



# Regence

Regence BlueShield is an Independent Licensee  
of the Blue Cross and Blue Shield Association

**November 2009**

Name  
Address  
City, State Zip

Dear Member,

We want to make you aware that Regence is making minor contract changes that may affect your rates beginning January 1, 2010, in response to recently passed legislation in the State of Washington.

The passage of House Bill 1308 (Organ transplant waiting periods) and Senate Bill 5725 (Organ transplant lifetime maximum) precipitated the rate change that you may experience. Your particular rate adjustment depends on which health plan you are enrolled in, as well as any family members on your policy. Based on these factors, you may see a rate difference from \$0 - \$3 per family member per month beginning with your January 2010 bill. To see what (if any) rate difference you have, please compare the enclosed rate sheet with your last bill or bank statement.

To pay for the cost of these mandates, each individual member may experience a minimal increase. A health insurance plan is essentially a community of people who pool their premium dollars together. That collective pool of funds helps cover the cost of medical care of all members in the community. We hope you understand why this adjustment is necessary.

The enclosed Summary of Changes document explains the state mandates and outlines additional language clarifications. Your contract will be endorsed with the enclosed amendments. At the time of the printing of this letter, the outcome of Referendum Measure #71, Domestic Partnership, had not been confirmed by the Washington Secretary of State. However, we are proceeding ahead with endorsing your contract with Domestic Partnership coverage.

If you have questions or need more information about your benefits, please contact your agent, call Regence Customer Service at 1 (800) 458-3523, or go to [www.regence.com](http://www.regence.com). You may also visit the members-only Web site at [myRegence.com](http://myRegence.com) and get answers to your questions electronically. Thank you for choosing Regence as your health care provider. Our goal is to make health care accessible for everyone in our community. We work hard every day to provide our best value to you.

Yours in good health,

Penny Garrett  
Director, Customer Service  
Regence BlueShield