

Individual/Family Dental | Change Form

Section 1 | Current policyholder information

Member ID number	Group number	Date of birth
First name	M.I.	Last name
Primary phone number	Alternate phone number	Email

How do you prefer we communicate with you during the application process? Phone Email

Note: By selecting your preferred contact method, you agree that all communication during the application process will be sent based on your selection; however, the alternate method(s) may be used if needed to reach you for purposes related to your application.

Important Opt-In Consent for Electronic Document Access and Delivery: By providing your email address or by checking this box, you agree that after enrollment we may communicate with you and provide your policy information to you electronically for your convenience, such as your health insurance plan documents, benefits, ID cards, explanation of benefits, claim status, and legal notices regarding your financial, privacy and healthcare rights under federal law. Opting into electronic delivery also allows us to communicate with you electronically, either directly or through one of our contracted business associates, regarding your plan, identification of healthcare providers participating in our networks, disease management, health education and health promotion, preventive care options, wellness programs, treatment options, care coordination, and case management assistance for you in connection with your plan through [Arkansas Blue Cross Blue Shield, Health Advantage, Octave Blue Cross and Blue Shield or Skai Blue Cross and Blue Shield] ("Plan"). Please note that you are responsible for updating your contact information. This electronic delivery will continue through any policy renewals or other changes. Once you are an enrolled member of a plan, if you want to change your communication preferences, including to opt-out of electronic delivery, you may:

- Update your communication preferences and/or contact information at blueprintportal.com

OR

- Call the Customer Service number located on your member ID card

If you register for Blueprint portal access after enrollment, this allows you to access your documents and information electronically through your own password-protected account. With the Blueprint portal, your documents can be viewed or printed using your computer or mobile device. The website may be accessed with most versions of Chrome, Firefox, Microsoft Edge, or Safari. You may also set your preferences at blueprintportal.com.

Consent to electronic delivery is not a condition of purchase, enrollment, or coverage. At no cost to you, you also may request a paper copy of a document, regardless of whether it is or has been delivered electronically.

By providing your mobile phone number, you agree that automated, informational text messages may be sent to you by or on behalf of your Plan to update you about new plan products and programs. You can opt-out of receiving such text messages at any time by responding STOP in a response text message. Standard mobile phone and/or text message charges may apply from your wireless provider. Frequency will vary.

Changes to be made.

You may skip section(s) that do not apply to the change(s) you are making.
However, you must return all pages - even if blank.



Arkansas
BlueCross BlueShield

An Independent Licensee of the Blue Cross and Blue Shield Association

Section 2 | Address change

Residential street	City	State	ZIP	County
Mailing street	City	State	ZIP	
Billing street	City	State	ZIP	

Section 3 | Name change

From: First name	Middle initial	Last name
To: First name	Middle initial	Last name

Is this name change as a result of marriage?
 Yes No Marriage date:

Is this name change as a result of divorce?
 Yes No Divorce date:

Other reason for change

Date of change:

Section 4 | Billing change**Monthly bank draft** (Must complete attached bank draft form)**Monthly direct billing** (Paper bill)**Section 5 | Delete person(s) from the policy**

First name	M.I.	Last name	Suffix	Date of birth (mm/dd/yyyy)	Reason code* (see below)	Date of change

*Reason codes: 1 - Divorce 2 - Aging off 3 - Marriage 4 - Death 5 - Other

Section 6 | Ownership change

Complete this section only when the primary policyholder is being removed. **Both the current policyholder and the new policyholder must sign the change form.**

From: First name	Middle initial	Last name
To: First name	Middle initial	Last name

Section 7 | Split policy

Indicate the name of the covered person(s) you want covered on a separate policy with identical coverage.

First name	M.I.	Last name	Suffix	Date of birth (mm/dd/yyyy)	Reason code* (see below)	Date of change (mm/dd/yyyy)

*Reason codes: 1 - Divorce 2 - Aging off 3 - Marriage 4 - Other (specify below)

Please provide phone number, email and address information for new policyholder ONLY:

Primary phone number	Alternate phone number	Email		
Residential street		City	State	ZIP
Mailing street		City	State	ZIP
Billing street		City	State	ZIP

Please set up the billing mode for my new policy

Monthly bank draft (Must complete attached bank draft form)

Monthly direct billing (Paper bill)

Section 8 | U.S. citizenship status

Additional information may be required.

Yes No **Are all applicants U.S. citizens? If "No", please provide the name(s) of the applicant(s) who are not U.S. citizens.**

Name

Name

Section 9 | Adding spouse or dependent(s)

Please add the following dependent(s):

IMPORTANT NOTE: Children age 26 and older must apply on their own

First name	M.I.	Last name	Suffix	Relationship	Sex	Date of birth	Social Security no.

Waiting periods do not apply to children age 18 and under.

If your application is received within 30 days of the termination date of your previous coverage and no later than 60 days from the effective date of your new Arkansas Blue Cross policy, the six-month waiting periods for minor restorative services for adult Silver, Gold, Platinum and Platinum Premium plans, and major services for adult Gold and Platinum plans, will be waived. For Platinum Premium plans, the 12-month waiting period will be reduced to six months. You must show proof of prior continuous comparable dental insurance by providing a copy of your previous dental policy Certificate of Coverage and benefit schedule, which lists the coverage for services provided.

You may include these documents with your change form. If you are submitting these documents after submission of your change form, fax them to Arkansas Blue Cross at 501-378-3752 or email them to CRMCustomerService@arkbluecross.com.

Section 9 | Adding spouse or dependent(s) (Continued)

Yes No **Are all the added individual(s) permanent, legal residents of Arkansas? If "no," please provide:**

Name

Address

Reason

Yes No **Have any of the proposed insureds had any other dental coverage within the last 12 months? If yes, list:**

Name	Effective date	Termination date

Please read before signing

I UNDERSTAND: (1) This application may be rejected. (2) If accepted, the insurance applied for shall not become effective until the date shown on my schedule of benefits and the adjusted premium, if applicable, is paid in full. (3) If my application is accepted relying on my representations on this document, any coverage which may be issued to me shall be invalid if based on false information. (4) My signature authorizes Arkansas Blue Cross and Blue Shield to coordinate benefits under this policy with other insurance I have which is subject to coordination. (5) Arkansas Blue Cross and Blue Shield may phone me for additional information that may help with the timely processing of my application. In signing below, I represent that the statements and answers given in this application and any signed and dated addendum to this application are true, complete and correctly recorded.

You may review our privacy and non-discrimination notices at arkbluecross.com/privacy, arkbluecross.com/financial-privacy and arkbluecross.com/notice.

Arkansas Blue Cross and Blue Shield, its affiliates and partners may contact you, either directly or through a business associate, using your email address or telephone number regarding your health insurance plan or other promotional opportunities. You can manage your preferences or unsubscribe in Blueprint Portal at blueprintportal.com.

I certify that I signed this application in the state of Arkansas.

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Signature section (please sign appropriate line only)

Current policyholder OR parent/legal guardian (if policy for a minor)

Please print	Please sign	Date signed
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New policyholder

Please sign	Date signed
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Custodial parent section

Custodial parent's name (please print)	Telephone No.
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Custodial parent's address

Street or P.O. box	City	State	County	ZIP
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Custodial parent's signature	Date signed
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For home office use only (Do not write in this space)

Return instructions

Please return this signed form to:

Arkansas Blue Cross and Blue Shield
Attn: CRM Operations and Service
PO Box 2181
Little Rock, AR 72203-2181

Fax: 501-378-3752

Email: CRMCustomerService@arkbluecross.com

Pre-authorized bank draft | Monthly program sign-up form

Our monthly bank draft service makes premium payments easy and convenient for you. Just a few steps now help assure your payments are made accurately and timely.

1. Complete the information below.

1. Mail this completed authorization form to:

Arkansas Blue Cross and Blue Shield
Attn: Cashiers (Drafts)
P.O. Box 3590
Little Rock, AR 72203

Important: Please read before signing

I authorize Arkansas Blue Cross and Blue Shield, USABLE Life, and the BANK indicated below, to debit my Arkansas Blue Cross and/or USABLE Life premium from my checking or savings account indicated below. This authority is to remain in full force and effect until my BANK has received written notification from me of the Pre-Authorized Bank Draft Program termination in such time and manner as to afford the BANK a reasonable opportunity to act on it, or until the BANK has sent me ten (10) days' written notice of the BANK's termination of this agreement.

I understand that by revoking the Pre-Authorized Bank Draft Program after I have agreed to it, I also will be terminating my Arkansas Blue Cross and/or USABLE Life coverage, UNLESS Arkansas Blue Cross and/or USABLE Life has received written notice from me of my desire to continue coverage at least twenty (20) days prior to the next Pre-Authorized Bank Draft Program withdrawal date.

I understand that an insufficient check fee will be assessed for any payment returned to Arkansas Blue Cross as a result of insufficient funds.

Insured's information

First name

Last name

Street address

Apt. no.

City

State

ZIP

Arkansas Blue Cross and Blue Shield member ID

Bank account information

Bank name

Name on account (If different than the proposed insured)

Routing number

Account number

Type of account

Checking

Savings

A sample check from J.L. Webb, 123 Main Street, Anytown, USA 12345. The check is dated 11/75 and is payable to the order of \$1175. A large red 'SAMPLE' watermark is overlaid on the check. Below the check, three red boxes with arrows point to the routing number (123456789), account number (1234567890123), and check number (1175).

Bank Routing Number Bank Account Number Check Number

Signature

Signature of bank account holder

Date

After Arkansas Blue Cross receives and processes this completed authorization form, you will receive a letter providing the effective date of your first scheduled draft. We hope you find this bank draft service of value. It is our privilege to serve you. Thank you for your business!

For office use only
(please do not write in this space)

ID No.

Effective date



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USABLE Life is an independent company and operates separately from Arkansas Blue Cross and Blue Shield. USABLE Life does not sell or service Arkansas Blue Cross and Blue Shield products. USABLE Life is solely responsible for the term life and critical illness policies referenced in your policy.

NOTICE OF LANGUAGE ASSISTANCE, AUXILIARY AIDS/SERVICES AND NON-DISCRIMINATION NOTICE

We provide free language assistance, appropriate auxiliary aids and services, and reasonable modifications to people with disabilities to communicate effectively with us, such as qualified sign language interpreters, written information in various formats (large print, audio, accessible electronic formats, other formats), and language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, call or contact Customer Service at 1-800-238-8379 (TTY: 711) or Civil Rights Coordinator.

ATTENTION: Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in assessable formats are available free of charge. Call 1-800-238-8379 (TTY: 711) or speak to your provider.

Spanish: ATENCIÓN: Disponemos de servicios gratuitos de asistencia lingüística. También hay disponibles de forma gratuita ayudas y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 1-800-238-8379 (TTY: 711) o hable con su proveedor.

Chinese Simplified: 注意：提供免费语言服务。此外，免费提供适合残障人士使用的辅助和支持服务。请致电 1-800-238-8379 (TTY: 711) 或联系您的服务提供商。

Chinese Traditional: 注意：我們提供免費的語言協助服務，以及免費的適當輔助工具和其他服務，讓您能夠獲得無障礙格式的資訊。請撥打 1-800-238-8379 (TTY: 711) 或諮詢您的服務提供者。

Tagalog: PAUNAWA: Available para sa iyo ang mga libreng serbisyo sa tulong sa wika. Available rin nang walang bayad ang mga naaangkop na auxiliary na tulong at serbisyo para magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-800-238-8379 (TTY: 711) o makipag-usap sa iyong provider.

French: ATTENTION : Des services d'assistance linguistique sont gratuitement mis à votre disposition. Des aides et services auxiliaires appropriés visant à vous informer dans des formats accessibles sont également mis à votre disposition gratuitement. Appelez le 1 800 238 8379 (TTY : 711) ou discutez avec votre prestataire.

Vietnamese: CHÚ Ý: Các dịch vụ hỗ trợ ngôn ngữ sẽ được cung cấp miễn phí cho quý vị. Các dịch vụ và hỗ trợ giao tiếp phù hợp nhằm cung cấp thông tin ở các định dạng dễ tiếp cận cũng được cung cấp hoàn toàn miễn phí. Hãy gọi 1-800-238-8379 (TTY: 711) hoặc trao đổi với nhà cung cấp của quý vị.

German: HINWEIS: Ihnen stehen kostenlose Sprachmittlungsdienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zum barrierefreien Zugang zu Informationen stehen ebenfalls kostenfrei zur Verfügung. Rufen Sie 1-800-238-8379 (TTY: 711) an oder sprechen Sie mit Ihrem Leistungserbringer.

Korean: 주의: 무료 언어 지원 서비스를 이용하실 수 있습니다. 접근 가능한 형식으로 정보를 제공하기 위한 적절한 보조 도구와 서비스도 무료로 제공됩니다. 1-800-238-8379 (TTY: 711) 번으로 전화하거나 담당 서비스 제공자에게 문의하십시오.

Russian: ВНИМАНИЕ! Вам доступны бесплатные услуги языковой поддержки. Приемлемые вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-238-8379 (TTY: 711) или обратитесь к своему поставщику услуг.

ملاحظة: خدمات المساعدة اللغوية متاحة لك مجاناً، كما أن وسائل وخدمات المساعدة الإضافية المناسبة لتوفير المعلومات بصيغ يسهل عليك الوصول إليها متاحة مجاناً أيضاً. يرجى الاتصال على الرقم: 1-800-238-8379 (TTY: 711) أو التحدث إلى مقدم الرعاية

Hindi: ध्यान दें: आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। आसान फॉर्मेट में सूचना उपलब्ध कराने के लिए उचित सहायक साधन और सेवाएं भी निःशुल्क उपलब्ध हैं। 1-800-238-8379 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

Italian: ATTENZIONE: Ha a disposizione servizi di assistenza linguistica gratuiti. Potrà usufruire gratuitamente anche di sussidi e servizi ausiliari appropriati per ottenere le informazioni in formati accessibili. Chiami il numero 1-800-238-8379 (TTY: 711) o chiedi al suo operatore sanitario.

Portuguese: ATENÇÃO: Serviços gratuitos de assistência linguística estão disponíveis para você. Ajudas e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-238-8379 (TTY: 711) ou fale com seu provedor.

French Creole: ATANSYON: Genyen sèvis asistans lang gratis disponib pou ou. Epitou, genyen lòt èd ak sèvis apwopriye disponib gratis pou ede moun jwenn enfòmasyon nan yon fòm ki aksesib. Rele 1-800-238-8379 (TTY: 711) oswa pale ak founisè w la.

Polish: UWAGA: może Pan/Pani skorzystać z bezpłatnych usług pomocy językowej. Odpowiednie dodatkowe pomoce i usługi w zakresie zapewniania dostępu do informacji w przystępnym formacie również są dostępne bezpłatnie. Prosimy dzwonić pod numer 1-800-238-8379 (TTY: 711) lub porozmawiać z lekarzem.

Japanese: 注意: 無料の言語サポートサービスをご利用いただけます。アクセシブルなフォーマットで情報を提供するための適切な援助やサービスも無料でご利用いただけます。1-800-238-8379 (TTY: 711) にお電話いただくか、医療提供者にご相談ください

NON-DISCRIMINATION NOTICE

Our Company complies with applicable federal and state civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, or sex.

If you believe that we have failed to provide these language assistance or auxiliary aids and services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex.

Civil Rights Coordinator

601 Gaines Street, Little Rock, AR 72201

Phone: 1-844-662-2276 (TTY: 711)

You can file a grievance in person, by mail, or by email. If you need help filing a grievance our 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, DC 20201

Phone: 1-800-368-1019; TDD: 1-800-537-7697

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