



Dept 120830  
PO Box 1259  
Oaks, PA 19456



9523754

15149377

October 19, 2017

Survey Number: 1

88752-1



Dear

Under the federal Affordable Care Act, Blue Cross Blue Shield of Massachusetts is required to report the following information about our members to the federal government:

- Name, address, and tax ID number of the primary insured
- Name and tax ID number for each individual covered by the policy

Note: Your tax ID number can be a Social Security Number (SSN), Taxpayer Identification Number (TIN), or Taxpayer Identification Number for Pending U.S. Adoptions (ATIN).

### Tax ID Number for Member(s) on Your Health Plan

Our records show that we are missing a tax ID number for the following member(s) on your plan:

1

To make it easy, you can provide us with this information in any of the following ways:



Log in to [www.bluecrossma.com/taxid](http://www.bluecrossma.com/taxid) and provide the information requested-your date of birth and the survey number listed at the top of this letter.



Call 888-806-2999 to speak to a representative, Monday through Friday, 8:00 a.m. to 6:00 p.m. ET. The representative will ask you for your date of birth and survey number for verification purposes.



Complete the questionnaire found on the reverse side of this letter and mail it to PO BOX 543099, OMAHA, NE 68154.

### We Value Your Privacy and Security

We know you want to protect your privacy and keep your information safe and secure. We do, too. Blue Cross Blue Shield of Massachusetts does not sell personal information. We only share your personal information in accordance with federal and state law and by using industry-wide information security practices.

### Questions?

If you have questions or would like to request a copy of our privacy policy, please call Member Service at the number on the front of your ID card.

As always, thank you for being a member of Blue Cross Blue Shield of Massachusetts.

Sincerely,

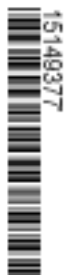
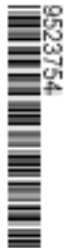
Lynn A. Bowman  
Vice President  
Member and Provider Service

## Tax ID Number Questionnaire

### Tax ID Number

Your tax ID number can be a Social Security Number (SSN), Taxpayer Identification Number (TIN), or Taxpayer Identification Number for Pending U.S. Adoptions (ATIN). All tax ID numbers are nine digits long.

Tax ID Number: \_\_\_\_\_



## Nondiscrimination Notice

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

Blue Cross Blue Shield of Massachusetts provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print or other formats).
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

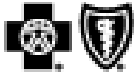
If you need these services, call Member Service at the number on your ID card.

If you believe that Blue Cross Blue Shield of Massachusetts has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with the Civil Rights Coordinator by mail at Civil Rights Coordinator, Blue Cross Blue Shield of Massachusetts, One Enterprise Drive, Quincy, MA 02171-2126; phone at 1-800-472-2689 (TTY: 711); fax at 1-617-246-3616; or email at [civilrightscordinator@bcbsma.com](mailto:civilrightscordinator@bcbsma.com).

If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, online at [ocrportal.hhs.gov](http://ocrportal.hhs.gov); by mail at U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, DC 20201; by phone at 1-800-368-1019 or 1-800-537-7697 (TDD).

Complaint forms are available at [hhs.gov](http://hhs.gov).



MASSACHUSETTS

# Translation Resources

## Proficiency of Language Assistance Services



**Spanish/Español:** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

**Portuguese/Português:** ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).

**Chinese/简体中文:** 注意：如果您讲中文，我们可向您免费提供语言协助服务。请拨打您 ID 卡上的号码联系会员服务部（TTY 号码：711）。

**Haitian Creole/Kreyòl Ayisyen:** ATANSYON: Si ou pale kreyòl ayisyen, sèvis asistans nan lang disponib pou ou gratis. Fèle nimewo Sèvis Mèm nan li sou kat idantifikasyon w lan (Sèvis pou Malantandan TTY: 711).

**Vietnamese/Tiếng Việt:** CHÚ Ý: Nếu quý vị nói Tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ được cung cấp cho quý vị miễn phí. Gọi cho Dịch vụ Hội viên theo số trên thẻ ID của quý vị (TTY: 711).

**Russian/Русский:** ВНИМАНИЕ: если Вы говорите по-русски, Вы можете воспользоваться бесплатными услугами переводчика. Позвоните в отдел обслуживания клиентов по номеру, указанному в Вашей идентификационной карте (телефон: 711).

**Arabic/عربي:**

المتكلمون باللغة العربية تتوفر خدمات المساعدة اللغوية مجاناً (بالتحديد، تلك الخدمات المتاحة على الرقم الموجود على بطاقة الهوية (أحداث الهاتف التي تنتمي اليكم (TTY: 711).

**Mon-Khmer, Cambodian/ខ្មែរ:** ការជូនជំនួយ: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភាសាភាសាខ្មែរ គឺអាចរកបានសម្រាប់អ្នក។ សូមទូរស័ព្ទទៅមុខនៃការសេវាសាមីកតាមលេខនៅលើដីកាការសម្គាល់អ្នករបស់អ្នក (TTY: 711)។

**French/Français:** ATTENTION : si vous parlez français, des services d'assistance linguistique sont disponibles gratuitement. Appelez le Service adhérents au numéro indiqué sur votre carte d'assuré (TTY : 711).

**Italian/Italiano:** ATTENZIONE: se parlate italiano, sono disponibili per voi servizi gratuiti di assistenza linguistica. Chiamate il Servizio per i membri al numero riportato sulla vostra scheda identificativa (TTY: 711).

**Korean/한국어:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드에 있는 전화번호(TTY: 711)를 사용하여 회원 서비스에 전화하십시오.

**Greek/Ελληνικά:** ΠΡΟΣΟΧΗ: Εάν μιλάτε Ελληνικά, διατίθενται για σας υπηρεσίες γλωσσικής βοήθειας, δωρεάν. Καλέστε την Υπηρεσία Εξυπηρέτησης Μελών στον αριθμό της κάρτας μέλους σας (ID Card) (TTY: 711).

**Polish/Polish:** UWAGA: Osoby posługujące się językiem polskim mogą bezpłatnie skorzystać z pomocy językowej. Należy zadzwonić do Działu obsługi ubezpieczonych pod numer podany na identyfikatorze (TTY: 711).

**Hindi/हिंदी:** ध्यान दें: यदि आप हिन्दी बोलते हैं, तो भाषा सहायता सेवाएँ, आप के लिए नि:शुल्क उपलब्ध हैं। सदस्य सेवाओं को आपके आई.डी. कार्ड पर दिए गए नंबर पर कॉल करें (टी.टी.वाई. 711)।

**Gujarati/ગુજરાતી:** ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો તમને ભાષાની સહાયતા સેવાઓ વિના મૂલ્યે ઉપલબ્ધ છે. તમારા આઈ.ડી. કાર્ડ પર આપેલા નંબર પર Member Service ને કૉલ કરો (TTY: 711)

**Tagalog/Tagalog:** PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika, sa pagitan ang Mga Serbisyo sa Miyembro sa numerong nasa iyong ID Card (TTY: 711).

**Japanese/日本語:** お知らせ:日本語をお話しになる方は無料の言語アシスタンスサービスをご利用いただけます。IDカードに記載の電話番号を使用してメンバーサービスまでお電話ください (TTY: 711)。

**German/Deutsch:** ACHTUNG: Wenn Sie Deutsche sprechen, steht Ihnen kostenlos fremdsprachliche Unterstützung zur Verfügung. Rufen Sie den Mitgliederdienst unter der Nummer auf Ihrer ID-Karte an (TTY: 711).

**Persian/پارسیان:**

توجه: اگر زبان شما فارسی است، خدمات کمک زبانی ب صورت رایگان در اختیار شما قرار می گیرد یا شماره تلفن متنوع بر روی کارت شناسایی خود را بخش «خدمات اعضا» تماس بگیرید (TTY: 711).

**Lao/ລາວ:** ຂໍ້ຄວບໄຂໃຈ: ຖ້າຈຳນວນພາສາລາວໄດ້, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາທີ່ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໃຫ້ຕາລາກບໍລິການສະມາຊິກທີ່ພາສາລາວກໍ່ໃຫ້ຂວັນຢູ່ໃນບັດສະໜັບສະໜູນ (TTY: 711).

**Navajo/Diné Bizaad:** BAA ÁKOHWIINDZIN DOOÍGÍ: Diné k'ehji yánilh'i go saad' bee yá'í' éi t'ájiik'e bee níká'a' doowolgo éi ná'ahost'i'. Dá bee anítahéí ninaaltsoos líne'déé' nómbe bíká'ígáí' béésh' bee hodílnih (TTY: 711).