



Member Authorization Agreement for Electronic Reimbursements

I hereby authorize Capital District Physicians' Health Plan, Inc. (CDPHP®) and/or its affiliates CDPHP Universal Benefits,® Inc. and Capital District Physicians' Healthcare Network, Inc. (CDPHN) to initiate credit entries and, if necessary, debit entry adjustments for payment errors, to my checking account at the depository named below, hereinafter called "Depository." Signing this agreement will result in CDPHP reimbursing me for claim payments electronically instead of by means of a paper check.

- ☐ I am setting up electronic deposits of claim payments to my bank account.
- ☐ I am changing the details of electronic deposits of claim payments to a bank account.

This authorization will remain in full force and effect until CDPHP has received written notification from me of its termination in such time and in such manner as to afford CDPHP and Depository a reasonable opportunity to act on it.

- ☐ I hereby elect to cancel electronic deposits of claim payments to my bank account. Please arrange for all such reimbursements be supplied via paper check.

Name *(please print)* _____

CDPHP ID Number _____

Signature _____ Date _____

To help assure accuracy, please attach a voided check OR bank letter containing member name, account and routing number. Return this form via mail or fax to:

CDPHP Billing Department
6 Wellness Way
Latham, NY 12110
Fax: (518) 641-4008

Depository Bank

Bank Name _____

Branch _____

City, State, Zip _____

Account No. _____

Routing Number _____

Example of Routing Number: ⑆ 123456789 ⑆

You may find your routing number on the bottom of your checks, usually between a facing pair of symbols. Routing numbers are nine digits long. If you cannot find the number on your check, your bank will be able to provide this information to you.

Receiving Claim Payments Electronically

CDPHP subscribers may request that claim reimbursements be direct-deposited into their checking accounts.

This electronic option has many advantages, including:

- Eliminates the risk of checks being lost in the mail.
- Results in your money being available to you faster.
- Saves you having to travel to a bank to deposit or cash checks.

It is easy to enroll in this program. Just complete the authorization form on the back of this flyer and mail or fax it back to the address indicated, along with a voided check or bank letter containing member name, account and routing number.

Please allow at least two weeks for us to arrange direct deposit. You will continue to receive reimbursements (if any) by U.S. Postal Service until the electronic fund transfer option is in place.

Please use your online banking website to track the receipt of electronic deposits. You may also log into www.cdphp.com to view account details.

If you have questions, please call member services at the number on the front of your CDPHP ID card.



Capital District Physicians' Health Plan, Inc.
6 Wellness Way
Latham, NY 12110



Discrimination is Against the Law

Capital District Physicians' Health Plan, Inc., CDPHP Universal Benefits, Inc., and Capital District Physicians' Healthcare Network, Inc. (collectively referred to as CDPHP®) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. CDPHP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CDPHP:

- ▶ 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 CDPHP Civil Rights Coordinator.

If you believe that CDPHP 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: CDPHP Civil Rights Coordinator, 6 Wellness Way, Latham, NY 12110, 1-844-391-4803 (TTY/TDD: 711), Fax (518) 641-3401. You can file a grievance by mail, fax, or electronically at <https://www.cdphp.com/customer-support/email-cdphp>. If you need help filing a grievance, the CDPHP 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, DC 20201, 1-800-368-1019 (TDD 1-800-537-7697).

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

Multi-language Interpreter Services



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

ATENCIÓN: Si habla otro idioma que no es el inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación de miembro (TTY: 711).

注意：如果您使用的語言不是英語，您可以免費獲得語言援助服務。請致電您會員 ID 卡上的電話（聽力障礙電傳：711）。

ВНИМАНИЕ: Если вы говорите на иностранном языке, вы можете воспользоваться бесплатными услугами перевода. Позвоните по номеру на вашей ID карточке участника (Телетайп: 711).

ATANSYON: Si ou pale yon lang ki pa Angle, wap jwenn sèvis asistans lang gratis disponib pou ou. Rele nimewo ki sou kat ID manm ou a (TTY: 711).

주의: 영어 이외의 언어를 사용하는 경우 무료로 언어 지원 서비스를 받을 수 있습니다. 귀하의 회원 ID 카드에 있는 번호로 전화하십시오(TTY: 711).

ATTENZIONE: Se non parla inglese né una lingua anglofona, sono disponibili servizi gratuiti di assistenza linguistica. Chiami il numero presente sulla scheda ID dei membri (TTY: 711).

אויפמערקזאם: אויב איר רעדט, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט דעם נומער אויף אייער מעמבער ID קארטל (711:TTY)

মনোযোগ দিন: আপনি যদি ইংরেজি বহির্ভূত কোন ভাষায় কথা বলেন, আপনার জন্য বিনা খরচায় ভাষা সহায়তা উপলভ্য রয়েছে। আপনার সদস্য আইডি কার্ডের নম্বরে কল করুন (TTY: 711)।

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer na Twojej członkowskiej karcie ID (TTY: 711).

تنبيه: إذا كنت تتحدث لغة غير الإنجليزية، تتوفر إليك خدمات مساعدة اللغة مجانًا. اتصل بالرقم الموجود ببطاقة الهوية لعضويتك (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez au numéro indiqué sur votre carte de membre (ATS : 711).

توجه دیں: اگر آپ انگریزی کے علاوہ دوسری زبان بولتے ہیں تو، آپ کے لیے زبان کی اعانت کی خدمات مفت دستیاب ہیں۔ اپنے ممبر آئی ڈی کارڈ پر درج نمبر پر کال کریں (TTY: 711)۔

ATENSYON: Kung nagsasalita kayo ng wikang iba sa Ingles, magagamit niyo ang mga serbisyo sa tulong sa wika nang walang bayad. Tawagan ang numero sa inyong card miyembro ID (TTY: 711).

ΠΡΟΣΟΧΗ: Αν δεν μιλάτε Αγγλικά, υπάρχουν στη διάθεσή σας υπηρεσίες γλωσσικής υποστήριξης οι οποίες παρέχονται δωρεάν. Καλέστε τον αριθμό που θα βρείτε στην ατομική σας ταυτότητα μέλους (TTY: 711).

VINI RE: Nëse flisni një gjuhë jo-anglisht, shërbime falas të ndihmës së gjuhës janë në dispozicion për ju. Telefonojini numrit në kartën tuaj të ID të anëtarit (TTY: 711).