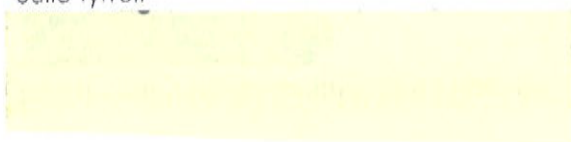


September 24, 2013

Julie Tyrrell


Dear Julie,

With all the buzz about the healthcare law and new changes that will start in 2014, you're probably wondering how you will be affected.

Your current Blue Cross Blue Shield of Arizona (BCBSAZ) plan is a non-grandfathered plan, meaning the plan was not in effect on or before March 23, 2010. This plan will no longer be available starting on Jan. 1, 2015*. You will be able to move to another BCBSAZ plan at that time. **You can keep your current plan through Dec. 31, 2014.**

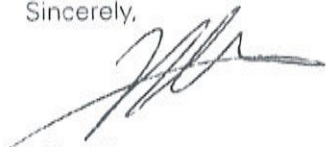
You will be pleased to know that all new BCBSAZ plans will have coverage for doctor visits, hospital stays, maternity care, emergency room care and prescriptions. Plus, covered preventive care provided by in-network providers, such as annual wellness visits and immunizations, are available at **no additional out-of-pocket cost to you.**

Learn more now at azblue.com/ChangesIn2014

You can also visit azblue.com to learn more about BCBSAZ plans and the federal government's new Health Insurance Marketplace. It was established to help you shop online for health insurance and to determine if you qualify for federal aid to help pay for premiums and other health plan costs.


Start now by visiting azblue.com/ChangesIn2014. Or if you prefer personal, one-on-one answers and assistance, feel free to call us at **(877) 318-4693**, Monday through Friday between 6 a.m. and 6 p.m.

Sincerely,



Mike Tilton
Vice President, Sales

* THIS LETTER SERVES AS YOUR NOTICE OF PLAN DISCONTINUANCE REQUIRED BY A.R.S. § 20-1380(C)(2).

NGFN
IU-MEM

The healthcare law
**BRINGS CHANGES
IN 2014**

FIND OUT MORE AT
azblue.com/ChangesIn2014

Healthcare reform and you



An Independent Licensee of the Blue Cross and Blue Shield Association

Learn more about what reform could mean to you now and in the future.

You're currently enjoying the advantages of being a Blue Cross Blue Shield of Arizona (BCBSAZ) member. You have coverage from a company you know and trust, access to a large network of doctors, and a plan that includes many valuable benefits. You may be very happy with your current health plan. However, healthcare reform has changed the requirements for health plans. As a result, you will need to choose a new plan starting on Jan. 1, 2015.

You don't have to do anything right now.

You can stay on your current plan until Dec. 31, 2014. Your current plan may be the best option for your budget until then. Many of our new plans may have higher premiums because of the requirements of healthcare reform.

What to expect in the next year.

As you approach your Jan. 1, 2015, renewal date you will need to choose a new plan that meets the requirements of healthcare reform. However, you may qualify for a premium tax credit (sometimes called a subsidy) from the government. These credits are based on income and family size and can reduce the cost of plan premiums. We can help you find out if you qualify.

We're here to help.

BCBSAZ is committed to helping you understand your options. We will send you more information about new BCBSAZ plans as your renewal approaches at the end of 2014.

For more healthcare reform information, visit azblue.com/ChangesIn2014. In the meantime, please contact us if you have questions: (877) 318-4693.



**BlueCross
BlueShield
of Arizona**

An independent licensee of the Blue Cross and Blue Shield Association

December 2013 renewal
you are enrolled in
BluePortfolio Plus \$5,500

October, 2013

Julie Tyrrell

Dear Julie Tyrrell,

Thank you for choosing Blue Cross Blue Shield of Arizona (BCBSAZ) for your health insurance coverage. Please see the enclosed plan information for updates and changes you need to know about your BCBSAZ plan.

Individual Renewal Information

1. **Rate Changes.** See important rate change information below.

At BCBSAZ, we periodically review our rates to ensure that we collect sufficient premiums to pay for the claims we receive. Our rates are based on the average cost of medical care. You cannot be singled out for a premium increase as a result of your personal medical claims. In fact, health insurance helps keep the cost of medical care affordable by spreading the risk of healthcare costs across a large number of people.

BluePortfolio Plus \$5,500

Current monthly premium: \$210.45

New monthly premium upon renewal: \$247.25

What are my options?

If I like my current plan? You can keep it. To stay on your current plan, you do not need to contact us; you are automatically renewed.

If I'm looking for a lower premium? You may have options. If you are looking for a plan with a lower premium, you may be able to transfer to another BCBSAZ health plan option without going through underwriting. To examine your options, take advantage of the easy-to-use "Change My Plan" tool at azblue.com/ChangeMyPlan to examine available plans, benefits and premiums. See the back of this letter for instructions.

Thank you for being a Blue Cross Blue Shield of Arizona member.

We appreciate the opportunity to meet your health insurance needs. We have been serving Arizonans for more than 74 years and look forward to serving you in the future.

If you have questions, contact your health insurance broker,
L & A Services Inc at (602) 996-6010,
visit azblue.com, or call BCBSAZ Monday through Friday, 6 a.m. to 6 p.m.,
at one of the following numbers:
Maricopa County (602) 864-4888 • Statewide (877) 318-4693

Sincerely,

Michael Tilton, Vice President, Sales

Enclosures

This notification was not mailed to any separate billing address that may be on file with BCBSAZ. If you have a separate billing address, please notify the party responsible for your premium payment.

This is not a bill. The premiums shown are based on your contract information as of the time of this mailing. If you have made a recent transfer to a new plan or deductible, or have made other changes to your contract (such as adding or removing covered members), this may not be reflected.

What do I need to do?

- You are automatically renewed in your current plan.
- To stay on your plan, you do not need to contact us.
- Interested in exploring other plan options? It's easy with the online "Change My Plan" tool from BCBSAZ. For more information, review the instructions on the back of this letter.

Availability of Summary Health Information

Your health insurance plan provides important protection for you and covered family members in the case of illness or injury. Choosing a health coverage option is an important decision. Once you choose a plan, it's also important to understand the covered benefits, the coverage limitations, your cost share responsibilities, and how to make the most of your benefits. To help you with this, BCBSAZ makes available a Summary of Benefit Coverage (SBC). The SBC summarizes important information about each health plan in a standard format. You can use SBCs to help you compare options. The SBC is available on the web on the BlueNet member portal: azblue.com/Member. A paper copy is also available, free of charge, by calling 1-877-475-8440 (a toll-free number).

Explore other affordable plan options from BCBSAZ

If you've received the enclosed rate and benefit plan changes and would like to view other affordable plan options, it's easy with the online "Change My Plan" tool from BCBSAZ!

1. Register for BlueNetSM, BCBSAZ's online services.

- Review claims status and details, track deductibles and review your benefits online.
- If you're not already registered, sign up today at azblue.com/member.
- Helpful hint: Some of the required information for the online registration form can be found on your BCBSAZ member ID card.

2. Visit "Change My Plan."

- To use the "Change My Plan" tool, visit azblue.com/ChangeMyPlan.
- You will need your BlueNet Username and Password to access this tool.
- If you're already logged in to BlueNet, simply select "Change My Plan" under the "Benefit Changes" heading.

3. Review the listed plans.

- The Change My Plan tool will provide up to two recommended plan options, if available, that you can switch to without having to reapply for coverage.*

4. Ready to change your plan? It's easy!

- If, after carefully reviewing the recommended plans, you'd like to switch to a new plan, simply click the "Change to this Plan" button.
- To change plans, you can fax or mail the enclosed change request form, OR contact your broker for assistance.

Still have questions? Call your broker, or call BCBSAZ today at the number listed on the front of this letter and we'll be happy to assist!

* Not all BCBSAZ plans have transfer options available without underwriting. Changing to a different plan may require a new application and medical underwriting approval. The application fee is waived for current customers.

Post Office Box 13466, Phoenix, AZ 85002-3466
2444 West Las Palmaritas Drive, Phoenix, AZ 85021-4883

azblue.com



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