered;</b> see the Optional Supplemental Benefits Section of this book for routine hearing exam options available for an additional premium
Hearing aids <sup>3</sup>	<b>Not covered;</b> see the Optional Supplemental Benefits Section of this book for hearing aid options available for an additional premium

**1-** Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

Regence MedAdvantage Basic (PPO)	
Medical and hospital benefits (cont.)	
Dental services	
Medical dental services <sup>2</sup>	<b>In-network:</b> \$40 copay <b>Out-of-network:</b> 50% coinsurance
Preventive dental services <sup>3</sup>	<b>In-network:</b> \$0 copay <b>Out-of-network:</b> 50% coinsurance Preventive dental services limited to: 1 full-mouth X-ray every 3 years 2 preventive exams every year 2 cleanings every year 2 bitewings every year Out-of-network dental providers may bill you for any charges remaining over the allowed amount
Comprehensive dental services <sup>3</sup>	<b>Not covered;</b> see the Optional Supplemental Benefits Section of this book for comprehensive dental options available for an additional premium
Vision services	
Medical vision services <sup>2</sup>	<b>In-network:</b> \$0 copay <b>Out-of-network:</b> 50% coinsurance
Routine vision exam <sup>3</sup>	<b>In-network</b> (VSP providers only): \$0 copay <b>Out-of-network:</b> 50% of the billed charge Services limited to 1 routine vision exam every year
Routine vision hardware <sup>3</sup>	<b>In-network</b> (VSP providers only): <b>Lenses:</b> \$0 copay <b>AND</b> <b>Frames</b> <b>OR</b> <b>Elective contact lenses (in lieu of eyeglasses):</b> Up to \$100 allowance (you are responsible for amounts over the allowance) <b>Medically necessary contact lenses:</b> \$0 copay

**1-** Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

Regence MedAdvantage Basic (PPO)	
Medical and hospital benefits (cont.)	
Vision services (cont.)	
Routine vision hardware <sup>3</sup> (cont.)	<b>Out-of-network:</b> <b>Lenses:</b> 50% of the billed charge <b>AND</b> <b>Frames</b> <b>OR</b> <b>Elective contact lenses (in lieu of eyeglasses):</b> Up to \$100 allowance (you are responsible for amounts over the allowance) <b>Medically necessary contact lenses:</b> 50% of the billed charge
<b>In-and out-of-network</b> services limited to: <b>Lenses:</b> 1 set of basic single vision, lined bifocal, lined trifocal or lenticular lenses every year <b>Frames:</b> 1 pair of frames up to the allowance every year <b>OR</b> <b>Contacts:</b> Single purchase of elective contact lenses up to the allowance (includes fittings) every year	
Mental health services	
Inpatient services <sup>1</sup>	<b>In-network:</b> Days 1 through 4: \$390 copay per day Days 5 through 190: \$0 copay per day  <b>Out-of-network:</b> Days 1 through 190: 50% coinsurance per day
Outpatient services <sup>1,2</sup> (Individual and group therapy)	<b>In-network:</b> \$10 copay from a PCP \$40 copay from a specialist  <b>Out-of-network:</b> 50% coinsurance

**1-** Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

Regence MedAdvantage Basic (PPO)	
Medical and hospital benefits (cont.)	
<b>Skilled nursing facility<sup>1</sup></b> (Up to 100 days per benefit period are covered)	<b>In-network:</b> Days 1 through 20: \$0 copay per day Days 21 through 100: \$160 copay per day  <b>Out-of-network:</b> Days 1 and beyond: 50% coinsurance per day
<b>Physical therapy<sup>1,2</sup></b> (Includes physical therapy, occupational therapy and speech language therapy)	<b>In-network:</b> \$40 copay <b>Out-of-network:</b> 50% coinsurance
<b>Ambulance<sup>1</sup></b>	\$275 copay per one-way transport
<b>Transportation</b>	Not covered
<b>Medicare Part B drugs<sup>1</sup></b>	<b>In-network:</b> 20% coinsurance  <b>Out-of-network:</b> 50% coinsurance
Regence MedAdvantage Basic covers Part B drugs such as chemotherapy and other drugs administered by your provider. You can see the complete list and any restrictions on our website at <a href="https://regence.com/medicare">regence.com/medicare</a> .	

**1-** Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.

Regence MedAdvantage Basic (PPO)	
Other benefits	
<b>Acupuncture<sup>3</sup></b>	<b>In-network:</b> \$20 copay <b>Out-of-network:</b> 50% coinsurance  Limited to 18 visits every year, combined with naturopathy and additional chiropractic services
<b>Annual physical exam</b>	<b>In-network:</b> \$0 copay <b>Out-of-network:</b> 50% coinsurance
<b>Chiropractic care</b>	
Medicare-covered	<b>In-network:</b> \$20 copay <b>Out-of-network:</b> 50% coinsurance  Limited to manipulation of the spine to correct a subluxation (when 1 or more of the bones of your spine move out of position)
Additional chiropractic coverage <sup>3</sup>	<b>In-network:</b> \$20 copay <b>Out-of-network:</b> 50% coinsurance  Limited to 18 visits every year, combined with acupuncture and naturopathy
<b>Naturopathy<sup>3</sup></b>	<b>In-network:</b> \$20 copay <b>Out-of-network:</b> 50% coinsurance  Limited to 18 visits every year, combined with acupuncture and additional chiropractic services
<b>Virtual visits</b>	<b>In-network:</b> \$10 copay <b>Out-of-network:</b> 50% coinsurance  You can contact MDLIVE® or a primary care physician (if offered) by phone and/or video chat

**1-** Services may require prior authorization. **2-** Services rendered in a hospital-owned clinic or in an outpatient hospital may have associated facility charges. See the Outpatient Hospital Services section for cost-sharing amounts. **3-** Services do not apply to the out-of-pocket maximum.





Optional supplemental benefits—dental and hearing benefits for your plan

Monthly premium	\$28
	In addition to your monthly plan and Part B premiums
Maximum out-of-pocket responsibility	Costs for optional supplemental benefits do not apply to the maximum out-of-pocket
Dental services	
Preventive dental services	Included in standard medical benefits
Comprehensive dental services	<b>In- and out-of-network:</b> 50% coinsurance Services limited to: 2 problem-focused exams and 2 intraoral-periapical films every year Restorations, endodontics, periodontics, oral surgery, crowns, dentures, partials, bridges and implants, limited to specific dental codes (exclusions apply) \$1,000 benefit limit per calendar year (services above the limit are your responsibility); out-of-network dental providers may bill you for any charges remaining over the allowed amount
Hearing services	
Routine hearing exam	<b>In-network</b> (TruHearing providers only): \$45 copay <b>Out-of-network:</b> \$150 copay Service limited to 1 routine hearing exam every year
Hearing aids	\$699 copay for each TruHearing Advanced hearing aid \$999 copay for each TruHearing Premium hearing aid Services covered with TruHearing providers <b>only</b> and limited to 1 hearing aid per ear, per year; coverage only for aids listed



Additional services for PPO plans

24-hour nurse line

Advice24 is a 24-hour nurse line staffed by nurses who can help you determine when, where and even if you should receive medical care when your normal doctor is unavailable. They are also able to provide self-care suggestions for minor injuries and illnesses, and help you find a nearby urgent care facility or emergency room. Call **1-800-267-6729**.

Urgent and emergency care when you travel

If you travel outside the United States, you can leave home without worrying about access to care if you need it (except for prescription drugs). The plan covers urgent care and medical emergencies anywhere in the world.

Visitor/traveler program (PPO plans only)

The Blue Medicare Advantage Network Sharing Program for PPO plans is available in select areas of 37 states and Puerto Rico: Alabama, California, Colorado, Connecticut, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Kansas, Kentucky, Louisiana, Maine, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Virginia, Washington, West Virginia and Wisconsin. By using a participating provider while you travel the U.S. or Puerto Rico, you will enjoy the same in-network benefits for Medicare covered services as you would if you were still at home. You can search for a participating provider at **bcbs.com**.

No-cost gym memberships

The Silver&Fit® Exercise & Healthy Aging Program provides you access to fitness center/ YMCA membership(s) through a broad network of participating locations or access to the Home Fitness program, with your choice of up to two Home Fitness Kits per calendar year. You can view Healthy Aging educational materials and a newsletter online or request it to be sent via mail. Access the program at **SilverandFit.com**.

Your personal well-being

With your wellness program, you can use our interactive tools, health trackers and wellness resources to take charge of your health and enjoy your life. Through your personalized dashboard on **regence.com** the online health assessment, digital self-guided programs, symptom checker and tracking for many apps and compatible devices are right at your fingertips. You will also find information about and links to basic health information, your benefits and other resources so you can be more empowered while reaching your life balance goals.

Additional services for PPO plans

Medications made easy

With MedSavvy® you are able to compare medications side by side for effectiveness and shop around for the lowest cost in your area based on your benefits, as well as other services. You can even ask a pharmacist if you still have questions for more personalized care. Access MedSavvy by signing in to your account on **regence.com**.

Virtual diabetes prevention

Retrofit is a diabetes prevention program offered in a virtual setting for members at risk of developing diabetes. The program delivers a personalized experience with expert coaches who provide practical training in making long-term dietary changes, increasing physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle. Sign in on your secure account on **regence.com** to find out if you qualify.

Personalized Care Support (palliative care)

Get one-on-one support if you or your loved one is facing a serious or life-limiting condition. This program uses a team-based approach to coordinate care between medical providers and community resources so you get the support you need when you need it most.

Disease management

If you're living with a chronic condition, our disease management program can give you the tools and information you need to take an active role in your health. We'll help you understand how to manage your condition, support your doctor's care and help you improve your quality of life. We also give you checklists and information to help you figure out how you're doing and general information about your condition. You can get answers about your condition and its treatment over the phone from a registered nurse disease manager. They use guidelines based on research evidence to decide what education and support might work best for you.

Case management

Navigating the health care system can be a challenge, but when you're working through a health crisis, not knowing what to do can make things even harder. Regence Case Management can help. If you face a serious medical situation, you'll have access to one-on-one support at no extra cost. Our registered nurses and clinical behavioral health specialists will help you make sense of your health coverage and get the care you need.

*The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a registered trademark of ASH and used with permission herein.*  
*Not all YMCAs participate in the network. Please check the searchable directory on the Silver&Fit website to see if your location participates in the program.*

*American Specialty Health Incorporated, MDLIVE, MedSavvy, Retrofit, TruHearing and VSP are separate and independent companies that do not provide Blue Cross and Blue Shield products or services, and are solely responsible for their products or services.*

## Notes

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## Important information to know before you enroll

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-800-541-8981**.

## Understanding the Benefits

- ☐ Review the full list of benefits found in the Evidence of Coverage (EOC), especially for those services for which you routinely see a doctor. Visit **regence.com/medicare** or call **1-800-541-8981** to view a copy of the EOC.
- ☐ Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.

## Understanding Important Rules

- ☐ In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- ☐ Benefits, premiums and/or copayments/co-insurance may change on January 1, 2020.
- ☐ Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for covered services provided by a non-contracted provider, the provider must agree to treat you. Except in an emergency or urgent situation, non-contracted providers may deny care.



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, kojì’ 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៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់អ្នក។ ជូរ ទូរស័ព្ទ 1-888-344-6347 (TTY: 711)។

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

सहायिता सेवा तुराडे लयी मुदत छुपलबय है। 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:- የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፤ 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 ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-344-6347 (TTY: 711)

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

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄວນນິຍົມໃຫ້ທ່ານ. ໂທ 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 1-888-344-6347 (TTY: 711) تماس بگیرید.

ملحوظة: إذا كنت تتحدث فانكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-344-6347

(رقم هاتف الصم والبكم 711 TTY: 711)

## For more information

Visit us at **[regence.com/medicare](https://www.regence.com/medicare)**.

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