


## MEDICAL POLICY – 10.01.512

## Ambulance and Medical Transport Services

Effective Date:	April 1, 2020	RELATED MEDICAL POLICIES:
Last Revised:	March 3, 2020	None
Replaces:	N/A	

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## Introduction

The plan covers ambulance transport for a medical emergency. An emergency is when a person's health is in serious danger and an ambulance is the only safe way to get to the closest medical facility. There are also cases where medical vehicles may be needed for nonemergency medical transport. This policy describes the situations in which ground, air, and sea ambulances, as well as nonemergency medical transport, are covered.

**Note:** The Introduction section is for your general knowledge and is not to be taken as policy coverage criteria. The rest of the policy uses specific words and concepts familiar to medical professionals. It is intended for providers. A provider can be a person, such as a doctor, nurse, psychologist, or dentist. A provider also can be a place where medical care is given, like a hospital, clinic, or lab. This policy informs them about when a service may be covered.

## Policy Coverage Criteria

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This policy provides medical guidelines that are appropriate for the majority of individuals who need ambulance and medical transport services in both emergency and nonemergency situations. Unique clinical circumstances may justify individual consideration for coverage, based on a review of applicable medical records.

## Applicable to ALL Ambulance and Medical Transport Services

- The medical transport services must comply with all local, state, and federal laws and must have all the appropriate, valid licenses and permits
- The ambulance or other medical transport services must have the necessary personnel, patient care equipment and supplies

## Emergency Medical Transport

### Situation

**Ground emergency medical transport**

### Medical Necessity

**Ground emergency medical transport (ambulance) services may be considered medically necessary when ALL of the following criteria are met:**

- Any other form of transportation would be medically contraindicated due to the severity of the patient's condition
- The patient must be transported to the nearest hospital with the appropriate level of services for the treatment of the patient's illness or injury, or in the case of organ transplantation, to the approved transplant facility

**Examples of medical conditions or injuries that may require emergency ambulance or medical transport include:**

- Conditions requiring treatment in a hyperbaric oxygen unit
- Intracranial bleeding requiring neurosurgical intervention
- Life-threatening shock, sepsis, or organ failure requiring immediate intervention at an appropriately equipped facility
- Life-threatening multi-system trauma or trauma requiring immediate surgical intervention at an appropriately equipped facility
- Neonatal emergencies
- Severe burns requiring treatment in a burn center

**Examples of specialized medical services that may not be available at all hospitals or acute care facilities include:**

- Cardiac care
- Critical care
- Intensive burn care
- Neurosurgical care
- Trauma care



Emergency Medical Transport	
Situation	Medical Necessity
<b><u>Air/sea emergency medical transport</u></b>	<p><b><u>Air or sea emergency medical transport services may be considered medically necessary in exceptional circumstances when the following criteria are met:</u></b></p> <ul style="list-style-type: none"> <li>• The patient’s medical condition or injury requires immediate and rapid ambulance transport to the <u>nearest</u> appropriate medical facility equipped to treat the patient, but the time required to transport the patient by land or sea poses a threat to the patient’s survival or endangers their health, and therefore, cannot safely be provided by ground ambulance due to one of the following: <ul style="list-style-type: none"> <li>○ Great distances, limited time frames, or other obstacles (eg, it would take a ground ambulance 60 minutes or more to transport a member, crossing a large body of water, or crossing a mountain pass in inclement weather) are involved in getting the patient to the <u>nearest</u> hospital with appropriate specialized services for treatment (eg, transport of a critically ill patient to an approved transplant facility with a waiting organ)</li> </ul> </li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>○ The point of pick-up is inaccessible by a land vehicle</li> </ul> <p><b>Examples of specialized medical services that may not be available at all hospitals or acute care facilities include:</b></p> <ul style="list-style-type: none"> <li>• Cardiac care</li> <li>• Critical care</li> <li>• Intensive burn care</li> <li>• Neurosurgical care</li> <li>• Trauma care</li> </ul> <p><b>Examples of medical conditions or injuries that may require emergency ambulance or medical transport include:</b></p> <ul style="list-style-type: none"> <li>• Conditions requiring treatment in a hyperbaric oxygen unit</li> <li>• Intracranial bleeding requiring neurosurgical intervention</li> <li>• Life-threatening shock, sepsis, or organ failure requiring immediate intervention at an appropriately equipped facility</li> </ul>



Emergency Medical Transport	
Situation	Medical Necessity
	<ul style="list-style-type: none"> <li>Life-threatening multi-system trauma or trauma requiring immediate surgical intervention at an appropriately equipped facility</li> <li>Neonatal emergencies</li> <li>Severe burns requiring treatment in a burn center</li> </ul>

Non-Emergency Medical Transport	
Situation	Medical Necessity
<p><b>Non-emergent hospital-to-hospital medical transport</b></p>	<p><b><u>Non-emergency ground ambulance transport may be considered medically necessary for transfer of a patient from one hospital to another hospital under the following conditions:</u></b></p> <ul style="list-style-type: none"> <li>The transferring hospital is not equipped to provide the appropriate medical services needed by the patient</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>The receiving hospital is the <u>nearest</u> acute care facility equipped to provide the appropriate specialized medical services needed by the patient</li> </ul> <p><b>Examples of specialized medical services that may not be available at all hospitals or acute care facilities include:</b></p> <ul style="list-style-type: none"> <li>Cardiac care</li> <li>Critical care</li> <li>Intensive burn care</li> <li>Neurosurgical care</li> <li>Trauma care</li> </ul> <p><b><u>Non-emergency air-ambulance transport may be considered medically necessary to transfer a patient from one hospital to another hospital under the following conditions:</u></b></p> <ul style="list-style-type: none"> <li>The transferring hospital is not equipped to provide the appropriate medical services needed by the patient</li> </ul> <p><b>AND</b></p>



Non-Emergency Medical Transport	
Situation	Medical Necessity
	<ul style="list-style-type: none"> <li>The receiving hospital is the <u>nearest</u> acute care facility equipped to provide the appropriate specialized medical services needed by the patient</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>Due to the severity of the patient’s medical condition, the time required for ground medical transport poses a threat to the patient’s survival or endangers their health</li> </ul> <p><b>Examples of specialized medical services that may not be available at all hospitals or acute care facilities include:</b></p> <ul style="list-style-type: none"> <li>Cardiac care</li> <li>Critical care</li> <li>Intensive burn care</li> <li>Neurosurgical care</li> <li>Trauma care</li> </ul> <p><b>Transport from a hospital capable of treating the patient because the patient and/or the patient’s family prefer a specific hospital or physician is considered NOT medically necessary.</b></p>
Other <u>non-emergency ground</u> medical ambulance transport services	<p><b>Other <u>non-emergency ground</u> medical transport services may be considered medically necessary when ALL of the following criteria are met:</b></p> <ul style="list-style-type: none"> <li>The patient is a registered patient in an acute care hospital or other medical facility and appropriate diagnostic or therapeutic services are not available in that facility</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>The patient’s condition would be jeopardized in the absence of medically-trained personnel or other means of transportation are contraindicated (eg, patient is bed-confined; patient has full body cast)</li> </ul> <p><b>AND</b> one of the following:</p> <ul style="list-style-type: none"> <li>Transportation is from one hospital or medical facility to another hospital or medical facility, skilled nursing facility or free-standing dialysis center in order to obtain medically</li> </ul>



Non-Emergency Medical Transport	
Situation	Medical Necessity
	<p>necessary diagnostic or therapeutic services (such as MRI, CT, acute interventional radiology/cardiology procedure, or dialysis) provided such services are not available where the individual initially resides</p> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Transfer from an acute care facility to an individual's home or skilled nursing facility is required and the individual is unable to be transferred by any other method. Examples include being bed confined and unable to sit in a wheelchair or the presence of a condition that only allows transport by stretcher</li> </ul>
<b>Ambulance services for deceased member</b>	<p><b>Ambulance services are considered medically necessary if the patient is legally pronounced dead after the ambulance was called, but before pickup, or death occurs en route to the hospital.</b></p> <p><b>Ambulance services are considered not medically necessary if the patient is legally pronounced dead before the ambulance was called.</b></p>

In all cases, the appropriate documentation must be kept on file and upon request, presented to the plan. The presence or absence of a physician's order for ambulance transport does not necessarily prove or disprove whether the service was medically necessary.

## Coding

Code	Description
<b>HCPCS</b>	
A0140	Non-emergency transportation and air travel (private or commercial) intrastate or interstate
A0426	Ambulance service, advanced life support, nonemergency transport, level 1 (ALS 1)



Code	Description
A0428	Ambulance service, basic life support, nonemergency transport, (BLS)
A0430	Ambulance service, conventional air services, transport, one way (fixed wing)
A0434	Specialty care transport (SCT)
A0435	Fixed wing air mileage, per statute mile
A0436	Rotary wing air mileage, per statute mile
A0999	Unlisted ambulance service
S9960	Ambulance service, conventional air services, nonemergency transport, one way (fixed wing)
S9961	Ambulance service, conventional air service, nonemergency transport, one way (rotary wing)

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## Related Information

### Description

Ambulance and medical transport services involve the use of specially designed and equipped vehicles to provide transportation for patients who are injured or have acute medical conditions. These services may involve ground, air, or sea transport in both emergency and nonemergency situations.

### Benefit Application

All devices and supplies are considered an integral part of the ambulance and medical transport services and no additional benefits are provided for reusable or disposable devices or supplies.

Consult the member benefit booklet to determine coverage for ambulance transport services. Some Plans offer riders for air or sea ambulance services. If a member or group does not accept this rider, the Plan may consider reimbursement in these situations up to the limits of the ground ambulance benefits. If a life-support ambulance is used, the life-sustaining equipment must also be used for it to be covered.



## Cabulance Van: Ambulatory/Non-ambulatory/Wheelchair Transport Services

Wheelchair vans do not contain the required equipment to qualify as an ambulance.

### Evidence Review

N/A

### References

N/A

### History

Date	Comments
07/12/11	New Policy - Add to Administrative section. Held for provider 90-day notification; policy effective date December 1, 2011.
07/20/12	Replace Policy. Reviewed without literature review. Minimal rewriting for clarity. Added HCPCS codes A0140 Nonemergency transportation and air travel (private or commercial) intrastate or interstate and A0434 Specialty care transport, Policy statements unchanged.
09/11/12	Replace policy. Policy Guidelines section updated with statement to allow use of clinical judgment in special circumstances. Added: "Note: This policy provides medical guidelines that are appropriate for the majority of individuals who need ambulance and medical transport services in both emergency and nonemergency situations. Unique clinical circumstances may justify individual consideration for coverage, based on review of applicable medical records." Policy statement unchanged.





Date	Comments
07/24/13	Replace policy. Policy reviewed. Minor edits and reformatting for clarification and readability. Policy statement unchanged.
01/30/14	Minor update. HCPCS codes A0426 and 0428 added to the coding section; these already appear on the RMN list and should be listed. Scope section updated with language indicating this policy is not applicable to Medical Advantage.
06/19/14	Annual Review. Policy reviewed without literature review. Minor reformatting for readability. Policy statement unchanged. All HCPCS removed with the exception of A0140, A0426, A0428, A0430-A0431 and A0999 – they do not suspend for review.
04/24/15	Annual Review. Minor formatting changes made for reading clarity. HCPCS codes A0434-A0436 added to the policy; these had been inadvertently removed and should be listed.
11/10/15	Interim Update. Policy section updated to address coverage of “other non-emergent medical transportation” considered medically necessary when criteria are met.
05/01/16	Annual Review, approved April 12, 2016. Policy reviewed. Policy statement unchanged.
02/01/17	Annual Review, approved January 10, 2017. Policy reviewed. Policy statement unchanged. Policy moved into new format.
02/01/18	Annual Review, approved January 9, 2018. Minor edits for clarification and readability. Policy statement unchanged. Removed HCPCS codes A0429 and A0431.
02/01/19	Annual Review, approved January 22, 2019. Policy statement unchanged. Added HCPCS S9960 and S9961.
09/01/19	Interim Review, approved August 22, 2019. Clarified intent of great distances, limited time frames, or other obstacles (eg, it would take a ground ambulance 60 minutes or more to transport a member, crossing a large body of water, or crossing a mountain pass in inclement weather) for air/sea emergency medical transport policy statement.
12/01/19	Interim Review, approved November 21, 2019. Policy reorganized and reformatted with minor edits made for greater clarity. Policy statement intent unchanged.
04/01/20	Annual Review, approved March 3, 2020. Medical policy reviewed. Policy statements unchanged.

**Disclaimer:** This medical policy is a guide in evaluating the medical necessity of a particular service or treatment. The Company adopts policies after careful review of published peer-reviewed scientific literature, national guidelines and local standards of practice. Since medical technology is constantly changing, the Company reserves the right to review and update policies as appropriate. Member contracts differ in their benefits. Always consult the member benefit booklet or contact a member service representative to determine coverage for a specific medical service or supply. CPT codes, descriptions and materials are copyrighted by the American Medical Association (AMA). ©2020 Premera All Rights Reserved.

**Scope:** Medical policies are systematically developed guidelines that serve as a resource for Company staff when determining coverage for specific medical procedures, drugs or devices. Coverage for medical services is subject to



the limits and conditions of the member benefit plan. Members and their providers should consult the member benefit booklet or contact a customer service representative to determine whether there are any benefit limitations applicable to this service or supply. This medical policy does not apply to Medicare Advantage.



**Discrimination is Against the Law**

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

Premera:

- 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 Premera 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 - Complaints and Appeals  
PO Box 91102, Seattle, WA 98111  
Toll free 855-332-4535, Fax 425-918-5592, TTY 800-842-5357  
Email AppealsDepartmentInquiries@Premera.com

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>.

**Getting Help in Other Languages**

**This Notice has Important Information.** This notice may have important information about your application or coverage through Premera Blue Cross. There may be key dates in this notice. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. Call 800-722-1471 (TTY: 800-842-5357).

**አማርኛ (Amharic):**

ይህ ማስታወቂያ አስፈላጊ መረጃ ይዟል። ይህ ማስታወቂያ ስለ ማመልከቻዎ ወይም የ Premera Blue Cross ሽፋን አስፈላጊ መረጃ ሊኖረው ይችላል። በዚህ ማስታወቂያ ውስጥ ቁልፍ ቀናት ሊኖሩ ይችላሉ። የጤና ሽፋንዎን ለመጠበቅና በአስፈላጊ እርዳታ ለማግኘት በተውሰኑ የጊዜ ገደቦች እርምጃ መውሰድ ይገባዎት ይሆናል። ይህን መረጃ እንዲያገኙ እና የለምንም ክፍያ በቋንቋዎ እርዳታ እንዲያገኙ መሰታወቅ አለዎት። በስልክ ቁጥር 800-722-1471 (TTY: 800-842-5357) ይደውሉ።

**العربية (Arabic):**

يحتوي هذا الإشعار على معلومات هامة. قد يحوي هذا الإشعار معلومات مهمة بخصوص طلبك أو التخطيط التي تزيد الحصول عليها من خلال Premera Blue Cross. قد تكون هناك تواريخ مهمة في هذا الإشعار. وقد تحتاج لاتخاذ إجراء في تاريخ معينة للحفاظ على تغطيتك الصحية أو للمساعدة في دفع التكاليف. يحق لك الحصول على هذه المعلومات والمساعدة بلغتك دون تكبد أية تكلفة. اتصل بـ 800-722-1471 (TTY: 800-842-5357)

**中文 (Chinese):**

**本通知有重要的訊息。**本通知可能有關於您透過 Premera Blue Cross 提交的申請或保險的重要訊息。本通知內可能有重要日期。您可能需要在截止日期之前採取行動，以保留您的健康保險或者費用補貼。您有權利免費以您的母語得到本訊息和幫助。請撥電話 800-722-1471 (TTY: 800-842-5357)。

**Oromoo (Cushite):**

**Beeksisni kun odeeffannoo barbaachisaa qaba.** Beeksisti kun sagantaa yookan karaa Premera Blue Cross tiin tajaajila keessan ilaalchisee odeeffannoo barbaachisaa qabaachuu danda'a. Guyyaawwan murteessaa ta'an beeksisa kana keessatti ilaalaa. Tarii kaffaltiidhaan deeggaramuuf yookan tajaajila fayyaa keessaniif guyyaa dhumaa irratti wanti raawwattan jiraachuu danda'a. Kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabaattu. Lakkoofsa bilbilaa 800-722-1471 (TTY: 800-842-5357) tii bilbilaa.

**Français (French):**

**Cet avis a d'importantes informations.** Cet avis peut avoir d'importantes informations sur votre demande ou la couverture par l'intermédiaire de Premera Blue Cross. Le présent avis peut contenir des dates clés. Vous devez peut-être prendre des mesures par certains délais pour maintenir votre couverture de santé ou d'aide avec les coûts. Vous avez le droit d'obtenir cette information et de l'aide dans votre langue à aucun coût. Appelez le 800-722-1471 (TTY: 800-842-5357).

**Kreyòl ayisyen (Creole):**

**Avi sila a gen Enfòmasyon Enpòtan ladann.** Avi sila a kapab genyen enfòmasyon enpòtan konsènan aplikasyon w lan oswa konsènan kouvèti asirans lan atravè Premera Blue Cross. Kapab genyen dat ki enpòtan nan avi sila a. Ou ka gen pou pran kèk aksyon avan sèten dat limit pou ka kenbe kouvèti asirans sante w la oswa pou yo ka ede w avèk depans yo. Se dwa w pou resewva enfòmasyon sa a ak asistans nan lang ou pale a, san ou pa gen pou peye pou sa. Rele nan 800-722-1471 (TTY: 800-842-5357).

**Deutsche (German):**

**Diese Benachrichtigung enthält wichtige Informationen.** Diese Benachrichtigung enthält unter Umständen wichtige Informationen bezüglich Ihres Antrags auf Krankenversicherungsschutz durch Premera Blue Cross. Suchen Sie nach eventuellen wichtigen Terminen in dieser Benachrichtigung. Sie könnten bis zu bestimmten Stichtagen handeln müssen, um Ihren Krankenversicherungsschutz oder Hilfe mit den Kosten zu behalten. Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Rufen Sie an unter 800-722-1471 (TTY: 800-842-5357).

**Hmoob (Hmong):**

**Tsab ntawv tshaj xo no muaj cov ntshiab lus tseem ceeb.** Tej zaum tsab ntawv tshaj xo no muaj cov ntshiab lus tseem ceeb txog koj daim ntawv thov kev pab los yog koj qhov kev pab cuam hnu ntawm Premera Blue Cross. Tej zaum muaj cov hnuv tseem ceeb uas sau rau hauv daim ntawv no. Tej zaum koj kuj yuav tau ua qee yam uas peb kom koj ua tsis pub dhau cov caij nyuog uas teev tseg rau hauv daim ntawv no mas koj thiaj yuav tau txais kev pab cuam kho mob los yog kev pab them tej nqi kho mob ntawd. Koj muaj cai kom lawv muab cov ntshiab lus no uas tau muab sau ua koj hom lus pub dawb rau koj. Hu rau 800-722-1471 (TTY: 800-842-5357).

**Iloko (Ilocano):**

**Daytoy a Pakdaar ket naglaon iti Napateg nga Impormasion.** Daytoy a pakdaar mabalin nga adda ket naglaon iti napateg nga impormasion maipanggep iti aplikasyonyo wenno coverage babaen iti Premera Blue Cross. Daytoy ket mabalin dagiti importante a petsa iti daytoy a pakdaar. Mabalin nga adda rumbeng nga aramidenyo nga addang sakbay dagiti partikular a naituding nga aldaw tapno mapagtalinaedyo ti coverage ti salun-atyto wenno tulong kadagiti gastos. Adda karbenganyo a mangala iti daytoy nga impormasion ken tulong iti bukodyo a pagsasao nga awan ti bayadanyo. Tumawag iti numero nga 800-722-1471 (TTY: 800-842-5357).

**Italiano (Italian):**

**Questo avviso contiene informazioni importanti.** Questo avviso può contenere informazioni importanti sulla tua domanda o copertura attraverso Premera Blue Cross. Potrebbero esserci date chiave in questo avviso. Potrebbe essere necessario un tuo intervento entro una scadenza determinata per consentirti di mantenere la tua copertura o sovvenzione. Hai il diritto di ottenere queste informazioni e assistenza nella tua lingua gratuitamente. Chiama 800-722-1471 (TTY: 800-842-5357).

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**한국어 (Korean):**

본 통지서에는 중요한 정보가 들어 있습니다. 즉 이 통지서는 귀하의 신청에 관하여 그리고 Premera Blue Cross 를 통한 커버리지에 관한 정보를 포함하고 있을 수 있습니다. 본 통지서에는 핵심이 되는 날짜들이 있을 수 있습니다. 귀하의 귀하의 건강 커버리지를 계속 유지하거나 비용을 절감하기 위해서 일정한 마감일까지 조치를 취해야 할 필요가 있을 수 있습니다. 귀하의 이러한 정보와 도움을 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 800-722-1471 (TTY: 800-842-5357) 로 전화하십시오.

**ລາວ (Lao):**

ແຈ້ງການນີ້ມີຂໍ້ມູນສໍາຄັນ. ແຈ້ງການນີ້ອາດຈະມີຂໍ້ມູນສໍາຄັນກ່ຽວກັບຄໍາຮ້ອງສະໝັກ ຫຼື ຄວາມຄົມຄອງປະກັນໄພຂອງທ່ານຜ່ານ Premera Blue Cross. ອາດຈະມີວັນທີ່ສໍາຄັນໃນແຈ້ງການນີ້. ທ່ານອາດຈະຈໍາເປັນຕ້ອງດໍາເນີນການຕາມກຳນົດ ເວລາສະເພາະເພື່ອຮັກສາຄວາມຄົມຄອງປະກັນສະພາບ ຫຼື ຄວາມຊ່ວຍເຫຼືອເວັ້ນເວີ້ ຄ່າໃຊ້ຈ່າຍຂອງທ່ານໄດ້. ທ່ານມີສິດໄດ້ຮັບຂໍ້ມູນນີ້ ແລະ ຄວາມຊ່ວຍເຫຼືອເປັນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ໃຫ້ໃບທາ 800-722-1471 (TTY: 800-842-5357).

**ភាសាខ្មែរ (Khmer):**

សេចក្តីជូនដំណឹងនេះមានព័ត៌មានយ៉ាងសំខាន់។ សេចក្តីជូនដំណឹងនេះប្រហែលជាមានព័ត៌មានយ៉ាងសំខាន់អំពីទម្រង់បែបបទ ឬការរៀបចំរបស់អ្នកកាមរយ: Premera Blue Cross ។ ប្រហែលជាមាន កាលបរិច្ឆេទសំខាន់នៅក្នុងសេចក្តីជូនដំណឹងនេះ។ អ្នកប្រហែលជាត្រូវការបញ្ជាក់សមត្ថភាព ដល់កិច្ចការច្នៃផ្ទះធានា ដើម្បីនឹងរក្សាទុកការធានារ៉ាប់រងអនាគតរបស់អ្នក ឬប្រាក់ដុល្លារចេញផ្លូវ។ អ្នកមានសិទ្ធិទទួលបានព័ត៌មាននេះ និងដុល្លារនៅក្នុងភាសារបស់អ្នកដោយមិនអស់លុយឡើយ។ សូមទូរស័ព្ទ 800-722-1471 (TTY: 800-842-5357)។

**ਪੰਜਾਬੀ (Punjabi):**

ਇਸ ਨੋਟਿਸ ਵਿਚ ਖਾਸ ਜਾਣਕਾਰੀ ਹੈ. ਇਸ ਨੋਟਿਸ ਵਿਚ Premera Blue Cross ਵਲੋਂ ਤੁਹਾਡੀ ਕਵਰੇਜ ਅਤੇ ਅਰਜੀ ਬਾਰੇ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੋ ਸਕਦੀ ਹੈ . ਇਸ ਨੋਟਿਸ ਨਵ ਖਾਸ ਤਾਰੀਖਾਂ ਹੋ ਸਕਦੀਆਂ ਹਨ. ਜੇਕਰ ਤੁਸੀਂ ਜਸਰਤ ਕਵਰੇਜ ਰਿੱਖਣੀ ਹੋਵੇ ਜਾਂ ਓਸ ਦੀ ਲਾਗਤ ਜਵਿੱਚ ਮਦਦ ਦੇ ਇਕੱਠ ਹੋ ਤਾਂ ਤੁਹਾਨੂੰ ਅੰਤਮ ਤਾਰੀਖ ਤੋਂ ਪਹਿਲਾਂ ਢੁੱਝ ਖਾਸ ਕਦਮ ਚੁੱਕਣ ਦੀ ਲੋੜ ਹੋ ਸਕਦੀ ਹੈ ,ਤੁਹਾਨੂੰ ਮੁਫਤ ਵਿੱਚ ਤੋਂ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਅਤੇ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ ,ਕਾਲ 800-722-1471 (TTY: 800-842-5357).

**فارسی (Farsi):**

این اعلامیه حاوی اطلاعات مهم میباشد. این اعلامیه ممکن است حاوی اطلاعات مهم درباره فرم تقاضا و یا پوشش بیمه ای شما از طریق Premera Blue Cross باشد. به تاریخ های مهم در این اعلامیه توجه نمایید. شما ممکن است برای حفظ پوشش بیمه تان یا کمک در پرداخت هزینه های درمانی تان، به تاریخ های مشخصی برای انجام کارهای خاصی احتیاج داشته باشید. شما حق این را دارید که این اطلاعات و کمک را به زبان خود به طور رایگان دریافت نمایید. برای کسب اطلاعات با شماره 800-722-1471 (کلیر بران TTY تماس باشماره 800-842-5357) تماس برقرار نمایید.

**Polskie (Polish):**

To ogłoszenie może zawierać ważne informacje. To ogłoszenie może zawierać ważne informacje odnośnie Państwa wniosku lub zakresu świadczeń poprzez Premera Blue Cross. Prosimy zwrócić uwagę na kluczowe daty, które mogą być zawarte w tym ogłoszeniu aby nie przekroczyć terminów w przypadku utrzymania polisy ubezpieczeniowej lub pomocy związanej z kosztami. Macie Państwo prawo do bezpłatnej informacji we własnym języku. Zadzwońcie pod 800-722-1471 (TTY: 800-842-5357).

**Português (Portuguese):**

Este aviso contém informações importantes. Este aviso poderá conter informações importantes a respeito de sua aplicação ou cobertura por meio do Premera Blue Cross. Poderão existir datas importantes neste aviso. Talvez seja necessário que você tome providências dentro de determinados prazos para manter sua cobertura de saúde ou ajuda de custos. Você tem o direito de obter esta informação e ajuda em seu idioma e sem custos. Ligue para 800-722-1471 (TTY: 800-842-5357).

**Română (Romanian):**

Prezenta notificare conține informații importante. Această notificare poate conține informații importante privind cererea sau acoperirea asigurării dumneavoastră de sănătate prin Premera Blue Cross. Pot exista date cheie în această notificare. Este posibil să fie nevoie să acționați până la anumite termene limită pentru a vă menține acoperirea asigurării de sănătate sau asistența provizorie la costuri. Aveți dreptul de a obține gratuit aceste informații și ajutor în limba dumneavoastră. Sunați la 800-722-1471 (TTY: 800-842-5357).

**Русский (Russian):**

Настоящее уведомление содержит важную информацию. Это уведомление может содержать важную информацию о вашем заявлении или страховом покрытии через Premera Blue Cross. В настоящем уведомлении могут быть указаны ключевые даты. Вам, возможно, потребуется принять меры к определенным предельным срокам для сохранения страхового покрытия или помощи с расходами. Вы имеете право на бесплатное получение этой информации и помощь на вашем языке. Звоните по телефону 800-722-1471 (TTY: 800-842-5357).

**Fa'asamoa (Samoan):**

Atonu ua iai i lenei fa'asilasilaga ni fa'amatalaga e sili ona taua e tatau ona e malamalama i ai. O lenei fa'asilasilaga o se fesoasoani e fa'amatala atili i ai i le tulaga o le polokalame, Premera Blue Cross, ua e tau fia maua atu i ai. Fa'amolemole, ia e iloilo fa'alelei i aso fa'apitoa olo'o iai i lenei fa'asilasilaga taua. Masalo o le'a iai ni feau e tatau ona e faia ao le'i aulia le aso ua ta'ua i lenei fa'asilasilaga ina ia e iai pea ma maua fesoasoani mai ai i le polokalame a le Malo olo'o e iai i ai. Olo'o iai iate oe le aia tatau e maua atu i lenei fa'asilasilaga ma lenei fa'matalaga i legagana e te malamalama i ai aunoa ma se togiga tupe. Vili atu i le telefoni 800-722-1471 (TTY: 800-842-5357).

**Español (Spanish):**

Este Aviso contiene información importante. Es posible que este aviso contenga información importante acerca de su solicitud o cobertura a través de Premera Blue Cross. Es posible que haya fechas clave en este aviso. Es posible que deba tomar alguna medida antes de determinadas fechas para mantener su cobertura médica o ayuda con los costos. Usted tiene derecho a recibir esta información y ayuda en su idioma sin costo alguno. Llame al 800-722-1471 (TTY: 800-842-5357).

**Tagalog (Tagalog):**

Ang Paunawa na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong aplikasyon o pagsakop sa pamamagitan ng Premera Blue Cross. Maaaring may mga mahalagang petsa dito sa paunawa. Maaring mangailangan ka na magsagawa ng hakbang sa ilang mga itinakdang panahon upang mapanatili ang iyong pagsakop sa kalusugan o tulong na walang gastos. May karapatan ka na makakuha ng ganiitong impormasyon at tulong sa iyong wika ng walang gastos. Tumawag sa 800-722-1471 (TTY: 800-842-5357).

**ไทย (Thai):**

ประกาศนี้มีข้อมูลสำคัญ ประกาศนี้อาจมีข้อมูลที่สำคัญเกี่ยวกับกาการสมัครหรือขอบเขตประกันสุขภาพของคุณผ่าน Premera Blue Cross และอาจมีกำหนดการในประกาศนี้ คุณอาจจะต้องดำเนินการภายในกำหนดระยะเวลาที่แน่นอนเพื่อจะรักษาการประกันสุขภาพของคุณหรือการช่วยเหลือที่มีค่าใช้จ่าย คุณมีสิทธิที่จะได้รับข้อมูลและความช่วยเหลือในภาษาของคุณโดยไม่มีค่าใช้จ่าย โทร 800-722-1471 (TTY: 800-842-5357)

**Український (Ukrainian):**

Це повідомлення містить важливу інформацію. Це повідомлення може містити важливу інформацію про Ваше звернення щодо страховального покриття через Premera Blue Cross. Зверніть увагу на ключові дати, які можуть бути вказані у цьому повідомленні. Існує імовірність того, що Вам треба буде здійснити певні кроки у конкретні кінцеві строки для того, щоб зберегти Ваше медичне страхування або отримати фінансову допомогу. У Вас є право на отримання цієї інформації та допомоги безкоштовно на Вашій рідній мові. Дзвоніть за номером телефону 800-722-1471 (TTY: 800-842-5357).

**Tiếng Việt (Vietnamese):**

Thông báo này cung cấp thông tin quan trọng. Thông báo này có thông tin quan trọng về đơn xin tham gia hoặc hợp đồng bảo hiểm của quý vị qua chương trình Premera Blue Cross. Xin xem ngày quan trọng trong thông báo này. Quý vị có thể phải thực hiện theo thông báo đúng trong thời hạn để duy trì bảo hiểm sức khỏe hoặc được trợ giúp thêm về chi phí. Quý vị có quyền được biết thông tin này và được trợ giúp bằng ngôn ngữ của mình miễn phí. Xin gọi số 800-722-1471 (TTY: 800-842-5357).