

April 2, 2021

\*\*\*\*\*SCH 5-DIGIT 90731 T29 P65

STEVE [REDACTED]

SAN PEDRO, CA 90731 [REDACTED]



Dear Steve [REDACTED]

**Great news! Blue Shield will now have rate changes only once a year.**

Previously, a member could receive more than one rate change a year. We are pleased to let you know that our rates are now designed for you to have only one rate change per year.

As we continue to improve the member experience, we hope limiting our rate changes to once a year makes your experience with us better.

**Save with AutoPay<sup>1</sup>**

Sign up for AutoPay and save \$3 a month by paying your premiums through automatic bank account debits. Log in to your Blue Shield account at [blueshieldca.com](http://blueshieldca.com) and click on the *Payment center* tab.

**Questions?**

If you have any questions, please call your broker or Blue Shield Customer Care at **(800) 248-2341** (TTY: **711**), 8 a.m. to 5:30 p.m., Monday through Friday, excluding holidays. You can also contact the Health Insurance Counseling and Advocacy Program (HICAP), which provides health insurance counseling for California senior citizens. Call HICAP's toll-free number at **(800) 434-0222** for a referral to your local HICAP office. These services are free of charge.

Thank you for being a Blue Shield member and trusting us with your coverage.

Sincerely,

Shayna Schulz  
Senior Vice President, Medicare and Specialty  
Vice President of Senior and Government Markets  
Blue Shield of California