# Because Highmark Blue Shield (Highmark) s keeping it simple.

Apply in five steps for your new 2025 individual/family Affordable Care Act (ACA) health plan with this application.

If you are applying because you have a Special Enrollment Period, please include this completed application along with the Special Enrollment Period form and all necessary supporting documentation.



If you're enrolling during Open Enrollment, you can do so digitally. Just scan here.



Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield is an independent licensee of the Blue Cross Blue Shield Association.

All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

# 5 steps to apply.

Step 1: Tell us about you	7
Step 2: Find a plan	13
Step 3: Your first payment	15
Step 4: Current coverage	17
Step 5: Your signature	19



# We're glad you're thinking of Highmark.

#### Let's make sure this is the application you need.

This application is for purchasing directly with Highmark, not if you're looking to purchase through the New York State of Health (NYSOH) Official Health Plan Marketplace. These plans don't apply federal premium tax credits or cost-sharing reductions. If you're not sure if you qualify for financial help, contact NYSOH at **nystateofhealth.ny.gov** or **1-855-355-5777**.

## Other than that, you're eligible to enroll in these plans, regardless of your age, as long as you meet these requirements:

- You're not entitled to benefits under Medicare Part A, enrolled in benefits in Medicare Part B, or enrolled in the Essential Plan or Child Health Plus.
- **0** You're currently living in the U.S.
- You live in one of the counties listed on page 14 of this application and select a plan available in the county where you live.
- **0** You meet eligibility guidelines listed in Step 5 of this application.

## In the right place? Great.

## If you have any questions or want to enroll faster:



Call 1-800-700-8482.

Visit highmark.com.

**Scan** the QR code on the front if you're applying during Open Enrollment. If you're applying during a special enrollment period, we'll need you to complete the paper application.

**Talk** to your insurance agent/producer if you're working with one.

#### Instructions:

# We've made this application as easy as possible with just **5 steps**.

It might look like a lot, but these tips will make this application easier and avoid any processing delays.

- Follow all 5 steps and make sure you fill everything in.
  Once you finish a section, tear it out to send back to us.
- Print letters and numbers clearly with blue or black ink.

  If you're applying during Open Enrollment, you can fill out an electronic version of this form on highmark.com and print it.
- If there's a box for your name at the bottom of a page, make sure you fill it in. That helps us keep track of your application.
- **Sign and date the application on page 20** If you are applying for coverage for yourself and your spouse/domestic partner, you both must sign this application. If you are not married, under the age of 18, and applying for a policy that covers only you, a parent or guardian must sign this application.
- Tear out your completed application pages and return them to Highmark. We'll outline all the ways you can do that on page 21.



#### **Highmark**

# Individual and Family Enrollment Application

#### Open Enrollment - Medical Plans

It might look like a lot, but these tips will make this application easier and avoid any processing delays.

During the annual Open Enrollment period, you may apply for coverage, or members can change plans.

• If Highmark receives the enrollment application on or before December 15th, coverage will begin on January 1st, as long as the applicable premium payment is received by then.

If you do not enroll during open enrollment, or during a special enrollment period, you must wait until the next annual open enrollment period to enroll.

Outside of the annual open enrollment period, You, the Subscriber, Your Spouse, or Child can enroll for coverage within 60 days prior to or after the occurrence of one of the following events:

- 1. You, Your Spouse or Child involuntarily loses minimum essential coverage including COBRA or state continuation coverage; including if You are enrolled in a non-calendar year group health plan or individual health insurance coverage, even if You have the option to renew the coverage;
- 2. You, Your Spouse or Child loses eligibility for Medicaid coverage, including Medicaid coverage for pregnancy-related services and Medicaid coverage for the medically needy, but not including other Medicaid programs that do not provide coverage for primary and specialty care;
- **3.** You, Your Spouse or Child become eligible for new eligible health plans because of a permanent move and You, Your Spouse or Child had minimum essential coverage for one (1) or more days during the 60 days before the move; or
- 4. You, Your Spouse or Child are no longer incarcerated.
- **5.** You or anyone in your household will newly gain access to an individual coverage health reimbursement arrangement (ICHRA) or will be newly provided with a qualified small employer health reimbursement arrangement (QSEHRA).

#### Open Enrollment - Medical Plans (cont.)

Outside of the annual Open Enrollment period, You, the Subscriber, Your Spouse, or Child can enroll for coverage within 60 days after the occurrence of one of the following events:

- 1. You, Your Spouse or Child's enrollment or non-enrollment in another health plan was unintentional, inadvertent or erroneous and was the result of the error, misrepresentation, or inaction of an officer, employee, or agent of a health plan or the NYSOH, or a non-NYSOH entity providing enrollment assistance or conducting enrollment activities;
- 2. You, Your Spouse or Child adequately demonstrate to Us that another health plan in which You were enrolled substantially violated a material provision of its contract;
- **3.** You gain a Dependent or become a Dependent through birth, adoption or placement for adoption or foster care, or through a child support order or other court order, however, foster Children are not covered under this Contract;
- **4.** You gain a Dependent or become a Dependent through marriage, and You or Your Spouse had minimum essential coverage for one (1) or more days during the 60 days before the marriage;
- **5.** You lose a Dependent or are no longer considered a Dependent through divorce, legal separation, or upon the death of You or Your Dependents; or
- **6.** If You are an Indian, as defined in 25 U.S.C. 450b(d), You and Your Dependents may enroll in a health plan or change from one (1) health plan to another one (1) time per month;
- 7. You, Your Spouse or Child demonstrate to Us that You meet other exceptional circumstances as the NYSOH may provide;
- **8.** You, Your Spouse or Child were not previously a citizen, national, or lawfully present individual and You gain such status;
- **9.** You, Your Spouse or Child are determined newly eligible or newly ineligible for advance payments of the Premium Tax Credit or have a change in eligibility for Cost-Sharing Reductions;
- 10. You are a victim of domestic abuse or spousal abandonment, including a Dependent or unmarried victim within a household, are enrolled in minimum essential coverage, and You and Your Dependents seek to enroll in coverage separate from the perpetrator of the abuse or abandonment;
- 11. You, Your Spouse or Child apply for coverage during the annual Open Enrollment period or due to a qualifying event, are assessed by the NYSOH as potentially eligible for Medicaid or Child Health Plus, but are determined ineligible for Medicaid or Child Health Plus after Open Enrollment ended or more than 60 days after the qualifying event;

Please provide the date of the qualifying event:

### Step 1: Tell us about you.

# You + Highmark ≡ one healthy 2025.

If you're applying for health insurance, you need to complete the next page.

- Page 8 Everyone fills this page out with their personal information,
   even if applying for someone else like a minor child.
- Page 10 Fill out this page if you're applying for yourself and anyone else, you're applying on behalf of your dependents and you'll be the policy holder, or you're applying on behalf of a child under 18 for the child's own individual policy.

If you have questions, we are only a phone call away. Keep these important phone numbers handy while you complete your application:

- If you have limited English proficiency or a disability call 1-833-521-1424 (TTY users can call 711) to get assistance with this application free of charge.
- If you have general questions or would like to enroll by telephone call 1-800-700-8482.



## Step 1: Tell us about you.

Please fill everything in clearly and mark "N/A" if you need to. Otherwise, the processing of this form might be delayed.

## Some basics:

FIRST NAME		MIDDLE NAME
LAST NAME		SUFFIX
SOCIAL SECURITY OR TAX ID NUMBER		
SEX	DATE OF BIRTH (M	IM/DD/YYYY)
0 Male 0 Female 0 Other	/	/
O Fill in this oval if you don't have a haddress where we can reach you.	ome address.	You still need to give a mailing
HOME ADDRESS		APARTMENT NUMBER
CITY, STATE, ZIP CODE		COUNTY
MAILING ADDRESS (IF DIFFERENT FROM HOME ADDRE	ESS)	APARTMENT NUMBER
CITY, STATE, ZIP CODE		COUNTY
HOME PHONE NUMBER (NON-MOBILE)	MOBILE PHONE N	UMBER
( ) -	( )	-
PREFERRED CONTACT (SELECT ONLY ONE)		
0 Home 0 Mobile		
EMAIL ADDRESS		
PREFERRED LANGUAGE SPOKEN (IF NOT ENGLISH)	PREFERRED LANG	UAGE READ (IF NOT ENGLISH)
O Just for you.		
O You and your family.		
O You're applying on behalf of a ch		or his or her own

# Who is this plan for?

Just fill in the oval that applies.



### Step 1: About you continued.

## Communication preferences:

We can send you electronic communications consisting of email alerts and notifications, if you want. Those communications could include your agreement and outline of coverage, insurance plan notices, member newsletters, and health and wellness notices such as wellness, savings, and more. It'll be easier and faster to review. You can change your preference to paper or digital at any time, or request a print or digital copy by calling the Member Services phone number on the back of your member identification (ID) card or visiting MyHighmark.com.

#### So, what do you think?

- **O** Yes, let's do this digitally.
- O No, let's stick to paper.

Go to **MyHighmark.com** to review the Contact Preferences Terms and Conditions for complete details regarding selecting or changing communication preferences.

To ensure that you receive your member materials by your preferred method, you must notify Highmark if your phone number or email address change.

SOCIAL SECURITY OR TAX ID NUMBER	APPLICANT'S LAST NAME	FIRST NAME

# **Step 1:** Tell us about the rest of your family.

#### Just you? Go to page 13.

If you're applying for coverage for anyone else (let's call them dependents), fill their info in on this sheet. You can add more sheets if you need to.

#### Eligible dependents include:

- Your spouse or domestic partner
- Your children under the age of 30
- Your spouse or domestic partner's children under the age of 30
- Your unmarried child of any age who is medically certified as totally disabled and dependent upon you

## The plan and deductible option you choose will apply to everyone covered by your plan.

Are any of the applicants included in this application that are an unmarried dependent child, regardless of age, who is incapable of self-sustaining employment by reason of mental illness, developmental disability (as defined in the New York Mental Hygiene Law), or physical disability and who became so incapable prior to attainment of the age at which the Child's coverage would otherwise terminate and who is chiefly dependent upon you for support and maintenance and will remain covered while your insurance remains in force and your child remains in such condition.

If yes, please state their name(s)

Dependent 1	FIRST NAME	MIDDLE NAME
Basic info:	LAST NAME	SUFFIX
	SOCIAL SECURITY OR TAX ID NUMBER	RELATIONSHIP TO YOU
	SEX	DATE OF BIRTH (MM/DD/YYYY)
	O Male O Female O Other	

Highmark may require proof of such disability as deemed necessary.

SOCIAL SECURITY OR TAX ID NUMBER	APPLICANT'S LAST NAME	FIRST NAME

### **Step 1:** Family continued.

#### **FIRST NAME** MIDDLE NAME Dependent 2 **LAST NAME SUFFIX Basic info:** SOCIAL SECURITY OR TAX ID NUMBER **RELATIONSHIP TO YOU** DATE OF BIRTH (MM/DD/YYYY) SEX 0 Other Male **0** Female Does dependent2 live with you? O Yes IF NO, LIST ADDRESS: MIDDLE NAME **FIRST NAME** Dependent 3 **LAST NAME SUFFIX Basic info:** SOCIAL SECURITY OR TAX ID NUMBER **RELATIONSHIP TO YOU** DATE OF BIRTH (MM/DD/YYYY) SEX **0** Male **0** Female 0 Other Does dependent 3 live with you? O Yes IF NO, LIST ADDRESS: **FIRST NAME** MIDDLE NAME Dependent 4 **SUFFIX** LAST NAME **Basic info:** SOCIAL SECURITY OR TAX ID NUMBER **RELATIONSHIP TO YOU** SEX DATE OF BIRTH (MM/DD/YYYY) 0 Male 0 Female 0 Other Does dependent 4 live with you? O Yes IF NO, LIST ADDRESS:

SOCIAL SECURITY OR TAX ID NUMBER APPLICANT'S LAST NAME FIRST NAME

- - | | | | | | |

### **Step 1:** Family continued.

#### **FIRST NAME** MIDDLE NAME Dependent 5 **LAST NAME SUFFIX Basic info:** SOCIAL SECURITY OR TAX ID NUMBER **RELATIONSHIP TO YOU** DATE OF BIRTH (MM/DD/YYYY) SEX Male **0** Female 0 Other Does dependent 5 live with you? O Yes O No IF NO, LIST ADDRESS: MIDDLE NAME **FIRST NAME** Dependent 6 **LAST NAME SUFFIX Basic info:** SOCIAL SECURITY OR TAX ID NUMBER **RELATIONSHIP TO YOU** DATE OF BIRTH (MM/DD/YYYY) SEX **0** Male **0** Female 0 Other Does dependent 6 live with you? O Yes IF NO, LIST ADDRESS: **FIRST NAME** MIDDLE NAME Dependent 7 LAST NAME **SUFFIX Basic info:** SOCIAL SECURITY OR TAX ID NUMBER **RELATIONSHIP TO YOU** DATE OF BIRTH (MM/DD/YYYY) SEX 0 Male 0 Female 0 Other Does dependent 7 live with you? O Yes IF NO, LIST ADDRESS:

### Step 2: Find a plan.



In this next step, you're going to select your plan.

Or, take a look through the plan brochure. All of the information you need is there.

Step 2: Find a plan in Albany, Clinton, Columbia, Essex, Fulton, Greene, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren and Washington counties.

Choose one plan and deductible option. Fill in the oval next to the plan you've selected. Your selection will apply to everyone covered by your plan.

These plans are just for Albany Clinton, Columbia, Essey

These plans are just for Albany, Clinton, Columbia, Essex, Fulton, Greene, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren and Washington counties.

my Plus Assess EV			Annual D	eductible
my Blue Access EX			Individual	Family
	0	Standard Platinum	\$0	\$0
	0	Destination 65 Platinum	\$0	\$0
	0	Destination 65 Platinum + Adult Dental and Vision	\$0	\$0
	0	Destination 65 Gold	\$0	\$0
	0	Destination 65 Gold + Adult Dental and Vision	\$0	\$0
	0	Standard Gold	\$600	\$1,200
	0	Destination 65 Silver	\$0	\$0
	0	Destination 65 Silver + Adult Dental and Vision	\$0	\$0
	0	Standard Silver	\$2,100	\$4,200
	0	Standard Bronze	\$3,800	\$7,600
	0	Destination 65 Bronze	\$3,800	\$7,600
	0	Destination 65 Bronze + Adult Dental and Vision	\$3,800	\$7,600

SOCIAL SECURITY OR TAX ID NUMBER	APPLICANT'S LAST NAME	FIRST NAME

### Step 3: Your first payment.

# The plan? Value of the Now, the check.

When you send this application in, you need to have your first premium payment included with it. We'll walk you through how to calculate that on the next page. If the first payment is not made with your application, your first premium payment will be due by the date printed on your first invoice.

#### **Step 3:** Your first payment.

# Start by filling in this information: POLICY HOLDER NAME (FIRST, MIDDLE, LAST) SOCIAL SECURITY OR TAX ID NUMBER

Now locate your premium rate in your product brochure, or visit www.highmark.com to view it electronically.

Find the monthly premium for your plan based on the amount of people you listed in STEP 1 (that's you + any dependents you listed).

You'll need a check for that amount attached to this form, but fill the details of that check in below.

PAYMENT ENCLOSED	GROUP NUMBER
\$	

 $(Group\ number\ is\ the\ bold,\ blue\ eight-digit\ number;\ listed\ above\ plan\ selection.)$ 

Once you receive your first invoice, you can head to MyHighmark.com to sign up for automatic payments. Auto payments are a more secure and convenient way to pay your bill that eases any stress about making on-time payments. Plus, you won't have to write more pesky checks like this one.

SOCIAL SECURITY OR TAX ID NUMBER	APPLICANT'S LAST NAME	FIRST NAME

## **Step 4:** Current coverage.



Now we just need to know about any current health insurance you have (coverage you had for 2024).

E	VE	ery	yo	n	е
fil	ls	tł	nis	i	n

1.	gov	-	al gi	ne else listed in Step 1 enrolled in a private or roup or individual health plan or program at the time of
	0	Yes	0	No
	If Y	ES, have	you	used up all your benefits under that coverage?
	0	Yes	0	No
2.				plying for this coverage entitled to benefits under or enrolled in <b>Medicare Part B</b> ?
	0	Yes	0	No
	enr enr	olled in <i>N</i> olled in <i>N</i>	Medi Medi	n Step 1 is entitled to benefits under Medicare Part A or care Part B, you need to remove them. Those entitled to or care can't apply for benefits through this application. Learn or visit the nearest Social Security Administration office.
3.	acc	ident or	heal	you're applying for <b>intended to replace</b> any th insurance you or anyone in Step 1 currently have? lighmark policy.
	0	Yes	0	No

SOCIAL SECURITY OR TAX ID NUMBER	APPLICANT'S LAST NAME	FIRST NAME

## **Step 4:** Current coverage.

To a section 1, 2, or 3:    POLICY NUMBER	or grants from a third-party payer?*  ase indicate the type of
FOLICY NUMBER  POLICY HOLDER'S DATE OF BIRTH (MM/DD/YYYY)  /  5. Will you or any of your family members we receiving premium payment assistance of the company of your family members we receiving premium payment assistance of the company of your family members were assistance of the company of your family member of the company of your family members were company of your family memb	RELATIONSHIP TO APPLICANT  POLICY HOLDER'S EMPLOYMENT STATUS  who are applying for this coverage be or grants from a third-party payer?*  ase indicate the type of o Highmark on your behalf:
POLICY HOLDER'S DATE OF BIRTH (MM/DD/YYYY)  /  5. Will you or any of your family members we receiving premium payment assistance of the control of the contr	POLICY HOLDER'S EMPLOYMENT STATUS  who are applying for this coverage be or grants from a third-party payer?*  ase indicate the type of o Highmark on your behalf:
Fills this in:  5. Will you or any of your family members we receiving premium payment assistance of O Yes O No O Not Sure  If you answered Yes or I'm Not Sure, plet third-party making payments to you or to O A family member  O An Indian Tribe, tribal organization, or urban Indian organization  O An employer (Non-ICHRA or Non-QSEHRA)  O A local, State or Federal government	who are applying for this coverage be or grants from a third-party payer?*  ase indicate the type of o Highmark on your behalf:
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<ul> <li>O A family member</li> <li>O An Indian Tribe, tribal organization, or urban Indian organization</li> <li>O An employer (Non-ICHRA or Non-QSEHRA)</li> <li>O A local, State or Federal government</li> </ul>	-
or urban Indian organization  O An employer (Non-ICHRA or Non-QSEHRA)  O A local, State or Federal government	
O A local, State or Federal government	
	An Individual Coverage Health     Reimbursement Arrangement (ICHRA)
p. cg. a,c.ag a g. aco	EMPLOYER NAME:
A Ryan White HIV/AIDS program	
O An IRS-recognized 501(c)(3) organization (nonprofit)	<ul> <li>A Qualified Small Employer Health Reimbursement Arrangement (QSEHRA EMPLOYER NAME:</li> </ul>
O A health care provider or supplier	
*A third-party payer would be any person, employer, or portion of your/your family's premium to Highmark, or c check, money order, prepaid debit card, credit card or el	directly to you/your family by means such as cash,
O I/we acknowledge that I/we have an report to Highmark any changes relaassistance or grants made by a third	ating to premium payment

## **Step 5:** Your signature.

# One last thing.



This is going to be a lot of legal language to read. Take a deep breath, you can do this. Once you read it, sign at the bottom to let us know that you agree.

Ready? Let's finish this.

#### Step 5: Your signature.

My/our signature on this Application indicates that I/we have read and fully understand the following statements:

I/we hereby apply for health care plan coverage for myself and/or my eligible dependents listed on this Application. I/we understand and agree that the terms and conditions of our coverage will be controlled by the written Subscription Agreement and that they may adopt reasonable policies, procedures, rules and interpretations, consistent with the language of that Agreement, to administer the program. I/we recognize that our coverage will only apply to admissions that occur and services that are provided on or after the effective date of our coverage.

I/we understand that the Agreement is available only to residents of the geographic area in which the product for which this Application is completed is available and that this Application is subject to the provisions of this Agreement. This Agreement renews on an annual basis. If the first payment is not made with this Application, the first premium payment is due by the due date printed on your first invoice. Failure to pay before this due date will result in your Application being canceled. You can also pay your premium monthly in advance to Highmark Blue Shield. If it's convenient, you may pay more than your monthly amount. We will apply excess amounts on a monthly basis. These amounts will be subject to premium increases on the date the increase is effective.

I/we understand that the receipt of the benefits under this program is subject to the determination that the services were medically necessary and appropriate. Except for emergencies or delivery-related admissions, all inpatient admissions are subject to review prior to the proposed admission.

We must receive and process your full premium payment before we can pay claims for any eligible services you receive. If your ongoing monthly premium payments are not received in the full amount within the plan grace period, your plan will be terminated. The termination date will be the last month in which we received your required payment. Claims for eligible services will not be processed unless your current premium has been paid in full.

I can confirm that no one applying for health insurance on this Application is incarcerated (detained or jailed).

I know that I must tell Highmark Blue Shield if any information I supplied on this Application changes. I must call 1-855-344-3425 to report any changes.

If your Application is accepted, you agree to resolve any and all disputes, claims, or controversies arising out of or relating in any way to the Agreement that is issued or any service for which benefits are provided thereunder through binding arbitration rather than litigation in court. Your agreement to arbitrate applies to disputes between you and Highmark Blue Shield or any of Highmark Blue Shield's parents, subsidiaries, affiliates, officers, directors, employees, or agents. Any such disputes, claims, or controversies may only be brought individually and not in concert with other individuals who are not covered under the Agreement, unless otherwise agreed to by Highmark Blue Shield. Judgment may be entered on any arbitration award in any court having jurisdiction. The party filing arbitration may choose to file before JAMS, the American Arbitration Association, or any other organization or arbitrator mutually agreed to by the parties. New York law will apply.

#### **Effective Date Of Coverage**

Your plan is effective based on the type of enrollment.

- If you apply between November 16th and December 15th, your plan will begin January 1st. If you apply between December 16th and January 15th, your plan will begin February 1st. If you apply between January 16th and January 31st, your plan will begin March 1.
- If you're applying during a Special Enrollment Period (SEP), the effective plan date is based on the application laws for each eligible SEP.

To the best of my/our knowledge and belief, the information provided on this Application is true and correct. I also understand that any attempts to qualify for the program chosen through fraud or other intentional misrepresentation of a material fact will result in termination of my insurance contract.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIALTHERETO, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE STATED VALUE OF THE CLAIM FOR EACH SUCH VIOLATION.

APPLICANT'S SIGNATURE	DATE
	/ /
SPOUSE/DOMESTIC PARTNER/PARENT'S SIGNATURE	DATE

NOTICE TO ALL APPLICANTS: If you are applying for coverage that includes your spouse or domestic partner, both you and your spouse/domestic partner must sign this Application form. If you are unmarried, under the age of 18, and applying for a policy that only covers yourself, your parent or guardian must sign. This application is valid only when completed and signed by the applicant.



## Time to send this away.

Woohoo! You did it. You finished the application. Now, tear out the pages you completed and send them back to us.

Pack this completed, signed application into an envelope with a check for your first payment. Then send it to us here:

Highmark Blue Shield PO Box 640728 Pittsburgh, PA 15264–0728

That's it, you're done! We can't wait to spend 2025 with you.

#### All done?

Double-check these items to make sure your application isn't delayed:

- Make sure you've provided your full Social Security number.
- If you have a group number, make sure it's filled in.
- Your check must be included with the application.



#### Discrimination is Against the Law

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. The Claims Administrator/Insurer does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex assigned at birth, gender identity or recorded gender. Furthermore, the Claims Administrator/Insurer will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity, or recorded gender is different from the one to which such health service is ordinarily available. The Claims Administrator/Insurer will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual. The Claims Administrator/Insurer:

- 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 the Civil Rights Coordinator.

If you believe that the Claims Administrator/Insurer has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: CivilRightsCoordinator@highmarkhealth.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the 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 (TDD)

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

ATTENTION: If you speak English, assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意:如果您说中文,可向您提供免费语言协助服务。请拨打您的身份证背面的号码(TTY:711)。

توجه: اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان، به صور ت رایگان، در دسترس شماست. با شماره واقع در پشت کارت شناسایی خود ( TTY: 711) تماس بگیرید.

알림: 한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. ID 카드 뒷면에 있는 번호로 전화하십시오 (TTY: 711).

Kominike: Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-ticheri, ki la pou ede w. Rele nan nimewo ki nan do kat idantite w la (TTY: 711).

ATTENZIONE: se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Contatti il numero riportato sul retro della sua carta d'identità (TTY: 711).

(ארטל (ITTY:711) אריב איר רעדט אידיש, זענען שפראך הילף סערוויסעס, פריי פון אפצאל, אוועילעבל פאר אייך. רופט די נומער וואס איז אויף די פארקערטע זייט פון אייער ID קארטל

মনোযোগ দিন: আপনি যদি বাংলা ভাষায় কথা বলেন, তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ রয়েছে। আপনার আইডি কার্ডের (TTY:711) পিছনে থাকা নম্বরে ফোন করুন।

تنبيه: إذا كنت تتحدث اللغة العربية، فهناك خدمات المعاونة في اللغة المجانية متاحة لك. اتصل بالرقم الموجود خلف بطاقة هويتك (جهاز الاتصال لذوي صعوبات السمع والنطق: 711).

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer podany na odwrocie karty ubezpieczenia zdrowotnego (TTY: 711).

ATTENTION: Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez le numéro au dos de votre carte d'identité (TTY: 711).

توجہ فرمائیں: اگر آپ اردو بولئے ہیں، زبان معاونت سروس، مفت میں آپ کے لیے دستیاب ہے۔ اپنے شناختی کارڈ کی پشت پر درج شدہ نمبر پر کال کریں (711: TTY)۔

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CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số điện thoại ở mặt sau thẻ ID của quý vị (TTY: 711).

ATENSYON: Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyong tulong sa wika. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

ΠΡΟΣΟΧΗ: Σε περίπτωση που μιλάτε Ελληνικά, οι διαθέσιμες υπηρεσίες γλωσσικής βοήθειας σας παρέχονται δωρεάν. Καλέστε τον αριθμό στο πίσω μέρος της ταυτότητας σας (ΤΤΥ:711).

#### Only producers need to bother with this next section. If you aren't a producer, you do not need to fill this page out.

If you have questions about completing this application, please call the Producer Line at 1-844-946-6305.

#### **Producers Certificate**

If this section is not fully completed, we will not pay a commission.

NATIONAL PRODUCER NUMBER (NPN)	PRODUCER'S NAME (LAST, FIRST, MIDDLE INITIAL)  PRODUCER'S SIGNATURE	
AGENCY NAME		
	BUSINESS PHONE NUMBER  ( ) -	
A PRODUCER must complete this se	ection to act on the applicant's behalf.	
1. Consider how the applicant answered your questions.  Do you know of any factors impacting the applicant's eligibility? What about the applicant's dependents	3. Have you advised the applicant of the features of the selected product, including satisfying the applicant's deductible(s)?	
applying for this coverage?	<b>0</b> Yes <b>0</b> No	
O Yes O No	4. Is this applicant a current customer of Highmark?	
PRODUCER SIGNATURE	O Yes O No	
DATE	5. Have you retained a signed copy of this application for your records?	
AGENCY	O Yes O No	
	Note: No producer may:	
<ul><li>2. Have you provided the applicant with all relevant marketing materials?</li><li>O Yes O No</li></ul>	<ol> <li>Accept risk or pass on any eligibility requirements;</li> <li>Make or alter the terms of the Application or policy; or</li> <li>Waive any of Highmark Blue Shield's rights or requirements</li> </ol>	
Highmark	Internal use only	
120 Fifth Avenue Pittsburgh, PA 15222–3099	NATIONAL PRODUCER NUMBER (NPN)	

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Blue Shield Association.

# 2025 is looking pretty great.



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To find out more information about Highmark's benefits and operating procedures, such as accessing the drug formulary or using network providers, please go to highmark.com or for a paper copy, call 1-855-873-4106.