



April 9, 2020

Dear CHRISTUS Health US Family Health Plan Provider,

The Department of Defense (DoD) guidance has recently made changes to ID card policies due to the restrictions in travel and access to military installations caused by COVID-19. The new guidance allows cardholders to keep and use their Uniform Service ID Cards that have expired on or after January 1, 2020 through August 31, 2020. This also increased the minimum age for ID card issuance from 10 to 14.

The Defense Enrollment Eligibility Reporting System (DEERS) will continue to be the authoritative source to verify eligibility for DoD Healthcare.

Sincerely,

US Family Health Plan

PC596



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CHRISTUS Health | US Family Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o Information written in other languages
- If you need these services, contact a hospital employee. If you believe that CHRISTUS Health | US Family Health Plan 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: Gregory J. Ehardt, J.D., LL.M., CHRISTUS Health, Civil Rights Coordinator, 919 Hidden Ridge, Irving, TX 75038, Telephone: 469.282.1298, Fax: 210.766.9468, CHRISTUS.CivilRights@christushealth.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Gregory J. Ehardt, J.D., LL.M. 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>.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. 注意：如果您使用繁體中文，您

可以免費獲得語言援助服務 주의: 한국어를 사용하지는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 ໄປດຣາວ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໄດ້ຢູ່ບໍ່ເສັຽຄ່າ. 注意: ถ้าพูดภาษาไทยคุณจะสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี