



October 2017

Retiree Edition

For Your Benefit

Public Employees Benefits Board (PEBB) Program

PEBB's open enrollment is November 1 – 30, 2017

What's changing with your PEBB health coverage for 2018

All changes are effective January 1, 2018

- Medical plan benefits
- Medical and dental plan premiums
- Contribution amounts for the health savings account (HSA) (non-Medicare retirees only)
- PEB Board policy resolutions

Medical plan benefits

The only plan with benefit changes for 2018 is Kaiser Permanente of Washington (formerly Group Health).



In 2018, Kaiser Permanente of Washington (formerly Group Health) will:

- Introduce a new prescription drug deductible and prescription drug out-of-pocket maximum to all of their plans except the consumer-directed health plan (CDHP) with a health savings account (HSA) and Original Medicare.
- Switch the CDHP network from Access PPO to Core HMO, adding:
 - Consulting Nurse Helpline for advice 24/7.
 - Access to CareClinics at Bartell Drugs at select Seattle-area locations.
 - Diagnosis and treatment for routine issues with a Kaiser Permanente online visit (cost is identical to an office visit).
- Align with Kaiser Permanente's national coverages for the Medicare Advantage plan to offer the following additions at no cost to the member:
 - Diabetes Prevention Program
 - Annual physical exam
 - Telehealth
 - 6th prescription drug tier: \$0 vaccine tier

Why is the Uniform Medical Plan (UMP) Classic premium for Medicare retirees increasing so much for 2018?

Medical plan premiums are partially calculated based on the plans' health care costs for previous years and total cost estimates for the upcoming year. Total costs depend on how many people are enrolled in each plan, how often they go to the doctor, which services or treatments they need, and how much those services or treatments cost. Projected cost increases on prescription drugs often used by Medicare retirees also drive higher premiums.

For Medicare retirees in UMP Classic, high prescription drug costs and the fixed \$150-per-month Medicare subsidy (approved by the legislature) are leading to significant increases in the premium amounts retirees will pay next year. More than half of costs for Medicare members enrolled in UMP Classic are pharmacy-related:

- Medicare is the primary payer for medical care, and UMP Classic typically pays the remainder.
- UMP Classic plan is the primary payer for prescription drugs.

HCA is determining how we can moderate UMP Classic premiums for Medicare retirees in future years and reduce the rising costs of prescription drugs.

What are my other medical plan options?

To see other plan options available in your area, review your customized letter enclosed with this newsletter.



Non-Medicare subscribers only: Reattest to the spouse/state-registered domestic partner coverage premium surcharge for 2018

Medicare retiree subscribers: If you are enrolled in Medicare Part A and Part B, this information does not apply to you. You do not need to attest.

Non-Medicare retiree subscribers: Even if you do not make plan changes for 2018, if you attested in 2017 and will cover a spouse or state-registered domestic partner on your PEBB medical for 2018, you may have to reattest to the premium surcharge. The PEBB Program will mail you a notification letter in late October if you have to reattest.

You can also find out if you are required to reattest using *My Account*. Starting November 1, log in to *My Account* at www.hca.wa.gov/pebb and follow the instructions.

If required, you must reattest by November 30, 2017. If you are required to reattest but do not, you will pay the monthly \$50 premium surcharge in addition to your monthly premiums starting January 1, 2018, for the rest of the plan year unless you have a qualifying event that allows you to change your attestation.

To learn more, visit www.hca.wa.gov/pebb-retirees and search *Surcharges*.



Medical and dental plan premiums

See the 2018 PEBB retiree monthly premiums in the enclosed customized letter.

Non-Medicare subscribers only: Contribution amounts for the health savings account (HSA)

For those enrolled in a consumer-directed health plan (CDHP) with an HSA, the annual HSA contribution limit for an individual (subscriber only) account will increase to \$3,450 in 2018, up from \$3,400 in 2017. The contribution amount for a family will increase to \$6,900 in 2018, up from \$6,750 in 2017. Subscribers ages 55 and older can continue to contribute an additional \$1,000 per year to these amounts.

These maximum allowable amounts include all contributions made from both you and the PEBB Program. Remember to also include the \$125 SmartHealth wellness incentive contributed to your HSA if you receive it in January 2018.

PEBB Board policy resolutions

To see all of the policy resolutions adopted by the PEBB Board, as well as changes to PEBB rules that take effect January 1, 2018, visit www.hca.wa.gov/pebb.

For retirees not enrolled in Medicare Part A and Part B: All SmartHealth-eligible subscribers will receive a separate PEBB wellness incentive after completing their SmartHealth Well-being Assessment on or before December 31 of the current plan year. This separate PEBB wellness incentive may be earned only once per plan year.

This means that a SmartHealth-eligible PEBB subscriber may complete the Well-being Assessment and qualify for the separate wellness incentive, even if they don't satisfy the requirements to qualify for the \$125 wellness incentive. Learn more at

www.hca.wa.gov/pebb under *Wellness programs*.



Reminder—CDHPs/HSAs and Medicare don't mix!

If you or a covered family member becomes eligible for Medicare while you are enrolled in a consumer-directed health plan (CDHP) with a health savings account (HSA) in 2018, you must change to a non-CDHP PEBB medical plan or remove the Medicare-eligible family member from your coverage. The family member you remove would **not** be eligible for COBRA.

If you or a covered family member will become Medicare-eligible in 2018, you may consider changing to a non-CDHP plan during the PEBB Program's open enrollment. If you wait until you enroll in Medicare to change plans, any amount you've paid toward your deductible and out-of-pocket maximum during the plan year will be lost and you'll have to start over with your new plan.

Changes you can make during open enrollment





You can make the changes listed below during the PEBB Program's open enrollment, November 1–30, 2017.

Some retirees can make some changes through *My Account* at www.hca.wa.gov/pebb. If you cannot make changes online, *My Account* will direct you to the correct forms. The PEBB Program must **receive** your completed forms by November 30. Changes made through *My Account* must be completed by midnight on November 30, 2017.

You can also find forms at www.hca.wa.gov/pebb or order a retiree forms packet by calling the PEBB Program's automated line at 1-866-577-2793.

Note: 2018 forms will not be available online until November 1, 2017.

For help with making changes, see “Who to contact for help” on page 7.

Changes you can make	How to make them
 Change your medical or dental plan	Log in to <i>My Account</i> to make changes or find the forms you need to submit. Note: Willamette Dental and DeltaCare are managed-care plans; you must receive care from a primary care dental provider in the plan's network. Uniform Dental Plan (UDP) is a preferred-provider organization; you can choose any dental provider. Visit www.hca.wa.gov/pebb or contact the PEBB Program at 1-800-200-1004 with any questions.
 Defer or cancel your PEBB enrollment	Submit the <i>2018 Retiree Coverage Election/Change</i> form (form A-OE) and any other applicable forms.
 Add or remove a dependent from your PEBB medical plan	Submit the <i>2018 Retiree Coverage Election/Change</i> form (form A-OE) and any other applicable forms.
 Non-Medicare subscribers only: Attest to the spouse or state-registered domestic partner coverage premium surcharge	Log in to <i>My Account</i> to see whether you need to attest to this surcharge. Then make changes in <i>My Account</i> or submit the <i>2018 Premium Surcharge Change Form</i> . Find the <i>2018 Premium Surcharge Help Sheet</i> at www.hca.wa.gov/pebb under <i>Forms and publications</i> .

Benefits fairs schedule

During open enrollment you can learn more about your health plan and other insurance options by attending one of the PEBB Program's benefits fairs. You can pick up information and speak personally with representatives from the health plans, the PEBB Program, Department of Retirement Systems, and other vendors that administer benefits for PEBB members. Some of the fairs include presentations for retirees and/or about the UMP Plus plan.

City	Date/Time	Location
Aberdeen	Nov. 9, 2017 12 to 2 p.m.	Grays Harbor College, 1620 Edward P. Smith Drive, Schermer Building, Room 4134A Retiree Presentation: 12:30 to 1:30 p.m., Schermer Building, Room 4134B UMP Plus Presentation: 12 to 12:30 p.m., Schermer Building, Room 4134B
Bellevue	Nov. 3, 2017 1 to 3 p.m.	Bellevue College, Cafeteria Building C, Rooms C120 A & B, 3000 Landerholm Circle SE Retiree Presentation: 1:30 to 2:30 p.m., Cafeteria Building C, Rooms C130 A & B UMP Plus Presentation: 1:30 to 2 p.m., Library Events Center, Building D, Room D106
Bellingham	Nov. 16, 2017 8:30 to 11 a.m.	Western Washington University, Viking Union Building, Rooms 565 A/B/C Retiree Presentation: 9 to 10 a.m., Rooms 565 A/B/C
Cheney	Nov. 9, 2017 8 to 11 a.m.	Eastern Washington University, Hargreaves Hall, Room 201, Corner of C and Seventh Streets Retiree Presentation: 9:30 to 10:30 a.m., Tawanka Rooms 215 B/C UMP Plus Presentation: 8:30 to 9 a.m., Tawanka Rooms 215 B/C
Ellensburg	Nov. 6, 2017 8:30 to 10:30 a.m.	Central Washington University, SURC Ballroom, 400 E. University Way Retiree Presentation: 9 to 10 a.m., SURC 202
Everett	Nov. 17, 2017 9 a.m. to 12:30 p.m.	Everett Community College, Walt Price Fitness Center, 2000 Tower Street Retiree Presentation: 9:30 to 10:30 a.m., Multipurpose Room UMP Plus Presentation: 11:30 a.m. to 12 p.m., Multipurpose Room
Lakewood	Nov. 7, 2017 9 to 11:30 a.m.	Clover Park Technical College, McGavick Conference Center, Building 23, Room 301, 4500 Steilacoom Boulevard SW Retiree Presentation: 9:30 to 10:30 a.m., Room 302 UMP Plus Presentation: 10:30 to 11 a.m., Room 302
Mount Vernon	Nov. 16, 2017 1:30 to 3:30 p.m.	Best Western Plus, Skagit Valley Inn Convention Center, Fidalgo Room, 2300 Market Street Retiree Presentation: 2 to 3 p.m., San Juan Room
Olympia	Nov. 8, 2017 11 a.m. to 1 p.m.	John A. Cherberg Building, Senate Hearing Rooms 1 & 4, 304 15th Avenue UMP Plus Presentation: 12 to 12:30 p.m., Senate Hearing Room 3
Pasco	Nov. 7, 2017 8 to 10:30 a.m.	Columbia Basin College, Byron Gjerde Center, H Building, 2600 N. 20th Avenue Retiree Presentation: 9 to 10 a.m., Byron Gjerde Center, H Building
Port Angeles	Nov. 17, 2017 11 a.m. to 1 p.m.	Peninsula College, Room J47, 1502 E. Lauridsen Boulevard Retiree Presentation: 11:30 a.m. to 12:30 p.m., Little Theater
Pullman	Nov. 8, 2017 9 a.m. to 1:30 p.m.	Washington State University, Compton Union Building (CUB), Junior Ballroom, West Room 212 Retiree Presentation: 9:30 to 10:30 a.m., CUB, Junior Ballroom, East Room 210
Seattle	Oct. 31, 2017 10 a.m. to 3 p.m.	UW Medical Center, Health Sciences Lobby, 3rd floor, 1959 NE Pacific Street UMP Plus Presentation: 1:15 to 1:45 p.m., Hogness Auditorium (Room A420)
Seattle	Nov. 1, 2017 10 a.m. to 3 p.m.	Harborview Medical Center, Research and Training Building Lobby, 325 9th Avenue UMP Plus Presentation: 10 to 10:30 a.m., Research and Training Auditorium
Seattle	Nov. 2, 2017 10 a.m. to 3 p.m.	University of Washington, Husky Union Building (HUB), North Ballroom Retiree Presentation: 10 to 11 a.m., HUB Room 203 UMP Plus Presentation: 12:30 to 1 p.m., HUB Room 203

(continued)

Benefit fairs schedule (cont.)

City	Date/Time	Location
Shoreline	Nov. 15, 2017 12:30 to 3 p.m.	Shoreline Conference Center, Shoreline Room, 18560 First Avenue NE Retiree Presentation: 1:30 to 2:30 p.m., Spartan Room UMP Plus Presentation: 12:30 to 1 p.m., Spartan Room
Spokane	Nov. 9, 2017 1 to 4 p.m.	Spokane Community College, Building 6, Sasquatch/Bigfoot Rooms, 1810 N. Greene Street Retiree Presentation: 2:30 to 3:30 p.m., Lair Auditorium UMP Plus Presentation: 1 to 1:30 p.m., Lair Auditorium
Tumwater	Nov. 27, 2017 9 a.m. to 12 p.m.	Dept. of Labor & Industries, Auditorium, 7273 Linderson Way SW Retiree Presentation: 10 to 11 a.m., Auditorium
Vancouver	Nov. 3, 2017 11 a.m. to 1:30 p.m.	Clark College, Gaiser Hall Student Center, 1933 Fort Vancouver Way Retiree Presentation: 11:30 a.m. to 12:30 p.m., Penguin Union Building (PUB), Rooms 258 A, B, & C
Walla Walla	Nov. 7, 2017 1 to 3:30 p.m.	Walla Walla Community College, Water & Environmental Center, Rotunda & Lobby, 500 Tausick Way Retiree Presentation: 2 to 3 p.m., Water & Environmental Center, Rooms 2023 & 2024
Wenatchee	Nov. 2, 2017 9 a.m. to 12 p.m.	Wenatchee Valley College, Wells Hall, Campus Theater, 1300 Fifth Street Retiree Presentation: 10 to 11 a.m., Van Tassell Cafeteria 5015A
Yakima	Nov. 6, 2017 12:30 to 3:30 p.m.	Howard Johnson Plaza, Orchard Room, 9 N. 9th Street Retiree Presentation: 1:30 to 2:30 p.m., Plum Room UMP Plus Presentation: 12:30 to 1 p.m., Plum Room



Need directions?

Find maps and parking information by selecting the *Benefits fairs* link at www.hca.wa.gov/pebb.

UMP Plus webinars (non-Medicare retirees only)

The UMP Plus networks are hosting webinars to present information about the plan and answer questions about its services and benefits. Tune in to learn more.

- Puget Sound High Value Network: October 25, 12 to 1 p.m. Pacific Time (PT).
- UW Medicine Accountable Care Network: November 8, 12 to 1 p.m. PT.

The webinars will be available for later listening at www.pugetsoundhighvaluenetwork.org/program-details and https://pgi.webcasts.com/starthere.jsp?ei=1158463&tp_key=a191c9bfa2.

Find more information online

Are you looking for more details about your PEBB benefits? Visit HCA's website at hca.wa.gov/pebb-retirees to find answers to your questions.

• Medical and dental plans

- Use the plan-specific pages under the *Medical plans & benefits* section to read details about plan benefits, including certificates of coverage, summaries of benefits, and premiums.
- Compare dental plans and find in-network providers under *Dental plans & benefits*.

• Forms and publications

- Search for important forms and publications.

• Premium surcharge (non-Medicare subscribers only)

- If you will cover your spouse or state-registered domestic partner under your PEBB medical in 2018, use the online

2018 Spousal Plan Questionnaire and *2018 Spousal Plan Calculator* to help you find out if you have to pay the spouse or state-registered domestic partner coverage premium surcharge.

• Additional benefits

- View other benefit options available to you under the *Additional benefits* section, such as auto and home insurance and discounts through your health plan.

Log in to *My Account* at www.hca.wa.gov/pebb to:

- View your *Statement of Insurance*, which lists the PEBB benefits you are currently enrolled in. You can also review your customized letter provided with this newsletter. **Note:** The *Statement of Insurance* will not display plan selections for 2018 until January 1, 2018.

Who to contact for help

Contact the plans directly for help with:

- Benefit questions
- ID cards
- Claims
- Making sure your doctor or dentist contracts with the plan
- Choosing a doctor or dentist
- Making sure your prescriptions are covered

Contact the PEBB Program at 1-800-200-1004 for help with:

- Eligibility questions or changes (Medicare, divorce, etc.)
- Premium surcharge questions
- Changing your name, address, or phone number
- Finding forms
- Adding or removing dependents

Medical plans	Website addresses	Customer service phone numbers	TTY** customer service phone numbers
Kaiser Permanente NW Classic, CDHP, or Senior Advantage*	https://my.kp.org/wapebb	503-813-2000 or 1-800-813-2000 Medicare members: 1-877-221-8221	711
Kaiser Permanente WA (formerly Group Health) Classic, Medicare Advantage, Original Medicare, SoundChoice, or Value	www.kp.org/wa/pebb	206-630-4636 or 1-888-901-4636	711 or 1-800-833-6388
Kaiser Permanente WA (formerly Group Health Options) CDHP	www.kp.org/wa/pebb	206-630-4636 or 1-888-901-4636	711 or 1-800-833-6388
Medicare Supplement Plan F, administered by Premiera Blue Cross	www.premera.com	1-800-817-3049	1-800-842-5357
Uniform Medical Plan Classic, UMP CDHP, or UMP Plus, administered by Regence BlueShield	www.hca.wa.gov/ump	1-888-849-3681	711
UMP Plus—Puget Sound High Value Network	www.pugetsoundhighvaluenetwork.org	1-855-776-9503	711
UMP Plus—UW Medicine Accountable Care Network	www.uwmedicine.org/umpplus	1-855-520-9500	711

Health savings account (HSA) trustee	Website address	Customer service phone number	TTY** customer service phone number
HealthEquity	www.healthequity.com/pebb	1-877-873-8823	711

Life insurance	Website address	Customer service phone number
MetLife	www.mybenefits.metlife.com/wapebb	1-866-548-7139

Dental plans	Website addresses	Customer service phone numbers
DeltaCare, administered by Delta Dental of Washington	www.deltadentalwa.com/pebb	1-800-650-1583
Uniform Dental Plan, administered by Delta Dental of Washington	www.deltadentalwa.com/pebb	1-800-537-3406
Willamette Dental Group	www.willamettedental.com/wapebb	1-855-4DENTAL (433-6825)

*Kaiser Foundation Health Plan of the Northwest, with plans offered in Clark and Cowlitz counties in WA, and the Portland, OR, area.

**Text telephone services for the deaf, hard of hearing, or speech impaired

This is your only 2018 open enrollment notice.

Important dates to remember



November 1–30, 2017:

Open enrollment period for the 2018 plan year. You may hear a December 7, 2017, date being advertised for the Medicare open enrollment, but this date is for individual private plans (**not** PEBB plans). See “Changes you can make during open enrollment” on page 4.

Note: If you do not want to make any medical or dental plan changes and your plans are still available in your county for 2018, you will remain enrolled in your current plans for 2018 if you take no action.

October 31– November 27, 2017:

PEBB benefits fairs held throughout Washington. Meet plan representatives and other benefit vendors to learn about your options. See the full schedule on pages 5-6.

November 30, 2017:

Last day to make changes to your PEBB insurance coverage in *My Account* (from www.hca.wa.gov/pebb) or by submitting forms to the PEBB Program. **Note:** All plan changes in *My Account* must be made by midnight Pacific Time. Remember that some changes cannot be made online, and the PEBB Program must **receive** all forms by November 30, 2017.

January 1, 2018:

New plan year begins. Open enrollment changes become effective.

January 15, 2018:

New 2018 premiums due for retirees who pay by monthly invoice or by Electronic Debit Service.

January 31, 2018:

New 2018 premiums deducted for retirees who have their premiums deducted from their Department of Retirement Systems (DRS) pension. **Note:** If your DRS pension amount will no longer be enough to cover your monthly premiums in 2018, your payment method will change. You will receive a monthly invoice from the Health Care Authority, or you can elect to have your premiums deducted from your bank account using the Electronic Debit Service option.

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

Required federal notice

Summary of Benefits and Coverage available to you

The Affordable Care Act requires the PEBB Program and its contracted medical plans to provide a **Summary of Benefits and Coverage (SBC)** to help you compare medical plan benefits, terms, and your costs for care from network and out-of-network providers.

To get an SBC from your current PEBB medical plan, you can either:

- Go to **www.hca.wa.gov/pebb** to view or print it online, OR
- Go to your plan's website to view or print it online, OR
- Call your plan to request a paper copy at no charge. (Your medical plan can also provide paper copies translated in other languages.)

To get an SBC from another PEBB medical plan, you can either:

- Go to **www.hca.wa.gov/pebb** to view or print it online, OR
- Go to the plan's website to view or print it online, OR
- Call the PEBB Program at 1-800-200-1004 to request a paper copy at no charge.

Note: SBCs are not available for the Premera Blue Cross Medicare Supplement Plan F and Medicare Advantage plans.

Required federal notice

Annual notice of creditable prescription drug coverage

If you or a family member is (or will soon be) entitled to Medicare, you may hear about your opportunity to enroll in Medicare Part D (prescription drug coverage).

You do not have to enroll in Medicare Part D. All PEBB medical plans except Premera Blue Cross Medicare Supplement Plan F (available to retirees and COBRA members enrolled in Medicare Part A and Part B) provide creditable prescription drug coverage. This means the prescription drug coverage offered by PEBB's medical plans is expected to pay out, on average, as much as Medicare Part D coverage.

If your PEBB medical plan provides creditable prescription drug coverage when you become entitled to Medicare Part A and Part B, you can keep your PEBB medical coverage and not pay a penalty if you enroll in Medicare Part D later (see below).

If you lose or drop your current PEBB medical coverage:

To avoid paying a higher premium, you should enroll in a Medicare Part D plan within 63 days after your PEBB medical coverage ends. If you don't enroll within the 63-day deadline, your Medicare Part D plan's monthly premium may increase by 1 percent or more for every month you didn't have coverage.

Employees: If you enroll in a Medicare Part D plan, your PEBB medical plan may not coordinate prescription drug benefits with Medicare Part D.

Retirees and COBRA members enrolled in Medicare

Parts A and B: If you enroll in a Medicare Part D plan, you will need to enroll in Premera Blue Cross Medicare Supplement Plan F to keep your PEBB insurance coverage. You cannot enroll in Medicare Part D and stay enrolled in any other PEBB medical plan.

For questions about Medicare Part D, call the Centers for Medicare & Medicaid Services at 1-800-633-4227 or visit **medicare.gov**.

PEBB Program Nondiscrimination Notice and Language Access Services

The PEBB Program and its contracted health plans comply with applicable federal civil rights laws and do not discriminate (exclude people or treat them differently) on the basis of race, color, national origin, age, disability, or sex.

The PEBB Program also complies with applicable state civil rights laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

The PEBB Program 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, accessible electronic formats, 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 believe this organization has failed to provide language access services or discriminated in another way...	You can file a grievance with:
PEBB Program <i>You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the HCA Compliance Officer is available to help you.</i>	Health Care Authority Division of Legal Services, Attn: HCA Compliance Officer PO Box 42704 Olympia, WA 98504-2704 1-855-682-0787 (TRS: 711) Fax 360-586-9551 compliance@hca.wa.gov
PEBB MEDICAL PLANS	
Kaiser Foundation Health Plan of the Northwest	Kaiser Foundation Health Plan of the Northwest Attn: Member Relations – Kaiser Civil Rights Coordinator 500 NE Multnomah, Suite 100 Portland, OR 97232 1-800-813-2000 or 503-813-2000 (TTY: 711)
Kaiser Foundation Health Plan of Washington (formerly Group Health Cooperative) Kaiser Foundation Health Plan of Washington Options, Inc. (formerly Group Health Options, Inc.)	Kaiser Foundation Health Plan of Washington Civil Rights Coordinator Quality GNE-D1E-07 PO Box 9812 Renton, WA 98057 1-888-901-4636 or 206-630-4636 (TTY: 711) Fax 206-901-6205 csforms@ghc.org
Washington State Rx Services (for discrimination concerns about prescription-drug benefits for Uniform Medical Plan [UMP])	Washington State Rx Services Attn: Appeals Unit PO Box 40168 Portland, OR 97204-0168 1-888-361-1611 (TDD/TTY: 711) Fax 1-866-923-0412 compliance@modahealth.com
Premera Blue Cross (for discrimination concerns about Medicare Supplement Plan F and the Center of Excellence Program for UMP Classic and UMP CDHP members)	Premera Blue Cross Attn: Civil Rights Coordinator - Complaints and Appeals PO Box 91102 Seattle, WA 98111 1-855-332-4535 (TTY: 1-800-842-5357) Fax 425-918-5592 AppealsDepartmentInquiries@Premera.com

If you believe this organization has failed to provide language access services or discriminated in another way...	You can file a grievance with:
Regence BlueShield (for discrimination concerns about UMP Classic, UMP Consumer-Directed Health Plan [CDHP], and UMP Plus)	Regence BlueShield Civil Rights Coordinator MS: CS B32B, PO Box 1271 Portland, OR 97207-1271 1-888-344-6347 (TTY: 711) CS@regence.com
Regence BlueShield (for discrimination concerns about UMP Classic for Medicare members)	Regence BlueShield 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
PEBB DENTAL PLANS	
Delta Dental (for discrimination concerns about DeltaCare and the Uniform Dental Plan)	Delta Dental Attn: Isaac Lenox, Compliance/Privacy Officer PO Box 75983 Seattle, WA 98175 1-800-554-1907 (TTY: 1-800-833-6384) Fax 206-729-5512 Compliance@DeltaDentalWA.com
Willamette Dental <i>HCA will process discrimination complaints pertaining to Willamette Dental Group.</i>	Health Care Authority Division of Legal Services, Attn: HCA Compliance Officer PO Box 42704 Olympia, WA 98504-2704 1-855-682-0787 (TRS: 711) Fax 360-586-9551 compliance@hca.wa.gov

You can also file a civil rights complaint with:

U.S. Department of Health and Human Services, Office for Civil Rights
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 (TDD: 1-800-537-7697)

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> (to submit complaints electronically)
<http://www.hhs.gov/ocr/office/file/index.html> (to find complaint forms online)

[English] Language assistance services, including interpreters and translation of printed materials, are available free of charge. Employees: Contact your employer's personnel, payroll, or benefits office directly. Retirees, COBRA, and Continuation Coverage members only: Contact PEB Division Benefits Services at 1-800-200-1004. (TRS: 711).

[Amharic] የቋንቋ እገዛ አገልግሎት፣ አስተርጓሚ እና የሰነዶችን ትርጉም ጨምሮ በነጻ ይገኛል። ተቀጣሪዎች፣ የቀጣሪዎችን ሰራተኛ፣ የደግዝ ወይም ጥቅም-ጥቅም ክፍያ ጽ/ቤትን በቀጥታ ያነጋግሩ። ጡረታ የወጡ፣ COBRA እና ቀጣይነት ያለው ሽፋን አባላት ብቻ፣ የ PEB መምሪያ ጥቅም-ጥቅም አገልግሎትን በ1-800-200-1004. (TRS: 711) ያነጋግሩ።

[Arabic] خدمات المساعدة في اللغات، بما في ذلك المترجمين الفوريين وترجمة المواد المطبوعة، متوفرة مجاناً. للموظفين: اتصل بمكتب شؤون العاملين بالشركة، أو مكتب المرتبات أو الاستحقاقات مباشرة. للمتقاعدين، وأعضاء COBRA وأعضاء التغطية المستمرة فقط: اتصل بخدمات استحقاقات قسم PEB على الرقم 1-800-200-1004. (TRS: 711).

[Burmese] ဘာသာပြန်ဆိုင်များနှင့် ထုတ်ပြန်ထားသည့် စာရွက်စာတမ်းများဘာသာပြန်ခြင်းအပါအဝင် ဘာသာစကားအထောက်အကူဝန်ဆောင်မှုများကို အခမဲ့ရရှိနိုင်ပါသည်။ အလုပ်သမားများ- သင့်အလုပ်ရှင်၏ကိုယ်ရေးအရာရှိ၊ လစာ သို့မဟုတ် အကျိုးခံစားခွင့်ဆိုင်ရာ ရုံးသို့ တိုက်ရိုက်ဆက်သွယ်ပါ။ ပင်စင်လုပ်သူများ- COBRA နှင့် ဆက်လက်ပြီးအကျိုးခံစားခွင့်အသွင်သို့ အခွင့်အလမ်းသဘာဝ- PEP ဌာနသို့ အကျိုးခံစားခွင့်ဝန်ဆောင်မှုများသို့ 1-800-200-1004. (TRS: 711) ကိုဖုန်းခေါ်ဆိုပါ။

[Cambodian] សេវាជំនួយភាសា រួមមានទាំងអ្នកបកប្រែផ្ទាល់មាត់ និង ការបកប្រែឯកសារបោះពុម្ព គឺអាចរកបានដោយឥតគិតថ្លៃ។ ហៅទូរស័ព្ទទៅលេខ 1-800-562-3022 (TRS: 711)។ និយោជិត៖ សូមទាក់ទងការិយាល័យបុគ្គលិកនិយោជករបស់អ្នក ការិយាល័យបុគ្គលិកនៃ ការិយាល័យអគ្គនាយកដ្ឋាននិយោជករបស់អ្នក COBRA, និងសមាជិក Continuation Coverage ប៉ុណ្ណោះ៖ សូមទាក់ទងសេវាអគ្គនាយកដ្ឋាននៃ នៃនាយកដ្ឋាន PEB តាមលេខ 1-800-200-1004. (TRS: 711)។

[Chinese] 免费提供语言协助服务，包括口译员和印制资料翻译。雇员：直接联系雇主的私人、工资或福利办公室。仅限退休人员、COBRA 和持续承保成员：联系 PEB 部门福利服务处，电话为 1-800-200-1004 (TRS: 711)。

[Korean] 통역 서비스와 인쇄 자료 번역을 포함한 언어 지원 서비스를 무료로 이용하실 수 있습니다. 직원: 고용주의 인사, 급여 또는 수당을 관리하는 사무소에 직접 문의하십시오. 퇴직자, COBRA 및 Continuation Coverage 회원만 해당: 1-800-200-1004, TRS: 711 로 PEB Division Benefits Services 에 문의하십시오.

[Laotian] ການບໍລິການດ້ານພາສາ, ລວມທັງນາຍແປພາສາ ແລະ ການແປອອກສານຕົ້ນ, ມີໄວ້ໃຫ້ຜິດໃດບໍ່ຄວນ. ພະນັກງານ: ຕິດຕໍ່ຫາພະແນກທະບຽນພິລອອກງານຍັງ, ພະແນກບັນຊີເງິນເດືອນ, ຫລື ຫ້ອງການສະໄດດິການໂດຍກົງໂລດ. ຜູ້ອອກແບບງານ, COBRA, ແລະ ການຊົມກັນທີ່ດຳເນີນຕົ້ນໄປສູ່ລະບົບສະມາຊິກເທົ່ານັ້ນ: ຕິດຕໍ່ຫາພະແນກສະໄດດິການ PEB ໄດ້ທັງໝົດ 1-800-200-1004 (TRS: 711).

[Oromo] Tajajilwwan gargaarsa afaanii, turjumaanaafi i waantota maxxanfaman kan hiikan bilisaan jiru. Hojjetoota: Kallattiidhaan peeroolii personeelii ykn waajira faayidaawwanii hojjechiisaa kee qunnami. COBRA fimiseensota Haguuggii Itti fufinsaa qofa: Tajaajilawwan Faayidaawwan Hirmaannaa PEB 1-800-200-1004. (TRS: 711) irratti qunnamuu dandeessu.

[Persian] خدمات کمک زبانی، از جمله مترجم شفاهی و ترجمه اسناد و مدارک (مطالبت) چاپی، بصورت رایگان ارائه خواهد شد. قابل توجه کارگران: با بخش پرسنل کارفرمای خود لیست حقوق، یا اداره رفاه مستقیماً تماس بگیرید. بازنشستگان، COBRA، و اعضای که دارای ادامه پوشش بیمه هستند فقط با بخش خدمات و مزایا PEB با شماره 1-800-200-1004 تماس بگیرید. (TRS: 711)

[Punjabi] ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ—ਦੁਭਾਸ਼ੀਏ ਅਤੇ ਪ੍ਰਿੰਟ ਕੀਤੀ ਹੋਈ ਸਮੱਗਰੀ ਦੇ ਅਨੁਵਾਦ ਸਮੇਤ—ਮੁਫ਼ਤ ਉਪਲਬਧ ਹਨ। ਮੁਲਾਜ਼ਮ: ਆਪਣੇ ਚੁਗ਼ਾਰਦਾਰਾ ਦੇ ਮੁਲਾਜ਼ਮ, ਪੇਅਰੋਲ, ਜਾਂ ਲਾਭਾਂ ਵਾਲੇ ਦਫ਼ਤਰ ਨਾਲ ਸਿੱਧਾ ਸੰਪਰਕ ਕਰਨ। ਸੇਵਾ-ਮੁਕਤ ਮੁਲਾਜ਼ਮ, COBRA (ਕੋਬਰਾ), ਅਤੇ ਸਿਰਫ਼ ਕੰਟੀਨਿਊਏਸ਼ਨ ਕਵਰੇਜ ਮੈਂਬਰ: 1-800-200-1004. (TRS: 711) ਉਤੇ PEB (ਪੀਈਬੀ) ਡਿਵੀਜ਼ਨ ਲਾਭ ਸੇਵਾਵਾਂ ਨਾਲ ਸੰਪਰਕ ਕਰਨ।

[Romanian] Serviciile de asistență lingvistică, inclusiv cele de interpretariat și de traducere a materialelor imprimate, sunt disponibile gratuit. Angajați: Contactați biroul pentru personal, salarii sau beneficii al angajatorului dvs. în mod direct. Numai pentru pensionari, membri COBRA sau Continuation Coverage: Contactați Serviciile de beneficii de la Divizia PEB la 1-800-200-1004. (TRS: 711).

[Russian] Языковая поддержка, в том числе услуги переводчиков и перевод печатных материалов, доступна бесплатно. Наемные работники: обратитесь непосредственно в отдел кадров, бухгалтерию или социальный отдел вашего работодателя. Только пенсионеры, пользователи COBRA или программ продленного страхового покрытия: обратитесь в отдел льгот и страхования для государственных служащих (PEB Division Benefits Services) по телефону 1-800-200-1004. (TRS: 711).

[Somali] Adeego caawimaad luuqada ah, ay ku jirto turjubaano afka ah iyo turjumid lagu sameeyo waraaqaha la daabaco, ayaa lagu helayaa lacag la'aan. Shaqaalaha: La xirii shaqaalaha qofka aad u shaqaysid, liiska mushaarka shaqaalaha, ama si toos ah xafiiska dheefaha. Dadka hawlgabka ah, COBRA, iyo kaliya xubnaha Sii wadista Ceymiska: Kala xiriiir Qaybta Adeegaha Dheefaha ee PEB lambarkan 1-800-200-1004. (TRS: 711).

[Spanish] Hay servicios de asistencia con idiomas, incluyendo intérpretes y traducción de materiales impresos, disponibles sin costo. Empleados: Comuníquense directamente con la oficina de personal, nómina o beneficios de su empleador. Sólo para jubilados y miembros de Cobra y cobertura continua: Comuníquese con la División de Servicios y Beneficios de PEB al 1-800-200-1004. (TRS: 711).

[Swahili] Huduma za msaada wa lugha, ikiwa ni pamoja na wakalimani na tafsiri ya nyaraka zilizochapishwa, zinapatikana bure bila ya malipo. Wafanyakazi: wasiliana moja kwa moja na ofisi ya utumishi ya mwajiri wako, ofisi ya malipo, au ya mafao. Wastaafu, wanachama wa COBRA na wenye bima ya kuendelea tu: Wasiliana na Huduma za Mafao za kitengo cha PEB kwa nambari 1-800-200-1004. (TRS: 711).

[Tagalog] Mga serbisyong tulong sa wika, kabilang ang mga tagapagsalin at pagsasalin ng nakalimbag na mga kagamitan, ay magagamit ng walang bayad. Mga empleyado: Makipag-ugnay nang direkta sa mga tauhan, payroll, o tanggapan ng mga benepisyo ng iyong employer. Mga Pensyonado, COBRA, at mga kasapi ng Continuation Coverage lamang: Makipag-ugnay sa mga Serbisyo ng Benepisyo sa Sangay ng PEB sa 1-800-200-1004. (TRS: 711).

[Tigrigna] ተርጓሚዎችን ናይ ዝተሓሓዱ ማተርያላት ትርጉምን ሓዊስ ናይ ቋንቋ ሓገዝ ግልጋሎት፣ ብዘይ ምንም ክፍሊት ይርከብ። ሰራተኛታት፣ ንናይ መስርሒኻ ወልቃዊ ዝርዝር ደግዝ ወይ ቤት ጽሕፈት ጥቕምታት ብቕጥታ ርኽቡ። ጡረተኛታት፣ COBRA፣ አባላት መቐጸልታ ሽፋን ጥራሕ፣ ንናይ PEB ክፋል ጥቕምታት ግልጋሎት ብ1-800-200-1004 ርኽቡ (TRS: 711) ።

[Ukrainian] Мовна підтримка, у тому числі послуги перекладачів та переклад друкованих матеріалів, доступна безкоштовно. Наймані робітники: зверніться безпосередньо до відділу кадрів, бухгалтерії або соціального відділу вашого роботодавця. Лише пенсіонери, користувачі COBRA або програм продовженого страхового покриття: зверніться до відділу пільг і страхування для державних службовців (PEB Division Benefits Services) за телефоном 1-800-200-1004. (TRS: 711).

[Vietnamese] Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch viên và bản dịch tài liệu in, hiện có miễn phí. Người lao động: Liên hệ trực tiếp với phòng nhân sự, tiền lương, hoặc phúc lợi của sở làm quý vị. Chỉ những người hồi hưu, các thành viên COBRA, và thành viên chương trình Bảo Hiểm Tiếp Tục: Liên hệ với bộ phận Dịch Vụ Phúc Lợi của Phòng PEB theo số 1-800-200-1004. (TRS: 711).