



COVID-19 update

Keeping you informed

Our premium payment plan is extended for August

Supporting our Individual and Family Plan, Medicare Supplement, and Small Business members

Blue Shield of California is supporting our customers who have been impacted financially by the novel coronavirus (COVID-19) by continuing our flexible premium payment options that help ensure coverage through this health and economic emergency. We shared this program with our brokers in early April with an update extending the program into May, June, and July.

We are continuing our Blue Shield Premium Payment Plan Program for the month of August. Updated information on our Premium Payment Plan Program is available [here](#).

To continue coverage and avoid cancellation due to nonpayment, customers must meet and agree to all of the terms and conditions to enroll in the Premium Payment Plan Program. The terms and conditions include the requirement to pay the Total Amount Past Due in full and a minimum payment of 25% of their premiums due as soon as possible, but no later than the due date indicated on the bill.

If a client is cancelled for non-payment, they may seek reinstatement through our existing policies, which could include enrollment into the Premium Payment Plan Program. This program is limited to two months of deferred premium payments.

Brokers can track their clients' account status through our online client list (OLCL) on Broker Connection. Consistent with our existing practices, Producer Agreement and related

contracts, broker commissions are paid based on premiums received.

Our Premium Payment Plan Program is only available to our Individual and Family Plan, Medicare Supplement, and Small Business customers. Our Customer Care teams have an outreach program for Medicare members whose payments are delinquent, and large group employers (101+) should contact their Blue Shield account team to discuss their options.

We continue to explore ways to meet the needs of our members through this challenging time and will keep you informed.

Thank you for helping us serve our members.

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Blue Shield of California | 601 12th Street | Oakland, CA 94607