



# Blue Cross Community MMAI (Medicare-Medicaid Plan)<sup>SM</sup>

c/o Member Services

P.O Box 3836

Scranton, PA 18505

## Blue Cross Community MMAI Plan Request for Restriction

(Request form to limit how we use or share your Protected Health Information (PHI))

**Please fill out this form if you want us to limit how we use or share your PHI when it comes to health care treatments, payments or operations. You can also ask us to limit how we share your PHI with people who take care of you or pay for your care.**

### WHEN COMPLETED AND SIGNED, PLEASE MAIL TO:

c/o Privacy Office  
Blue Cross Community MMAI  
P.O. Box 805106  
Chicago, IL 60680-4112

### Before you continue:

- You should know that we do not have to agree to your request.
- If we do agree, we will limit how we use or share your PHI. We may still use or share any PHI that is needed for emergency treatments or when the law says we can.
- We will send you a letter to let you know what we decide.

### If we have agreed to limit how we use or share your PHI:

- You may write to us at any time to ask us to stop limiting how we use or share it.
- We may send you a letter at any time to let you know that we no longer agree to limit using or sharing your PHI.
  - If you agree with us, we will no longer put a limit on how we use or share your PHI.
  - If you do not agree with us, we will stop putting a limit on how we use or share any of the PHI that we made or got after the date we no longer agreed to stop using it.

To learn more or if you still have questions, call Member Services at **1-877-723-7702**. We are available 24 hours a day, seven (7) days a week. The call is free.

Sincerely,

Blue Cross Community MMAI

If you want to ask us to limit how we use or share your PHI, please fill out Parts A and B below. Then mail the form back to us.

**Part A: Tell us about the person whose PHI you are asking us to limit using**

<Member name>: \_\_\_\_\_

<Address>: \_\_\_\_\_

<City>: \_\_\_\_\_ <State>: \_\_\_\_\_ <ZIP Code>: \_\_\_\_\_

<Phone number>: \_\_\_\_\_

<Date of birth>: \_\_\_\_\_

<Gender>: \_\_\_\_\_

<Member ID number>: \_\_\_\_\_

**Part B: Give us details about what PHI you want us to limit**

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**Part C: Please tell us what limits you want us to put on your PHI.**

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**Part D: Member's signature**

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**<Member's signature>**

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**<Date>**

**Chosen legal representative or guardian**

If the member has chosen someone to sign this form for him or her, that person needs to fill out the lines below. And please attach a copy of a Health Care Power of Attorney, a court order or other papers that show that this person may act for the member.

<Legal representative or guardian (print full name)>: \_\_\_\_\_

<Legal relationship to the member>: \_\_\_\_\_

<Signature>: \_\_\_\_\_ <Date>: \_\_\_\_\_

You can get this information for free in Spanish, or speak with someone about this information in other languages for free. Call **1-877-723-7702** (TTY/TDD: **711**). We are available 24 hours a day, seven (7) days a week. The call is free.

Usted puede obtener esta información gratis en español, o hablar con alguien, acerca de esta información en otros idiomas de forma gratuita. Llame al **1-877-723-7702** (TTY/TDD: **711**). Estamos a su disposición las 24 horas del día, los siete (7) días de la semana. La llamada es gratuita.

Blue Cross Community MMAI (Medicare-Medicaid Plan) is provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association. HCSC is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. Enrollment in HCSC's plan depends on contract renewal.

Blue Cross and Blue Shield of Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield Of Illinois does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Illinois:

- 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)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Illinois has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35<sup>th</sup> floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, [Civilrightscoordinator@hcsc.net](mailto:Civilrightscoordinator@hcsc.net). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TTY/TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**English:** ATTENTION: If you speak a non-English language, language assistance services, free of charge, are available to you. Call **1-877-723-7702 (TTY/TDD: 711)**.

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-723-7702 (TTY/TDD: 711)**.

**繁體中文 (Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-723-7702 (TTY/TDD: 711)**。

**Tagalog (Tagalog – Filipino):** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-723-7702 (TTY/TDD: 711)**.

**Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-877-723-7702 (ATS : 711)**.

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-723-7702 (TTY/TDD: 711)**.

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-723-7702 (TTY/TDD: 711)**.

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-723-7702 (TTY/TDD: 711)**번으로 전화해 주십시오.

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-877-723-7702 (телетайп: 711)**.

**العربية (Arabic):**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-723-7702 (رقم هاتف الصم والبكم: 117).

**हिंदी (Hindi):** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-877-723-7702 (TTY/TDD: 711)** पर कॉल करें।

**Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-723-7702 (TTY/TDD: 711)**.

**ગુજરાતી (Gujarati):** સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-877-723-7702 (TTY/TDD: 711)**.

**أردو (Urdu):** کریں کال - ہیں دستیاب میں مفت خدمات کی مدد کی زبان کو آپ تو، ہیں بولتے اردو آپ اگر: خبردار **1-877-723-7702 (TTY/TDD: 711)**.

**Polski (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-723-7702 (TTY/TDD: 711)**.

**ἑλληνικά (Greek):** ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-877-723-7702 (TTY/TDD: 711)**.