

2022 PEBB Continuation Coverage (Unpaid Leave) Election/Change



We must receive this form **no later than 60 days** from the date your PEBB health plan coverage ends, or from the postmark date on the *PEBB Continuation Coverage Election Notice* sent to you, whichever is later. Directions for returning this form are located after the signature section on page 11.

Your first premium payment and applicable premium surcharges are due to the Health Care Authority (HCA) **no later than 45 days** after your 60-day election period ends. We will not enroll you until we receive your first payment. If HCA does not receive your first payment during this 45-day timeframe, you will not be enrolled, and you will lose your rights for PEBB Continuation Coverage (Unpaid Leave). Premiums and applicable premium surcharges are due from the date your other coverage ended.

This form replaces all *PEBB Continuation Coverage (Unpaid Leave) Election/Change* forms submitted in the past. Therefore, you must complete the entire form, including the dependent section for any children you want to keep covering.

Inaccurate, incomplete, or illegible information may delay coverage. Type or print clearly in dark ink and use all capital lettering in the spaces provided. Example **J O H N**

All forms and documents are available on HCA's website at hca.wa.gov/pebb-continuation under *Forms & publications* or by calling 1-800-200-1004 (TRS: 711).

Remember to read and sign Section 9. To add or remove children, complete Section 10 on page 12.

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Qualifying event

Check only one.

- Applying for disability retirement
- Layoff
- Reversion employee (for reasons other than a layoff)
- Approved Leave Without Pay (LWOP)
- Workers' compensation
- Approved educational leave
- Faculty between periods of eligibility
- Seasonal employee off-season
- Employee appealing a dismissal action
- USERRA (military) leave Date called to duty in the uniformed services

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Subscriber

Date employer coverage ended

Social Security number

Date of birth

Sex assigned at birth¹

Last name

Male Female
Gender identity²

First name

Male Female X
Middle initial Suffix

¹ This field is required for health care services.

² Gender X means a gender that is not exclusively male or female. This field is optional and will be kept private to the extent allowable by law. To learn more, visit hca.wa.gov/gender-x.



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Subscriber's last name

Social Security number

Phone number

Alternate phone number

Street address

Address line 2

City

State

ZIP/Postal code

County

Mailing address (if different)

Mailing address line 2

City

State

ZIP/Postal code

County

 You must report your new address to the PEBB Program **no later than 60 days** after you move. You can report it by using this form, by sending a written request to the address on page 11 of this form, or by calling 1-800-200-1004 (TRS: 711).

Are you or any eligible dependents enrolled in PEBB insurance coverage under another account?

Yes

No

Continue coverage (Select all that apply.)

Medical

Dental

Life and accidental death and dismemberment (AD&D) insurance

Long-term disability insurance (only if on educational or USERRA military leave)

Add coverage (Select all that apply.)

Medical

Dental

Terminate coverage (Select all that apply.)


Medical


Dental

Long-term disability insurance (only if on educational or USERRA military leave)

Termination date

If terminating, include reason

 If you terminate all coverage, you will not be eligible to enroll again in PEBB Continuation Coverage unless you regain eligibility.

 You may elect to continue coverage you were enrolled in on the day your PEBB health plan coverage ended. If you have life insurance and wish to port, convert, or terminate coverage, call MetLife at 1-833-854-9624.

If you are enrolled in a Medical Flexible Spending Arrangement (FSA) or Limited Purpose FSA and would like to continue it, call Navia Benefit Solutions at 1-800-669-3539 **no later than 60 days** after the mailing date on the *PEBB Continuation Coverage Election Notice*.

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Subscriber's last name

Social Security number

Tobacco use premium surcharge

Response required if you are enrolling in medical coverage. The PEBB Program requires a \$25-per-account tobacco use premium surcharge in addition to your monthly medical premium if you or a dependent (age 13 or older) enrolled on your PEBB medical coverage uses a tobacco product. Tobacco use is defined as any use of tobacco products within the past two months except for religious or ceremonial use.

If a provider finds that ending tobacco use or participating in your medical plan's tobacco cessation program will negatively affect your or your dependent's health, see more information in the PEBB Program Administrative Policy 91-1 at hca.wa.gov/pebb-rules.

If you check **Yes** or do not check any boxes below, you will be charged the \$25 premium surcharge. For instructions on how to respond, see the *PEBB Premium Surcharge Attestation Help Sheet* on HCA's website at hca.wa.gov/pebb-continuation under *Forms & publications*. To change your attestation, use the *PEBB Premium Surcharge Change Form*.

Does the tobacco use premium surcharge apply to you? Check one:

Yes, I am subject to the \$25 premium surcharge. I have used tobacco products in the past two months. If this is a change to a previous attestation, submit the *PEBB Premium Surcharge Attestation Change Form*.

No, I am not subject to the \$25 premium surcharge. I have not used tobacco products in the past two months, or I have enrolled in or accessed one of the tobacco cessation resources noted in the *PEBB Premium Surcharge Attestation Help Sheet*.

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Social Security number

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Spouse or state-registered domestic partner (SRDP)

List an eligible spouse or SRDP you wish to enroll or remove from coverage. SRDP is defined in WAC 182-12-109. To add or remove children, please complete Section 11 at the end of this form. Your spouse or SRDP cannot be enrolled in two PEBB medical or dental accounts at the same time. A health plan change is not allowed when adding a SRDP if they are not a tax dependent.

Relationship to subscriber

Spouse: date of marriage

SRDP: date registered

 If enrolling a SRDP, attach a *PEBB Declaration of Tax Status* to indicate whether they qualify as a dependent for tax purposes under IRC Section 152, as modified by IRC Section 105(b). You must also provide proof of their eligibility within the PEBB Program's enrollment timelines, or they will not be enrolled. Timelines and a list of documents we will accept to prove eligibility are available at hca.wa.gov/pebb-continuation.

Social Security number

Date of birth

Sex assigned at birth¹

Last name

Male Female
Gender identity²

First name

Male Female X
Middle initial Suffix

Street address (if different from subscriber)

Address line 2

City

State

ZIP/Postal code

County

Continue coverage (Select all that apply.)

Medical

Dental

Add coverage (Select all that apply.)

Medical

Dental

Terminate coverage (Select all that apply.)


Medical

Dental

Termination date

If terminating coverage, include reason

To terminate life or AD&D insurance, call MetLife at 1-866-548-7139

 If removing a spouse due to divorce, attach a copy of divorce decree. If removing a SRDP due to dissolution, attach a copy of the dissolution of state-registered domestic partnership.

¹ This field is required for health care services.

² Gender X means a gender that is not exclusively male or female. This field is optional and will be kept private to the extent allowable by law. To learn more, visit hca.wa.gov/gender-x.

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Subscriber's last name

Social Security number

Tobacco use premium surcharge

Response required if you are enrolling your spouse or SRDP in medical coverage. If you check **Yes** or do not check any boxes below, you will be charged the \$25-per-account tobacco use premium surcharge in addition to your monthly medical premium. For instructions on how to respond, see the *PEBB Premium Surcharge Attestation Help Sheet* on HCA's website at hca.wa.gov/pebb-continuation under *Forms & publications*. To change your attestation, use the *PEBB Premium Surcharge Attestation Change* form.

Does the tobacco use premium surcharge apply to you? Check one:

Yes, I am subject to the \$25 premium surcharge. This dependent has used tobacco products in the past two months. If this is a change to a previous attestation, submit the *PEBB Premium Surcharge Attestation Change* form.

No, I am not subject to the \$25 premium surcharge. This dependent has not used tobacco products in the past two months or has enrolled in or accessed one of the tobacco cessation resources noted in the *PEBB Premium Surcharge Attestation Help Sheet*.

Spouse or state-registered domestic partner (SRDP) coverage premium surcharge

Response required if you are enrolling your spouse or SRDP in medical coverage. The PEBB Program requires a \$50 premium surcharge in addition to your monthly medical premium if you are enrolling your spouse or SRDP in PEBB medical and they have chosen not to enroll in another employer-based group medical that is comparable to Uniform Medical Plan (UMP) Classic. See the *PEBB Premium Surcharge Attestation Help Sheet* for instructions on how to respond. If you check **Yes** below or leave this section blank, you will be charged the \$50 premium surcharge.

Does the spouse or SRDP coverage premium surcharge apply to you? Check one:

Yes, I am subject to the \$50 premium surcharge. I used the *PEBB Premium Surcharge Attestation Help Sheet* and completed the *PEBB Spousal Plan Calculator*.

No, I am not subject to the \$50 premium surcharge. I used the *PEBB Premium Surcharge Attestation Help Sheet* and, if needed, completed the *PEBB Spousal Plan Calculator*. Which questions on the *PEBB Premium Surcharge Attestation Help Sheet* did you check **No**? Check all that apply. Question 1 is not applicable.

Question 2


Question 3

Question 4

Question 5

Question 6

PEBB Program to help determine if premium surcharge applies. I used the *PEBB Premium Surcharge Attestation Help Sheet* and am submitting a printed *PEBB Spousal Plan Calculator*. The PEBB Program will use these to help determine whether my spouse's or SRDP's employer-based group medical is comparable to UMP Classic and whether I am subject to this premium surcharge.

 The *PEBB Premium Surcharge Attestation Help Sheet* and *PEBB Spousal Plan Calculator* are available at hca.wa.gov/pebb-continuation under *Forms & publications*.

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Changes to an existing account

Are you making changes to an existing account?

Yes If Yes, check all changes that apply in the section below.

Date of event/change:

No If no, continue to Section 5.

Changes you can make anytime

Name change

Address change

Terminate medical coverage for you or your enrolled dependents

Terminate dental coverage for you or your enrolled dependents

Remove dependents from coverage. If removal is due to loss of eligibility (divorce, annulment, dissolution, or dependent ceasing to be eligible as a child), the PEBB Program must receive this form and proof of the event **no later than 60 days** after the last day of the month the dependent loses eligibility. Coverage will be terminated the last day of the month of loss of eligibility. If applicable, provide your former dependent's new address:

Street address

Address line 2

City

State

ZIP/Postal code

To terminate life and accidental death and dismemberment (AD&D) insurance, call MetLife at 1-833-548-7139.

Changes you can make during annual open enrollment

All changes become effective January 1 of the following year. Check the box next to the changes requested.

Add dependents

Remove dependents

Add or change medical plan

Add or change dental plan

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Changes you can make if an event creates a special open enrollment (SOE)

The PEBB Program only allows changes outside of annual open enrollment when an event creates a special open enrollment. We must receive this form and proof of the event **no later than 60 days** after the event occurs. In most cases, the enrollment or change will be effective the first day of the month after the event date or the date we receive the form, whichever is later.

To enroll a newborn or child whom you, the subscriber, have adopted (or have assumed legal responsibility for support ahead of adoption), you should notify the PEBB Program by submitting the required forms as soon as possible. Doing so ensures timely payment of claims. If adding the child increases the premium, the required forms must be received **no later than 60 days** after the date of the birth, adoption, or the date the legal responsibility for support is assumed ahead of adoption.

Check the box next to the matching events below.

The following events allow a subscriber to add dependents or change medical or dental plans:

Subscriber or dependent loses other coverage under a group health plan or through health insurance coverage, as defined by the Health Insurance Portability and Accountability Act (HIPAA).

Subscriber has a change in employment status that affects the subscriber's eligibility for their employer contribution toward their employer-based group health plan.

Subscriber's dependent has a change in their own employment status that affects their eligibility for the employer contribution under their employer-based group health plan.

A court order requires the subscriber or any other individual to provide insurance coverage for an eligible dependent of the subscriber.

Subscriber or dependent enrolls in or loses eligibility for coverage under Medicaid or a state Children's Health Insurance Program (CHIP).

Subscriber or dependent becomes eligible for a state premium assistance subsidy for PEBB health plan coverage from Medicaid or CHIP.

Subscriber or dependent enrolls in or loses eligibility for Medicare or enrolls in or terminates enrollment in a Medicare Advantage plan or Medicare Part D plan.

Child becomes eligible as an extended dependent through legal custody or legal guardianship. Also complete a *PEBB Extended Dependent Certification* and *PEBB Declaration of Tax Status* to indicate whether they qualify as a dependent for tax purposes under IRC Section 152, as modified by IRC Section 105(b) available at hca.wa.gov/pebb-continuation.

Marriage, registering a state-registered domestic partnership as defined by Washington Administrative Code (WAC) 182-12-109, birth, adoption, or assuming a legal obligation for support ahead of adoption. You must also submit a *PEBB Declaration of Tax Status* if adding a state-registered domestic partner or their child to indicate whether they qualify as a dependent for tax purposes under IRC Section 152, as modified by IRC Section 105(b). A health plan change is not allowed when adding a SRDP or their child if they are not a tax dependent.

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Social Security number

The following events allow a subscriber to add dependents:

Subscriber or dependent has a change in enrollment under another employer-based group health plan during its annual open enrollment that does not align with the PEBB Program's annual open enrollment.

Subscriber's dependent has a change in residence from another country to within the United States or from the United States to another country, and that change resulted in the dependent losing their health insurance.

The following events allow a subscriber to change medical or dental plans:

Subscriber or dependent has a change in residence that affects health plan availability.

Subscriber or dependent's current health plan becomes unavailable because the subscriber or enrolled dependent is no longer eligible for a health savings account.

Subscriber or dependent experiences a disruption of care for active and ongoing treatment that could function as a reduction in benefits for the subscriber or their dependent (requires approval by the PEBB Program).

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Medical plan selection

Call the medical plans you are interested in to make sure your provider is in the network and for details about benefits. Their contact information is located on page 13.

Choose one medical plan.

Kaiser Foundation Health Plan of the Northwest¹

Kaiser Permanente NW² Classic

Kaiser Permanente NW² Consumer-Directed Health Plan

Kaiser Foundation Health Plan of Washington¹

Kaiser Permanente WA Classic

Kaiser Permanente WA Consumer-Directed Health Plan

Kaiser Permanente WA SoundChoice³

Kaiser Permanente WA Value

Uniform Medical Plan (UMP), administered by Regence BlueShield

UMP Classic

UMP Select

UMP Consumer-Directed Health Plan

UMP Plus–Puget Sound High Value Network¹

UMP Plus–UW Medicine Accountable Care Network¹

¹ These plans have a specific service area. If you move out of the service area, you must change your plan; otherwise, you will have limited access to network providers and covered services. You must notify the PEBB Program **no later than 60 days** after you move.

² Kaiser Foundation Health Plan of the Northwest offers plans in Clark and Cowlitz counties in Washington and select counties in Oregon.

³ Not all contracted providers in Spokane County are in the SoundChoice network. Please make sure your provider is in-network before you visit.

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Dental plan selection

Choose one dental plan in this section. Before you enroll, make sure the provider you want to use accepts the specific plan and group you choose. Plan contact information is on page 13.

Preferred Provider Organization (PPO)

Uniform Dental Plan (Group #03000), administered by Delta Dental of Washington.

You can choose any dental provider and change providers at any time. Your out-of-pocket costs will be lower if you use a preferred provider.

Managed-Care Plans (limited network)

DeltaCare (Group #03100), administered by Delta Dental of Washington.

You must select a primary care dentist in the DeltaCare network.

Willamette Dental of Washington. (Group WA 82), administered by Willamette Dental of Washington, Inc.

You must select and receive care from a primary care dental provider in the Willamette Dental Group network.

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Life and accidental death and dismemberment (AD&D) insurance

Yes, I wish to continue the life and AD&D insurance I had as an active employee. I understand I will need to pay MetLife for basic life insurance and basic AD&D Insurance in addition to any supplemental life and supplemental AD&D insurance I have while on PEBB Continuation Coverage (Unpaid Leave). If you wish to decrease your supplemental life and/or AD&D insurance amounts while on PEBB Continuation Coverage (Unpaid Leave), please call MetLife at 1-866-548-7139.

No, I do not wish to continue the life and AD&D insurance I had as an employee. I understand I must reapply for supplemental life insurance and AD&D insurance when I regain eligibility and I must submit evidence of insurability to MetLife for supplemental life insurance. I understand that MetLife must receive my completed *MetLife Enrollment/Change Form* through MetLife's MyBenefits portal at mybenefits.metlife.com/wapebb no later than 31 days after the date I regain eligibility.

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Social Security number

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Long-term disability (LTD) insurance

This section applies only to employees on approved educational leave, or who are called to active duty in the uniformed services as defined under Uniformed Services Employment and Reemployment Rights Act (USERRA).

Current enrollment with employing agency

Employer-paid LTD coverage (\$2.10/month)

Employee-paid LTD coverage (select a plan)

50 percent coverage

60 percent coverage

Desired enrollment while self-paying

I wish to keep the same employer-paid LTD insurance I had as an employee and increase the employee-paid LTD coverage level from 50-percent to 60-percent. I understand I must reapply for the employee-paid 60-percent coverage level LTD insurance and submit evidence of insurability to Standard for approval when I regain eligibility for the employer contribution. I understand my employing agency must receive the required enrollment forms **no later than 31 days** after the date I regain eligibility.

Initials

I wish to keep the same employer-paid LTD insurance I had as an employee and decrease the employee-paid LTD coverage level from 60-percent to 50-percent. I understand I must reapply for the 50-percent coverage level employee-paid LTD insurance and submit evidence of insurability to Standard for approval when I regain eligibility for the employer contribution. I understand my employing agency must receive the required enrollment forms **no later than 31 days** after the date I regain eligibility.

Initials

I wish to keep the same employer-paid LTD insurance I had as an employee and decline the employee-paid LTD coverage. I understand I must reapply for the employee-paid LTD insurance and submit evidence of insurability to Standard for approval when I regain eligibility for the employer contribution. I understand my employing agency must receive the required enrollment forms **no later than 31 days** after the date I regain eligibility.

Initials

I do not wish to keep the LTD insurance I had as an employee. I understand I must reapply for the employee-paid LTD insurance and submit evidence of insurability to The Standard for approval when I regain eligibility for the employer contribution. I understand my employing agency must receive the required enrollment forms **no later than 31 days** after the date I regain eligibility.

Initials

I wish to keep the same coverage I had as an employee. Initials

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Subscriber's last name

Social Security number

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Signature

I have received and read the *PEBB Continuation Coverage Election Notice*, including any appendices. By submitting this form, I declare that the information I have provided is true, complete, and correct. If it isn't, or if I do not update this information within the timelines in PEBB Program rules, to the extent permitted by federal and state laws, I must repay any claims paid by my health plans. My dependents and I may also lose PEBB benefits as of the last day of the month we were eligible.

To the extent permitted by law, the PEBB Program may retroactively terminate coverage for me and my dependents if I intentionally misrepresent eligibility, or do not fully pay premiums when due. In addition, I understand that it is a crime to knowingly provide false, incomplete, or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines, and denial of PEBB Program benefits.

If I send payment, this does not mean that I will be automatically enrolled in PEBB insurance coverage. The PEBB Program will verify eligibility for my dependents and me. If we do not qualify, I will receive a refund. I understand

I am responsible for paying any applicable tobacco use premium surcharge and spouse or state-registered domestic partner coverage premium surcharge in addition to my monthly medical premium.

If I enroll in a consumer-directed health plan with a health savings account (HSA), I must meet HSA eligibility conditions. I understand that the PEBB Program will direct a portion of my monthly premium to an HSA on my behalf based on the information I have provided, and that there are limits to these contributions and my HSA contributions (if any) under federal tax law.

I understand that my enrollment and my dependents' enrollment are subject to me abiding by all applicable deadlines and PEBB Program rules and policies. Failure to comply with applicable deadlines and PEBB Program rules and policies may result in my benefits selection being rejected. This form replaces all *PEBB Continuation Coverage (Unpaid Leave) Election/Change* forms previously submitted to the PEBB Program.

Please sign, date, and keep a copy for your records.

Subscriber's signature

Date

Form return

Submit form and documentation using one of the methods below:

Mail to:

Washington State Health
Care Authority
PO Box 42684
Olympia, WA 98504-2684

Fax to:

1-360-725-0771

If payment is enclosed, make it payable to Health Care Authority and mail to:

Washington State Health Care
Authority
PO Box 42691
Olympia, WA 98504-2691

Electronically submit:

Send a secure online message to PEBB Customer Service by registering for an account at hca.wa.gov/fuze-questions. Sign and date any forms you attach to a secure message. **Note:** This is different from PEBB My Account.

HCA is committed to providing equal access to our services. If you need an accommodation, or require documents in another format, call the PEBB Program at 1-800-200-1004 (TRS: 711).

HCA's privacy notice: We will keep your information private as allowed by law. To see our Privacy Notice, go to HCA's website at hca.wa.gov/pebb-continuation.

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Social Security number

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Dependents

List eligible dependents you wish to enroll or remove from coverage. Enrolled children must be eligible under PEBB Program rules. This includes children through the month of their 26th birthday (regardless of marital status, student status, or eligibility for coverage under another plan) and dependent children age 26 or older with a disability. Dependents cannot be enrolled in two PEBB medical or dental accounts at the same time.

If enrolling a state-registered domestic partner's child, extended dependent, or other nonqualified tax dependent, also attach a *PEBB Declaration of Tax Status* to indicate whether they qualify as a dependent for tax purposes under IRC Section 152, as modified by IRC Section 105(b). A health plan change is not allowed when adding a SRDP's child if they are not a tax dependent.

If enrolling an extended dependent, attach a *PEBB Extended Dependent Certification*, a valid court order showing legal custody or guardianship, and a *PEBB Declaration of Tax Status*.

If enrolling a child with a disability age 26 or older, also submit a *PEBB Certification of a Child with a Disability*.


Relationship to subscriber

Child

Stepchild (not legally adopted)

Extended dependent (attach copy of court order)

Child with a disability age 26 or older

 If adding more dependents, copy pages 12 – 13 and attach to this form.

Social Security number

Date of birth

Sex assigned at birth¹

Male

Female

Last name

Gender identity²

Male

Female

X

First name

Middle initial

Suffix

Street address (if different from subscriber)

Address line 2

City

State

ZIP/Postal code

County

Select all that apply.

Continue coverage

Medical

Dental

Add coverage

Medical

Dental

Terminate coverage

Medical

Dental

If terminating coverage, include reason

Termination date

To terminate life and AD&D insurance, call MetLife at 1-866-548-7139.

¹ This field is required for health care services.

² Gender X means a gender that is not exclusively male or female. This field is optional and will be kept private to the extent allowable by law. To learn more, visit hca.wa.gov/gender-x.

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Social Security number

Tobacco use premium surcharge

Response required for dependents age 13 or older enrolling in medical coverage. If you check **Yes** or do not check any boxes below, you will be charged the \$25-per-account tobacco use premium surcharge in addition to your monthly medical premium. For instructions on how to respond, see the *PEBB Premium Surcharge Attestation Help Sheet* on HCA's website at hca.wa.gov/pebb-continuation under *Forms & publications*.

Does the tobacco use premium surcharge apply to you? Check one:

Yes, I am subject to the \$25 premium surcharge. This dependent has used tobacco products in the past two months. If this is a change to a previous attestation, submit the *PEBB Premium Surcharge Attestation Change Form*.

No, I am not subject to the \$25 premium surcharge. This dependent has not used tobacco products in the past two months or has enrolled in or accessed one of the tobacco cessation resources noted in the *PEBB Premium Surcharge Attestation Help Sheet*.

2022 PEBB Program contractors

 Do not send forms to the addresses below. This information is only for your reference.

Medical Contractors

Kaiser Foundation Health Plan of the Northwest

500 NE Multnomah St., Suite 100
Portland, OR 97232-2099
1-800-813-2000 (TRS: 711)

Kaiser Foundation Health Plan of Washington

1300 SW 27th Street
Renton, WA 98057
1-866-648-1928
TTY: 1-800-833-6388

Uniform Medical Plan, administered by Regence BlueShield (for medical benefits)

PO Box 2998
Tacoma, WA 98401
1-888-849-3681 (TRS: 711)

Uniform Medical Plan, administered by Washington State Rx Services (for prescription drug questions)

PO Box 40168
Portland, OR 97240-0168
1-888-361-1611 (TRS: 711)

Dental Contractors

DeltaCare, administered by Delta Dental of Washington

400 Fairview Ave. N., Suite 800
Seattle, WA 98109-5371
1-800-650-1583
TTY: 1-800-833-6384

Uniform Dental Plan, administered by Delta Dental of Washington

400 Fairview Ave. N., Suite 800
Seattle, WA 98109-5371
1-800-537-3406
TTY: 1-800-833-6384

Willamette Dental of Washington, Inc.

6950 NE Campus Way
Hillsboro, OR 97124-5611
1-855-433-6825 (TRS: 711)

Life insurance contractor

Metropolitan Life insurance company (MetLife)

MetLife Recordkeeping Center
PO Box 14406
Lexington, KY 40512
1-866-548-7139

Long-term disability insurance contractor

The Standard Insurance Company

900 SW Fifth Avenue
Portland, OR 97204
1-800-368-2860