



BlueCross BlueShield

Anthem Blue Cross and Blue Shield
PO Box 659806
San Antonio, TX 78265-9106

<Subscriber first name> <Subscriber last name>
<Subscriber address>
<Subscriber city>, <state> <zip>

<Date>

IMPORTANT! Steps to renew your health care plan have changed. Act now.

Dear <Subscriber first name> <Subscriber last name>:

We have some important information to share about renewing your plan. But first, just a quick thank you for being one of our members in 2015. We hope you had a great year. You should already have received your renewal information from us for the plan you purchased last year through the Health Insurance Marketplace (also called the exchange). In looking at the membership information sent to us by the exchange, we learned that the exchange does not have all the information required of your application from last year. This means, the steps you need to take to renew your plan have changed. To stay in your plan for 2016 (and be considered for a subsidy in 2016), you must renew through the exchange. And we can help you with that.

What you need to do:

Option 1: Call us at **1-877-889-2764** before December 15. One of our Health Plan Advisors will make sure your coverage is renewed through the exchange and effective on January 1, 2016. Plus you'll continue to be considered for a subsidy if you are eligible.

Option 2: Call your broker or agent for assistance with your renewal.

- Option 3:** Of course, you can go direct to the exchange at **healthcare.gov** and take the following steps to renew:
- Update your 2016 application. If you don't find a pre-populated 2016 application waiting for you, start a new one.
 - Make sure everyone in your household is included on the application.
 - Add or update any information that has changed – like your income, address or people in your household.
 - After you compare your coverage options, make sure each person on your application who needs coverage and is eligible, is enrolled in a plan for 2016.

If renewing directly through the exchange be prepared to provide all your information needed to renew even if you provided it previously.

We value having you as a member and want to make sure you stay covered. So please call us at **1-877-889-2764** by December 15, and we'll help you renew and answer any questions you have. Our hours are Monday through Friday, 8:30 a.m. - 7:00 p.m. Eastern Time. Or call the Marketplace Call Center at **1-800-318-2596**.

Sincerely,

A handwritten signature in black ink that reads "Erin Hoeflinger". The signature is written in a cursive style with a large, stylized initial "E".

Erin Hoeflinger
President, Anthem Blue Cross and Blue Shield in Ohio