

Dear Enrollee:

We are pleased to introduce you to the specialty chiropractic and acupuncture health care benefits brought to you by American Specialty Health Plans of California, Inc. (ASHP Plans). Enclosed you will find the following documents for your review:

- **1-2-3 Flyer** – A step-by-step reference document outlining how to access your supplemental complementary health care benefits.
- **Summary of Benefits** – A description of the supplemental complementary health care benefit design including applicable copayments.
- **Explanation of Coverage** – This contains basic information to help you maximize the benefits you are entitled to receive. In addition, the handbook provides detailed information regarding your member rights and responsibilities and the availability of your right to independent review.
- **Continuity of Care Letter** - As a member of ASH Plans you may be eligible for completion of covered services under Continuity of Care rights that are available to you for specific qualifying events.
- **Language Assistance Survey Letter**- This letter describes the availability of language assistance and outlines how you can inform American Specialty Health Plans of the written and spoken language preferences, race and ethnicity for you and anyone in your household.
- **Notice of Privacy Practices** – A description of how we may use and disclose the health information we have about you and how you can access that information. You may also get more detailed information about our privacy practices, including how we protect oral, written and electronic protected health information, by reading the privacy and security related policies we have posted at www.ashcompanies.com, or by calling customer service at the toll free number listed below.

For the most current information on the American Specialty Health Quality Improvement Program, please visit www.ashcompanies.com.

If you have any questions, please call Customer Service toll free at 877-430-8092, Monday through Friday, 5 a. m. to 6 p.m. (PST).

Sincerely,

George DeVries
President & CEO
Enclosures

IMPORTANT: If you are having trouble reading this document and have language needs other than English, we can have somebody help you. You may call 1-800-678-9133 Monday through Friday 5 a.m. to 6 p.m. Pacific Time. There is no fee for this service. Because this document may require action by you, you are encouraged to call as soon as possible.