



# Welcome

## California Individual Application

Thanks for choosing us. We're glad you're here.

If you have any questions while filling out this form, give us a call at 1 (877) 212-1796. But if you've worked with an agent or broker, contact them first.

### Did you know?

Anthem now offers individual term life insurance coverage. Apply online at [anthem.com/ca](https://anthem.com/ca) or call us for additional information at 1 (877) 212-1796. Term Life Insurance underwritten by Anthem Blue Cross Life and Health Insurance Company.

### About this form

Use this form to apply for new medical coverage or to change existing coverage with Anthem Blue Cross (Anthem).

You can apply or change coverage:

1. During the annual Open Enrollment period  
Your coverage will start based on when we receive your complete application. The earliest date coverage can start is January 1st.  
If we get your application:
  - Between the 1st and 15th day of the month, coverage starts the 1st day of the following month.
  - Between the 16th and last day of the month, coverage starts the 1st day of the second following month.
2. When you have a Special Enrollment period due to a qualifying event  
When you're done with this form, fill out Appendix A: Special Enrollment, which includes information about qualifying events and when coverage starts.

### Tips for filling out this form

- Answer all questions. Please print clearly using blue or black ink only.
- Please submit all pages.
- You can also apply online at [anthem.com/ca](https://anthem.com/ca).
- Refer to your Health Plan Guide for plan and enrollment details. Don't have a copy? Ask your agent or contact us.
- If you're enrolling in a medical plan, you must choose a Primary Care Physician (PCP). View a list of doctors for your plan on [anthem.com/ca](https://anthem.com/ca) or call us. If you don't choose a PCP, we'll pick one located close to you.

### Some frequently asked questions

1. Do I need to include a payment?  
Yes. We can't process your application without your first month's premium payment. Without it, your enrollment will be delayed. We won't charge your card or cash your check or money order until you've been enrolled.
2. Why do you need my Social Security Number (SSN)?  
The IRS requires us to collect it. It won't be shared unless required by law.  
If you enroll in a health savings account (HSA) compatible plan with us, we may give it to our HSA banking partner.

# California Individual Application

Please indicate the reason for this application: <input type="checkbox"/> Open Enrollment <input type="checkbox"/> Special Enrollment Period (also complete Appendix A)
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## Step 1: Who is applying?

<input type="checkbox"/> New coverage	Subscriber ID no. _____
<input type="checkbox"/> Change coverage <input type="checkbox"/> Add dependent to existing coverage	

### Primary Applicant

Last name (legal name)	First name (legal name)	M.I.	Social Security Number - -	
Marital status <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Domestic Partner	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Date of birth (mm/dd/yyyy) / /	County (for home address)	
Home address (not a P.O. Box)	City		State	ZIP
Billing address (optional - if different than home address)	City		State	ZIP
Mailing address (optional - if different than home address)	City		State	ZIP

Email address: \_\_\_\_\_  
 For myself and any dependents, I'm providing my email address because I want to receive information about my benefits by email or electronically. This may include my certificate or evidence of coverage, billing, explanation of benefits, required notices and helpful or personalized information to get the most out of my plan, so I will make sure Anthem has my most up to date email. These electronic communications may include specific details about me and my plan. I also understand that by providing my email address, information about my dependents may also be sent by email or electronically. I know I can change my mind at any time and request a free copy of specific materials by mail. To do either, I (or my enrolled dependents) will update communication preferences by going to [anthem.com/ca](http://anthem.com/ca) or calling Member Services.

Primary phone	Secondary phone		
Preferred written language	<input type="checkbox"/> English (ENG) <input type="checkbox"/> Korean (KOR) <input type="checkbox"/> Other (write-in) _____	<input type="checkbox"/> Spanish (SPA) <input type="checkbox"/> Tagalog (TGL)	<input type="checkbox"/> Chinese (ZHO) (C/M) <input type="checkbox"/> Vietnamese (VIE)
Preferred spoken language	<input type="checkbox"/> English (ENG) <input type="checkbox"/> Korean (KOR) <input type="checkbox"/> Other (write-in) _____	<input type="checkbox"/> Spanish (SPA) <input type="checkbox"/> Tagalog (TGL)	<input type="checkbox"/> Chinese (ZHO) (C/M) <input type="checkbox"/> Vietnamese (VIE)

Applicant DOES speak, read and/or write English.  
 If applicant does not speak, read or write English, the interpreter must sign and submit a "Statement of Accountability" (Appendix B).

PCP	PCP ID	Current Patient <input type="checkbox"/> Yes <input type="checkbox"/> No
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**Spouse or Domestic Partner**

Last name (legal name)	First name (legal name)	M.I.	Social Security Number - -
Relationship to applicant <input type="checkbox"/> Spouse <input type="checkbox"/> Domestic Partner	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Date of birth (mm/dd/yyyy) / /	
PCP	PCP ID	Current Patient <input type="checkbox"/> Yes <input type="checkbox"/> No	

**Child dependent**   Children must be under age 26.

Children over the age of twenty-six (26) may be eligible for coverage as a dependent if they are incapable of self-sustaining employment by reason of a physically or mentally incapacitating injury, illness, or condition, and chiefly dependent upon the policyholder or subscriber for support and maintenance. To qualify as an overage dependent, the Dependent's impairment must start before the end of the period he or she would become ineligible for coverage.

Last name (legal name)	First name (legal name)	M.I.	Social Security Number - -
Relationship to applicant <input type="checkbox"/> Child <input type="checkbox"/> Other _____	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Date of birth (mm/dd/yyyy) / /	
PCP	PCP ID	Current Patient <input type="checkbox"/> Yes <input type="checkbox"/> No	

**Child dependent**

Last name (legal name)	First name (legal name)	M.I.	Social Security Number - -
Relationship to applicant <input type="checkbox"/> Child <input type="checkbox"/> Other _____	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Date of birth (mm/dd/yyyy) / /	
PCP	PCP ID	Current Patient <input type="checkbox"/> Yes <input type="checkbox"/> No	

**Child dependent**    Check here if you have more dependents. Print an extra copy of this page and attach to your application.

Last name (legal name)	First name (legal name)	M.I.	Social Security Number - -
Relationship to applicant <input type="checkbox"/> Child <input type="checkbox"/> Other _____	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Date of birth (mm/dd/yyyy) / /	
PCP	PCP ID	Current Patient <input type="checkbox"/> Yes <input type="checkbox"/> No	

**Eligibility**

The answers to these questions are needed to determine your eligibility.

Are any applicants entitled to Medicare Part A or enrolled in Medicare Part B? If so, we will not provide benefits that are payable under Medicare, except as required by federal law.  No  Yes If yes, who?

Are any applicants currently incarcerated (with more than 60 days left to serve before release) as a result of a conviction? (not just pending disposition of charges)  No  Yes If yes, who?

Do you have a child age 26 or over who is incapable of self-sustaining employment by reason of a physically or mentally disabling injury, illness or condition for whom coverage is being requested under this contract?  
 No  Yes If yes, you must submit a separate disabled dependent form to determine eligibility.  
 Check this box and we'll send you the form.

## Step 2: What coverage would you like?

**Medical Plans**

Choose only one medical plan.  
 If you selected an EPO product, be sure to select a Primary Care Physician (PCP) in Step 1.

Medical applicants must reside in one of these counties to enroll: Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mariposa, Mendocino, Merced, Modoc, Monterey, Nevada, Plumas, San Benito, San Joaquin, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Ventura or Yuba.

Anthem Bronze	Anthem Silver	Anthem Gold	Anthem Platinum
<input type="checkbox"/> 60 D EPO (4A02) <input type="checkbox"/> 60 D HDHP EPO (4A01) <input type="checkbox"/> Pathway EPO 5250 (49ZZ) <input type="checkbox"/> Pathway EPO 6500 (49ZV) <input type="checkbox"/> Pathway EPO 7100 Online Plus (49ZY)	<input type="checkbox"/> 70 Off Exchange EPO (49ZW)	<input type="checkbox"/> 80 D EPO (4A00)	<input type="checkbox"/> 90 D EPO (4A05)
<b>Anthem Catastrophic</b> Only available to applicants under age 30, unless otherwise qualified.			
<input type="checkbox"/> Minimum Coverage D EPO (4A03)			

**Medical Plans**

Choose only one medical plan.  
 If you selected an HMO product, be sure to select a Primary Care Physician (PCP) in Step 1.

Medical applicants must reside in one of these counties to enroll: Fresno, Kings, Los Angeles East, Los Angeles West, Madera, Riverside or San Bernardino.

Anthem Bronze	Anthem Silver	Anthem Gold	Anthem Platinum
<input type="checkbox"/> 60 D HMO (49ZT)	<input type="checkbox"/> 70 Off Exchange HMO (49ZX)	<input type="checkbox"/> 80 D HMO (4A06)	<input type="checkbox"/> 90 D HMO (4A04)
<b>Anthem Catastrophic</b> Only available to applicants under age 30, unless otherwise qualified.			
<input type="checkbox"/> Minimum Coverage D HMO (49ZU)			

<b>Health Savings Account (HSA) Enrollment</b>		If you choose an HSA compatible plan, please select one of the options below:			
<input type="checkbox"/> I request that Anthem facilitate opening my HSA with its service provider and, as part of that transaction, I understand Anthem will disclose my name, SSN, and claims data, and that of my dependents if applicable, to its service provider to support my HSA. <input type="checkbox"/> I request that Anthem <u>NOT</u> facilitate opening an HSA with its service provider for me.					
<b>Current medical coverage</b>		<input type="checkbox"/> One or more of the applicants currently have health care coverage (Please fill out the info below.)			
Name of person covered (Last, First, M.I.)	Coverage Type	Insurer name	Insurer phone no.	Policy ID no.	Coverage Dates (if applicable) (mm/dd/yyyy) Termination Date (if different from coverage end date)
	<input type="checkbox"/> Group <input type="checkbox"/> Individual				Start: End: Termination Date:
	<input type="checkbox"/> Group <input type="checkbox"/> Individual				Start: End: Termination Date:
	<input type="checkbox"/> Group <input type="checkbox"/> Individual				Start: End: Termination Date:
	<input type="checkbox"/> Group <input type="checkbox"/> Individual				Start: End: Termination Date:
	<input type="checkbox"/> Group <input type="checkbox"/> Individual				Start: End: Termination Date:

## Step 3: Please read and sign

### Important legal information

#### All Applicants

I, the undersigned, understand that under the (Anthem) plan/policy in which I am enrolling, I will have considerably higher personal financial costs if I use an out-of-network hospital or physician than if I use a network hospital or physician. Contact customer service at 1 (855) 383-7247 with any questions about the use of network providers and the financial impact of using out-of-network providers.

#### HIV Testing PROHIBITED:

California law prohibits an HIV test from being required or used by health insurance companies as a condition of obtaining health insurance.

#### I understand that:

- I must include my first premium payment with this application, but that does not mean coverage has been approved. I'm applying for the coverage I chose in Step 2. To the extent permitted by law, Anthem has the right to accept or decline this application. If my application is denied, my bank account or credit card will not be charged, and if I paid with a money order, it will be returned to me.
- I'm responsible to let Anthem know, in a timely manner, of any change that would make me or any dependent ineligible for coverage.
- Check payments may be handled as Automated Clearinghouse (ACH) debit transactions. That means if I pay by check, the paper check will be destroyed and the debit payment will appear on my bank statement. My check won't be given to my financial institution or sent back to me. This does not mean I will be enrolled in an automatic debit process to pay my premium. Any resubmissions due to insufficient funds may also be electronic. All checking transactions will remain secure, and my payment by check means I agree to these terms.
- I agree and consent to the recording and/or monitoring of any telephone conversation between Anthem and me.
- I'm applying for individual health coverage which is not part of any employer sponsored plan and I'm responsible for all of the premium payments and making sure that all premiums are paid on time.
- I certify that each Social Security number listed on this application is correct.
- My Domestic Partner, if applicable, is eligible for coverage only if he or she has established a domestic partnership with me pursuant to California law.
- I acknowledge that I have read the Important Legal Information section, and I agree to the coverage conditions. I state that the answers given to all questions on this application are true and accurate to the best of my knowledge and belief, and I understand they are being relied on by Anthem in accepting this application. Any act, or practice that constitutes fraud or intentional misrepresentation of material fact found in this application may result in denial of benefits, rescission or cancellation of my coverage(s).

I give this authorization for and on behalf of any eligible dependents and myself if covered by Anthem. I am acting as their agent and representative. This application cannot be altered by the applicant after submission to Anthem absent the acknowledgement and consent of Anthem.

#### Rescission of Membership

Every applicant age 18 or older acknowledges the following: I have provided true and complete answers to all questions in the application to the best of my knowledge and understand that all answers are important and will be considered in the acceptance or denial of this application. I understand that all information I know, that is responsive to a question on this application, must be provided in my answers consistent with California law.

The primary applicant additionally acknowledges the following: All of my dependents listed on this application who are 18 years of age or older have read this application and have provided complete and accurate information for this application to the best of my knowledge and have signed the application below. Also, to the best of my knowledge and belief, I have done everything necessary to be able to assure you that all information about all applicants, including my children under the age of 18, listed on this application is true and complete.

I understand that if my plan/policy is rescinded, I will be sent written notice that will explain the basis for the decision and my appeal rights. I have the option to submit a new application in the future to be considered for benefits. I also understand that, consistent with California law, I will be required to pay for any services Anthem Blue Cross paid on my behalf and that Anthem Blue Cross will refund any premium paid by me, less my medical expenses that Anthem Blue Cross paid.

By signing this application, I certify that the premium for my coverage will not be paid by a provider of health care services, hospital, non-profit organizations (including religious organizations) that have or whose primary donors have a financial interest in the benefits of the contract/evidence of coverage/policy, commercial entity with a direct or indirect financial interest in the benefits of the contract/evidence of coverage/policy, or an employer that offers coverage under an employer health plan. I understand that if a third party is paying my premium, Anthem may decline to accept such premium payment if it is made by a person or entity from which it is not required by law to accept.

**REQUIREMENT FOR BINDING ARBITRATION**

YOU AND ANTHEM BLUE CROSS AGREE TO BINDING ARBITRATION TO SETTLE ALL DISPUTES INCLUDING BUT NOT LIMITED TO DISPUTES RELATING TO THE DELIVERY OF SERVICE UNDER THE PLAN/POLICY AND/OR ANY OTHER ISSUES RELATED TO THE PLAN /POLICY AND CLAIMS OF MEDICAL MALPRACTICE, IF THE AMOUNT IN DISPUTE EXCEEDS THE JURISDICTIONAL LIMIT OF SMALL CLAIMS COURT AND THE DISPUTE CAN BE SUBMITTED TO BINDING ARBITRATION UNDER APPLICABLE FEDERAL AND STATE LAW, INCLUDING BUT NOT LIMITED TO, THE PATIENT PROTECTION AND AFFORDABLE CARE ACT. IT IS UNDERSTOOD THAT ANY DISPUTE INCLUDING DISPUTES RELATING TO THE DELIVERY OF SERVICES UNDER THE PLAN/POLICY AND/OR ANY OTHER ISSUES RELATED TO THE PLAN/POLICY, INCLUDING ANY DISPUTE AS TO MEDICAL MALPRACTICE, THAT IS AS TO WHETHER ANY MEDICAL SERVICES RENDERED UNDER THIS CONTRACT WERE UNNECESSARY OR UNAUTHORIZED OR WERE IMPROPERLY, NEGLIGENTLY OR INCOMPETENTLY RENDERED, WILL BE DETERMINED BY SUBMISSION TO ARBITRATION AS PERMITTED AND PROVIDED BY FEDERAL AND CALIFORNIA LAW, INCLUDING BUT NOT LIMITED TO, THE PATIENT PROTECTION AND AFFORDABLE CARE ACT AND NOT BY A LAWSUIT OR RESORT TO COURT PROCESS EXCEPT AS CALIFORNIA LAW PROVIDES FOR JUDICIAL REVIEW OF ARBITRATION PROCEEDINGS. BOTH PARTIES TO THIS CONTRACT, BY ENTERING INTO IT, ARE GIVING UP THEIR CONSTITUTIONAL RIGHT TO HAVE ANY SUCH DISPUTE DECIDED IN A COURT OF LAW BEFORE A JURY, AND INSTEAD ARE ACCEPTING THE USE OF ARBITRATION. YOU, ANTHEM BLUE CROSS AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. THIS MEANS THAT YOU AND ANTHEM BLUE CROSS ARE WAIVING THE RIGHT TO A JURY TRIAL AND/OR TO PARTICIPATE IN A CLASS ACTION FOR BOTH MEDICAL MALPRACTICE CLAIMS, AND ANY OTHER DISPUTES INCLUDING DISPUTES RELATING TO THE DELIVERY OF SERVICE UNDER THE PLAN/POLICY OR ANY OTHER ISSUES RELATED TO THE PLAN/POLICY.

Please sign below

	Primary Applicant (or legal representative)	Date
	Spouse/Domestic Partner (or legal representative)	Date
	Dependent Child (age 18 or over)	Date
	Dependent Child (age 18 or over)	Date
	Dependent Child (age 18 or over)	Date

## Did an agent or broker help you?

Yes  No If yes, make sure they fill out this section.

### Agent (or Broker) Certification

All fields required.

I certify to the best of my knowledge, the responses herein are accurate.

- I have not had any interactions whatsoever with this applicant either by phone, e-mail or in person and did not provide any information, advise or assist the applicant in any manner in providing answers or responses to any questions in the application.
- I assisted the applicant in submitting this application. To the best of my knowledge, the information on this application is complete and accurate. I explained to the applicant, in easy-to-understand language, the risk to the applicant of providing inaccurate information and the applicant understood the explanation.

NOTICE: If you state any material fact that you know to be false, you are subject to a civil penalty of up to ten thousand dollars (\$10,000), as authorized under California Health and Safety Code Section 1389.8(c)/Insurance Code Section 10119.3.

Agent/Broker signature			Date		
Agent name (please print clearly)					
*(A) Writing Agent TIN/SSN (encrypted TIN is ok)			**(B) Writing Agent/Agency/ TIN (encrypted TIN is ok)		
Agent address			City	State	ZIP
Agent phone no.	Agent fax no.	Agent email			

\*Field (A) – If you are a Direct Agent, provide your Writing Agent TIN/SSN. \*\*Field (B) - If this policy is sold through an Agency without a Writing Agent, enter the selling Agency TIN in Field (A) and Field (B); If you are a Writing Agent and this policy is sold through an Agency, enter the Writing Agent TIN/SSN in Field (A) and the selling Agency TIN in Field (B).

## Here's what's next.

- 1) Can you check a few items? When incorrect, they can cause enrollment delays.
  - Your name and address is clear and complete
  - You've included your first month's premium payment
  - Everyone 18 and older applying for coverage signed this form
  - Please make sure you submit all the pages of the application including this page, even if you don't have an agent
  - If enrolling due to a qualifying event, you've completed Appendix A: Special Enrollment
- 2) All good? Send this to us by mail to Anthem Blue Cross, P.O. Box 659960, San Antonio, TX 78265-9146 or by fax to 1 (800) 848-2512.
- 3) We'll be in touch in the next few weeks (or sooner). If you have questions before then, call us at 1 (855) 383-7247.

# Thank you!



# Appendix A: Special Enrollment

If you're applying for coverage due to a qualifying event, please fill out this section along with your application.

Qualifying event date	
Date of qualifying event / /	For Loss of Coverage, this is the last date of existing or prior coverage. For all other events, please enter the date based on the qualifying event.

You must apply for coverage within 60 days after your qualifying event for the following events.

Qualifying events	Coverage effective date
<input type="checkbox"/> 1. Marriage or Domestic Partnership Got married or in a domestic partnership that becomes eligible for coverage (see step 3 for description of eligibility).	First day of the month after we receive your complete application
<input type="checkbox"/> 2. Birth or adoption Had a baby, adoption of a child or placement of a child with you for adoption	Select an effective date: <input type="checkbox"/> Same as the event date <input type="checkbox"/> First day of the month after we receive your complete application <input type="checkbox"/> Based on when we receive your complete application* <input type="checkbox"/> First day of month after the event date
<input type="checkbox"/> 3. Court order or guardianship Required by a court order to provide an eligible child(ren) coverage, including a child support order, filed an application for appointment of guardianship of a child or appointment of guardianship of a child	Select an effective date: <input type="checkbox"/> Same as the event date <input type="checkbox"/> Based on when we receive your complete application*
<input type="checkbox"/> 4. Death Death of a family member enrolled under current coverage	Select an effective date: <input type="checkbox"/> First day of the month after we receive your complete application <input type="checkbox"/> Based on when we receive your complete application*
<input type="checkbox"/> 5. Problem with previous health coverage issuer Health coverage issuer substantially violated material provision of health coverage contract <input type="checkbox"/> 6. Lost service from contracted provider Loss of services from contracting provider under another health benefit plan, as defined in Sections 10965 of the Insurance Code or 1399.845 of the Health and Safety Code, for a condition described in Health and Safety Code § 1373.96(c) (an acute condition, serious chronic condition, pregnancy, terminal illness, care of newborn between birth and 36 months of age, or performance of a surgery or other procedure that has been recommended and documented by the provider) and that provider is no longer participating in the health benefit plan <input type="checkbox"/> 7. Returning from active duty Member of the Reserve Forces of the U.S. military returning from active duty or member of the California National Guard returning from active duty under Title 32 of the U.S. Code	Based on when we receive your complete application*

\* If the coverage date is based on when we receive your complete application, then if we receive it:

- Between the 1st and 15th day of the month, coverage starts the 1st day of the following month.
- Between the 16th and the last day of the month, coverage starts the 1st day of the second following month.

Qualifying events	Coverage effective date
<input type="checkbox"/> 8. Misinformed about prior coverage He or she demonstrates to the Exchange, with respect to health benefit plans offered through the Exchange, or to the department, with respect to health benefit plans offered outside the Exchange, that he or she did not enroll in a health benefit plan during the immediately preceding enrollment period available to the individual because he or she was misinformed that he or she was covered under minimum essential coverage.  <input type="checkbox"/> 9. Other qualifying event If you can't find your situation, contact your agent/broker or call us. We can only enroll based on events defined by state and/or federal law  Comments _____	Based on when we receive your complete application*

You must apply for coverage within 60 days before or 60 days after your qualifying event for the following events.

Qualifying events	Coverage effective date
<input type="checkbox"/> 10. Loss of coverage: Lost or will lose Minimum Essential Coverage: Involuntary loss of coverage (loss of minimum essential coverage includes loss of eligibility of coverage as a result of legal separation, divorce, cessation of dependent status (such as attaining the maximum age to be eligible as a dependent child under the plan), death of an employee, termination of employment, reduction in the number of hours of employment, permanent move, etc. Loss of eligibility for coverage does not include a loss due to the failure of the employee or dependent to pay premiums on a timely basis or termination of coverage for cause (such as making a fraudulent claim or an intentional misrepresentation of a material fact in connection with the plan).	First day of the month after we receive your complete application
<input type="checkbox"/> 11. Permanent move <input type="checkbox"/> Moved to U.S. from a foreign country or a U.S. territory <input type="checkbox"/> Permanent move to a new service area (within the U.S.).  <input type="checkbox"/> 12. Non-calendar renewal Current policy does not renew on a calendar year basis (renews on a date other than January 1)  <input type="checkbox"/> 13. Jail or prison Released from jail or prison (incarceration)	Based on when we receive your complete application*

- \* If the coverage date is based on when we receive your complete application, then if we receive it:
- Between the 1st and 15th day of the month, coverage starts the 1st day of the following month.
  - Between the 16th and the last day of the month, coverage starts the 1st day of the second following month.

## Almost there! We may need a bit more info.

We need supporting documentation for most qualifying events, such as a letter or official form from the source (employer, state or federal agency, for example) to confirm the qualifying event occurred. It should also include the date the event happened, and the names of all applicants affected. If you're applying because you've lost coverage, we need to know the reason why coverage was lost in the supporting documentation. In all cases, we might need additional documentation to confirm eligibility.

Give us or your agent a call if you have any questions.

# Appendix B: Statement of Accountability

## Statement of Accountability

Fill out when applicant cannot complete application.

Note: Interpreter must be 18 years or older to translate the application on behalf of the applicant.

I, \_\_\_\_\_, personally read and completed this Individual Application for the applicant named below because:

- Applicant does not read English
- Applicant does not speak English
- Applicant does not write English
- Applicant is Limited English Proficient
- Other (explain) \_\_\_\_\_

I interpreted the contents of this form and to the best of my knowledge obtained and listed all the requested personal and medical history disclosed by the

Applicant or by: \_\_\_\_\_

Language interpreted

Spanish    Chinese    Korean    Tagalog    Vietnamese    Other \_\_\_\_\_

I also interpreted and fully explained the "Important legal information" and the "Payment Method".

Signature of interpreter (required)

Date (mm/dd/yyyy) (required)

I confirm that the application was interpreted on my behalf

Signature of applicant (required)

Date (mm/dd/yyyy) (required)

Payment Methods for Individual Applications



Applicant/Member name	Primary applicant's Social Security number
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The applicant/member is responsible for monthly payments to Anthem. Anthem does not accept payment of monthly payments from any person or entity other than the applicant/member, his or her relatives or legal guardian, or third party payors except to the extent required by state or federal law. Upon discovery that monthly payments were paid directly by a person or entity other than those listed above, Anthem may reject the payment and inform the applicant/member that the payment was not accepted and the monthly payment remains due.

I authorize Anthem to debit the bank account listed or charge the credit/debit card listed for my first monthly payment on or after the day that my coverage is approved. By signing this form, I understand that the amount of the first payment may change from what I was told because my coverage has not been approved yet. In addition if I select Option 1 or Option 2 below, I understand that my future payments may vary as a result of changes(s) I make once enrolled, including but not limited to, adding and deleting dependents, moving my residence, changing coverage and/or changes made by Anthem of which I am notified according to my plan/policy. In addition, I understand if changes I make are close to the auto withdrawal date, Anthem may not be able to notify me before the withdrawal is made. **I agree to pay any service charge that Anthem may bill me because the debit/charge was not honored.** I understand if my monthly payment increases based on a certain percentage, Anthem will stop my automatic payments and send notification to me. I will have the option to reset the automatic monthly payments.

**Please choose how you want to pay your monthly payments for all of your plans. Put a check in the box for either Option 1, Option 2 or Option 3.**

**Option 1 Bank Account Authorization: Have your first and future monthly payments automatically deducted from your bank account.**  
 All of your monthly payments will be taken out of the **bank account** you check below.  
 Checking account:    Business    Personal  
 Savings account:    Business    Personal  
 Enter the requested debit date from your bank account [ ] (1st to 6th of each month). If no date is requested your monthly payments will be debited on the first of each month.  
 Write the routing and account numbers that are on your check here: →

MEMO

123456789 : 1234567890123 1175

9-digit bank routing number	Bank account number
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I authorize Anthem to automatically debit the **bank account** listed above each month to make my monthly payments. I agree that **Anthem's rights with each debit are the same as if the debit was a check that I signed.** I understand monthly payments will be made on the day I've indicated or within 3 business days thereafter. I authorize Anthem to automatically debit my account (and to make corrections to previous debits). This authority stays in effect until I let Anthem know that I no longer want them to debit my account by giving them a 30-day advance written notice. I understand that if my bank does not allow Anthem to debit my account for any reason, I will automatically be removed from automatic monthly payments and will be billed by mail. I understand if my monthly payment increases based on a certain percentage, Anthem will stop my automatic payments and send notification to me. I will have the option to reset the automatic monthly payments.

Authorized signature (as it appears on bank's records) <b>X</b>	Printed bank account holder's name (as it appears on account)	Date (MM/DD/YY)
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**Option 2 Credit/Debit Card Authorization: Have your first and future monthly payments automatically charged to your credit/debit card.**  
 Complete the information below  
 Enter the requested charge date for your credit/debit card [ ] (1st to 6th of each month).  
 I authorize Anthem to automatically charge my **credit/debit card** listed below each month to make my monthly payments. I understand monthly payments will be made on the day I've indicated or within 3 business days thereafter. I authorize Anthem to charge my credit/debit card until I let them know that I no longer want them to charge my credit/debit card by giving them a 30-day advance written notice. I agree that Anthem, in honoring the monthly payments charged to my credit/debit card, is not responsible for any fees charged by my bank. I understand if that if any Anthem credit/debit transaction is not honored, I will automatically be removed from automatic monthly payments and will be billed by mail. I understand if my monthly payment increases based on a certain percentage, Anthem will stop my automatic payments and send notification to me. I will have the option to reset the automatic monthly payments.  
 Anthem accepts  Visa or  Mastercard (Note to applicant: Please check one.)

Card number	Expiration date [ ] (MM/YY)	
Billing address for this credit/debit card	City	Zip code
Authorized signature (as it appears on card) <b>X</b>	Printed card holder's name (as it appears on card)	Date (MM/DD/YY)

**See page two for Option 3 First Monthly Payment Only: Send us your first monthly payment now and receive a bill each month for your future monthly payments.**

## Payment Methods for Individual Applications



Applicant/Member name	Primary applicant's Social Security number
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<input type="checkbox"/> <b>Option 3 First Monthly Payment Only: Send us your first monthly payment now and receive a bill each month for your future monthly payments.</b> Choose one of the ways below that you would like to pay only your first monthly payment. <input type="checkbox"/> Check (enclose your paper check with application) <input type="checkbox"/> Electronic check (fill out section A below) <input type="checkbox"/> Credit/Debit card (fill out section B below) <b>A. Electronic check:</b> Instead of sending us a paper check, you can use an electronic check that allows Anthem to take the money right from your bank account to make your first payment on the day that your coverage is approved. You will not get the check back from your bank. (We will not keep this information on file or use it for any future payments.) Please fill out this information.			
Printed account holder name	Routing number	Account Number	Amount of first payment \$
<b>B. Credit/Debit card:</b> I allow Anthem to charge the credit or debit card I listed below one time for my first monthly payment. This payment will cover the first monthly payment for all of the plans I have with Anthem. <b>Anthem accepts</b> <input type="checkbox"/> Visa or <input type="checkbox"/> Mastercard (Note to applicant: Please check one.)			
Card number	Expiration date <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> (MM/YY)		
Billing address for this credit/debit card	City	Zip code	
I authorize Anthem to debit/charge the bank account or credit/debit card listed above <b>to make my first monthly payment only.</b> I agree that Anthem will not have to pay any fees that my bank may charge because my electronic check or credit/debit card was rejected even if I can no longer continue coverage. I understand that <b>this is a one-time payment and that I am responsible for making sure Anthem receives my future monthly payments after this first payment.</b>			
Authorized signature (as it appears on bank account/card) <b>X</b>	Printed bank account/card holder's name (as it appears on account/card)	Date (MM/DD/YY)	

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.

## Get help in your language

### Language Assistance Services



Curious to know what all this says? We would be too. Here's the English version:

**IMPORTANT:** Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For free help, please call right away at 1-888-254-2721. (TTY/TDD: 711)

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card.

#### Spanish

**IMPORTANTE:** ¿Puede leer esta carta? De lo contrario, podemos hacer que alguien lo ayude a leerla. También puede recibir esta carta escrita en su idioma. Para obtener ayuda gratuita, llame de inmediato al 1-888-254-2721. (TTY/TDD: 711)

#### Arabic

مهم: هل يمكنك قراءة هذه الرسالة؟ إذا لم تستطع، فيمكننا الاستعانة بشخص ما ليساعدك على قراءتها. كما يمكنك أيضًا الحصول على هذا الخطاب مكتوبًا بلغتك. للحصول على المساعدة المجانية، يُرجى الاتصال فورًا بالرقم 1-888-254-2721. (TTD/TTY: 711)

#### Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Կարողանո՞ւմ եք ընթերցել այս նամակը: Եթե ոչ, մենք կարող ենք տրամադրել ինչ-որ մեկին, ով կօգնի Ձեզ՝ կարդալ այն: Կարող եք նաև այս նամակը Ձեզ գրավոր տարբերակով տրամադրել: Անվճար օգնություն ստանալու համար կարող եք անհապաղ զանգահարել 1-888-254-2721 հեռախոսահամարով: (TTY/TDD: 711)

#### Chinese

重要事項：您能看懂這封信函嗎？如果您看不懂，我們能夠找人協助您。您有可能可以獲得以您的語言而寫的本信函。如需免費協助，請立即撥打1-888-254-2721。(TTY/TDD: 711)

#### Farsi

مهم: آیا می‌توانید این نامه را بخوانید؟ اگر نمی‌توانید، می‌توانیم شخصی را به شما معرفی کنیم تا در خواندن این نامه شما را کمک کند. همچنین می‌توانید این نامه را به صورت مکتوب به زبان خودتان دریافت کنید. برای دریافت کمک رایگان، همین حالا با شماره 1-888-254-2721 تماس بگیرید. (TTD/TTY: 711)

#### Hindi

महत्वपूर्ण: क्या आप यह पत्र पढ़ सकते हैं? अगर नहीं, तो हम आपको इसे पढ़ने में मदद करने के लिए किसी को उपलब्ध करा सकते हैं। आप यह पत्र अपनी भाषा में लिखवाने में भी सक्षम हो सकते हैं। निःशुल्क मदद के लिए, कृपया 1-888-254-2721 पर तुरंत कॉल करें। (TTY/TDD: 711)

#### Hmong

TSEEM CEEB: Koj puas muaj peev xwm nyeem tau daim ntawv no? Yog hais tias koj nyeem tsis tau, peb muaj peev xwm cia lwv tus pab nyeem rau koj mloog. Tsis tas li ntawd tej zaum koj kuj tseem yuav tau txais daim ntawv no sau ua koj hom lus thiab. Txog rau kev pab dawb, thov hu tam sim no rau tus xov tooj 1-888-254-2721. (TTY/TDD: 711)

#### Japanese

重要: この書簡を読めますか？もし読めない場合には、内容を理解するための支援を受けることができます。また、この書簡を希望する言語で書いたものを入手することもできます。次の番号にいますぐ電話して、無料支援を受けてください。1-888-254-2721 (TTY/TDD: 711)

**Khmer**

សំខាន់៖ តើអ្នកអាចអានលិខិតនេះទេ? បើមិនអាចទេ យើងអាចច្រូនរណាម្នាក់អានវាជូនអ្នក។  
អ្នកក៏អាចទទួលលិខិតនេះដោយសរសេរជាភាសារបស់អ្នកផងដែរ។ ដើម្បីទទួលជំនួយឥតគិតថ្លៃ  
សូមហៅទូរស័ព្ទភ្លាមៗទៅលេខ 1-888-254-2721 (TTY/TDD: 711)

**Korean**

중요: 이 서신을 읽으실 수 있으십니까? 읽으실 수 없을 경우 도움을 드릴 사람이 있습니다. 귀하가 사용하는 언어로 쓰여진 서신을 받으실 수도 있습니다. 무료 도움을 받으시려면 즉시 1-888-254-2721로 전화하십시오. (TTY/TDD: 711)

**Punjabi**

ਮਹੱਤਵਪੂਰਨ: ਕੀ ਤੁਸੀਂ ਇਹ ਪੱਤਰ ਪੜ੍ਹ ਸਕਦੇ ਹੋ? ਜੇ ਨਹੀਂ, ਤਾਂ ਅਸੀਂ ਇਸ ਨੂੰ ਪੜ੍ਹਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਨੂੰ ਬੁਲਾ ਸਕਦਾ ਹਾਂ ਤੁਸੀਂ ਸ਼ਾਇਦ ਪੱਤਰ ਨੂੰ  
ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲਿਖਿਆ ਹੋਇਆ ਵਧੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਮੁਫਤ ਮਦਦ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ ਫੋਨ 1-888-254-2721 ਤੇ ਕਾਲ ਕਰੋ।  
(TTY/TDD: 711)

**Russian**

ВАЖНО. Можете ли вы прочитать данное письмо? Если нет, наш специалист поможет вам в этом. Вы также можете получить данное письмо на вашем языке. Для получения бесплатной помощи звоните по номеру 1-888-254-2721. (TTY/TDD: 711)

**Tagalog**

MAHALAGA: Nababasa ba ninyo ang liham na ito? Kung hindi, may taong maaaring tumulong sa inyo sa pagbasa nito. Maaari ninyo ring makuha ang liham na ito nang nakasulat sa ginagamit ninyong wika. Para sa libreng tulong, mangyaring tumawag kaagad sa 1-888-254-2721. (TTY/TDD: 711)

**Thai**

หมายเหตุสำคัญ: ท่านสามารถอ่านจดหมายฉบับนี้หรือไม่ หากท่านไม่สามารถอ่านจดหมายฉบับนี้  
เราสามารถจัดหาเจ้าหน้าที่มาอ่านให้ท่านฟังได้ ท่านยังอาจให้เจ้าหน้าที่ช่วยเขียนจดหมายในภาษาของท่านอีกด้วย  
หากต้องการความช่วยเหลือโดยไม่มีค่าใช้จ่าย โปรดโทรติดต่อที่หมายเลข 1-888-254-2721 (TTY/TDD: 711)

**Vietnamese**

QUAN TRỌNG: Quý vị có thể đọc thư này hay không? Nếu không, chúng tôi có thể bố trí người giúp quý vị đọc thư này. Quý vị cũng có thể nhận thư này bằng ngôn ngữ của quý vị. Để được giúp đỡ miễn phí, vui lòng gọi ngay số 1-888-254-2721. (TTY/TDD: 711)

**It's important we treat you fairly**

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1- 800-537-7697) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## Information for Applicants Requesting a Special Enrollment Period



When applying to enroll for coverage during a Special Enrollment Period (SEP), an applicant must be eligible to enroll and provide supporting documentation of a qualifying event. Without this documentation the applicant may not be able to enroll.

Please review the list below which outlines examples of what may be used as supporting documentation. Be sure to send in a copy of the documentation supporting the qualifying event when the completed application is submitted or upload a copy of the documentation when submitting an online application.

For paper applications, please submit legible copies of everything and keep all original documents for your personal records, because no original documentation will be returned. Please write the applicant's name on the top of each page of the supporting documentation.

After reviewing the information provided, we may request additional documentation to confirm eligibility. Please note that loss of health coverage due to fraud, intentional misrepresentation of a material fact or failure to pay a premium do not constitute qualifying events.

If you have further questions about qualifying events or the supporting documentation that is required, please call your agent or customer service at 1-855-383-7247.

### Supporting documentation by type of qualifying event

#### OFF Exchange for all SEP applicants for Anthem Blue Cross plans

Qualifying Event	Description and examples of supporting documentation
<b>Lost or will lose Minimum Essential Coverage: Involuntary loss of Minimum Essential Coverage for any reason other than fraud, intentional misrepresentation of a material fact or failure to pay a premium</b>	<p><b>Loss of Minimum Essential Coverage due to change in employment status:</b></p> <ul style="list-style-type: none"> <li>◦ Letter from employer on business letterhead or information from previous carrier (recent billing statement, ID card) confirming loss of coverage (date and individuals) and reason for loss of Minimum Essential Coverage (i.e., reduction in employment hours, etc.) <b>or</b></li> <li>◦ Letter that provides notice of <b>offer</b> of COBRA or state continuation benefits</li> </ul> <p><b>Loss of Minimum Essential Coverage due to loss of dependent eligibility status:</b></p> <p><b>Due to death:</b></p> <ul style="list-style-type: none"> <li>◦ Letter from employer on business letterhead or information from previous carrier (recent billing statement, ID card) confirming loss of coverage (date and individuals) and</li> <li>◦ Copy of death certificate or obituary</li> </ul> <p><b>Due to Medicare enrollment:</b></p> <ul style="list-style-type: none"> <li>◦ Letter from employer on business letterhead or information from previous carrier (recent billing statement, ID card) confirming loss of coverage (date and individuals) and</li> <li>◦ Copy of Medicare card or approval letter from Social Security</li> </ul> <p><b>Due to an over-age dependent:</b></p> <ul style="list-style-type: none"> <li>◦ Letter from employer on business letterhead or information from previous carrier (recent billing statement, ID card) confirming loss of coverage (date and individuals)</li> </ul> <p><b>Due to legal separation, divorce, dissolution of domestic partnership:</b></p> <ul style="list-style-type: none"> <li>◦ Letter from employer on business letterhead or information from previous carrier (recent billing statement, ID card) confirming loss of coverage (date and individuals) and</li> <li>◦ Divorce decree, legal separation agreement, or notarized/legal termination of domestic partnership</li> </ul> <p><b>Loss of Minimum Essential Coverage due to exhaustion of COBRA or state continuation benefits:</b></p> <ul style="list-style-type: none"> <li>◦ Letter that provides notice of termination of COBRA or state continuation benefits</li> </ul>



Qualifying Event	Description and examples of supporting documentation
<p><b>Permanent move to new service area</b></p>	<ul style="list-style-type: none"> <li>o Documentation of applicant's old address and new address (if not present on employer letter or previous carrier documentation) which may be validated by any of the following: <ul style="list-style-type: none"> <li>— Recent utility bill (electric, water, phone, internet, cable)</li> <li>— Signed residential lease, rental agreement/contract, mortgage or nursing home/assisted living facility residency documentation</li> <li>— A deed showing applicant ownership of property in the new service area</li> <li>— New driver's license with new address in the service area</li> <li>— Receipt of property tax paid</li> <li>— Insurance documents, such as homeowner's, renter's, or life insurance policy or statement</li> <li>— Mail from the Department of Motor Vehicles, such as a driver's license, vehicle registration, or change of address card</li> <li>— State ID</li> <li>— Official school documents, including school enrollment, report cards, or housing documentation</li> <li>— Mail from a government agency to your address, such as a Social Security statement, or a notice from TANF or SNAP agency</li> <li>— Mail from a financial institution, such as a bank statement</li> <li>— U.S. Postal Service change of address confirmation letter</li> <li>— Pay stub showing address</li> <li>— Voter registration card showing name and address</li> <li>— Moving company contract or receipt showing address</li> <li>— Document from the Department of Corrections, jail, or prison indicating recent release or parole, including an order of parole, order of release, or an address certification</li> <li>— If you are homeless or in transitional housing, you may submit a letter or statement from another resident of the same state, stating that they know where you live and can verify your residency. This person must prove their own residency by including one of the documents listed above.</li> <li>— If you are living in the home of another person, like a family member, friend or roommate, a letter/statement from that person stating you are living with them. This person must prove their own residency by including one of the documents listed above.</li> <li>— Letter from a local non-profit social services provider, certified application counselor, navigator or federally qualified health center that can verify your address. If you are homeless, you can provide a letter from a government entity or not-for-profit organization, including shelters, verifying your address.</li> <li>— Consumers living in rural areas may provide a rural route mail delivery address.</li> </ul> </li> </ul> <p>The supporting documentation needs to include the name of the applicant along with the residential address listed on the application (the new address), and documentation of the previous address, which should include the applicant's name and the residential address before the move.</p> <p>For <b>child only applications</b>, the name of the parent/guardian in the signature section of the application must match the name on the supporting documentation.</p>
<p><b>Required by a court order to provide an eligible child(ren) coverage, including a child support order, filed an application for appointment of guardianship of a child or appointment of guardianship of a child</b></p>	<p>Legal documentation of guardianship that indicates the subscriber or the subscriber's spouse is a guardian of the applicant or court order that indicates the subscriber is required to cover the applicant.</p> <p>Contact us if you are applying for a child only policy.</p>
<p><b>Had a baby, adoption of a child or placement of a child with you for adoption</b></p>	<p><b>Birth:</b> Birth certificate or medical records from hospital or pediatrician which indicate the names of the parents, the name of the baby, and date of birth. NOTE: <i>For current Anthem members, a mother's delivery claim may be considered as supporting documentation.</i></p> <p><b>Adoption/placement for adoption:</b> Adoption certificate or document establishing placement of a child with applicant for adoption.</p>

Qualifying Event	Description and examples of supporting documentation
Got married or in a domestic partnership that becomes eligible for coverage	Certificate of marriage, domestic partnership
Moved to the U.S. from a foreign country or U.S. territory	<ul style="list-style-type: none"> <li>◦ Documentation of the move (including date of move) which may be validated by a passport, VISA, or plane ticket, <b>and</b></li> <li>◦ Documentation of the new address which may be validated by any of the following: <ul style="list-style-type: none"> <li>— Signed residential lease, rental agreement/contract, mortgage</li> <li>— A deed showing applicant ownership of property in the new service area</li> <li>— If you are homeless or in transitional housing, you may submit a letter or statement from another resident of the same state, stating that they know where you live and can verify your residency. This person must prove their own residency by including one of the documents listed above.</li> <li>— If you are living in the home of another person, like a family member, friend or roommate, a letter/statement from that person stating you are living with them. This person must prove their own residency by including one of the documents listed above.</li> <li>— Letter from a local non-profit social services provider, certified application counselor, navigator or federally qualified health center that can verify your address. If you are homeless, you can provide a letter from a government entity or not-for-profit organization, including shelters, verifying your address.</li> </ul> </li> <li>◦ <b>And</b> one additional supporting document of new address which may be validated by one of the following in the applicant's name: <ul style="list-style-type: none"> <li>— Recent utility bill (electric, water, phone, internet, cable)</li> <li>— New driver's license with new address in the service area</li> <li>— Receipt of property tax paid</li> <li>— Insurance documents, such as homeowner's, renter's, or life insurance policy or statement</li> <li>— Mail from the Department of Motor Vehicles, such as a driver's license or vehicle registration</li> <li>— State ID</li> <li>— Official school documents, including school enrollment, report cards, or housing documentation</li> <li>— Mail from a government agency to your address, such as a Social Security statement, or a notice from TANF or SNAP agency</li> <li>— Mail from a financial institution, such as a bank statement</li> <li>— Pay stub showing address or letter/employment contract from employer</li> <li>— Voter registration card showing name and address</li> <li>— Moving company contract or receipt showing address</li> </ul> </li> </ul>
Release from jail or prison (incarceration)	Papers from local, state or federal department of corrections or prisons showing the applicant's date of legal discharge.
Death of a family member enrolled under current coverage	<ul style="list-style-type: none"> <li>◦ Letter from employer on business letterhead or information from a previous carrier (recent billing statement, ID card) confirming coverage (date and individuals), <b>and</b></li> <li>◦ Copy of death certificate or obituary</li> </ul>
Current policy does not renew on a calendar year basis (renews on a date other than January 1st)	Information from previous carrier (recent billing statement, ID card, renewal letter) confirming coverage (date and individuals) and renewal date of coverage.
Health coverage issuer substantially violated material provision of health coverage contract	Letter from the member and supporting documentation from insurance carrier or Exchange.
Loss of services from contracting provider for an acute condition, serious chronic condition, pregnancy, terminal illness, care of newborn between birth and 36 months of age,	Letter from the previous insurance carrier OR provider.

Qualifying Event	Description and examples of supporting documentation
<b>or performance of a surgery or other procedure that has been recommended and documented by the provider and that provider is no longer participating in the health benefit plan.</b>	
<b>Member of the Reserve Forces of the U.S. military returning from active duty or member of the California National Guard returning from active duty</b>	Discharge papers that indicate date of discharge from active duty.
<b>Any other event or circumstance as set forth in the rules established by applicable state or federal law in defining qualifying events.</b>	An official form such as a letter or other supporting documentation from the source (employer, state or federal agency, for example) confirming the qualifying event occurred, the date the event happened, and the names of all applicants affected.