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## Memorandum

**To:** Gerber Life Insurance Company Insureds  
**From:** MES*Vision*  
**Date:** 06/01/12  
**Re:** Disclosure of Language Assistance Availability

- Spoken Language Preference
- Written Language Preference

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As you may be aware, the state of California requires health plans and insurance companies to ask patients for their language preferences and provide free language assistance services. Based on patient feedback, plans determine if there is a concentration of languages that require the translation of benefit documents into those threshold languages.

Insureds may inform MES*Vision* of their language preference by:

- Calling Customer Service at 1-800-877-6372 from 8:00 am – 5:00 pm Pacific Standard Time;
- Visiting MES*Vision* website at [www.mesvision.com](http://www.mesvision.com). Go to "Members" page, after the member sign-on screen, click on "View Your Account's Details" and then click "Edit Your Information";
- Submitting a completed Patient Survey on the MES*Vision* website at [www.mesvision.com](http://www.mesvision.com). After the member sign-on screen, click on "Patient Feedback Form";
- E-mailing to: [Customerservice@mesvision.com](mailto:Customerservice@mesvision.com); and  
(Please include the subscriber's full name, subscriber's group/employer name, the last four digits of the subscriber's social security number OR date of birth.)
- Submitting information to the subscriber's Human Resources Department for inclusion on the monthly Eligibility Control Form (Included with the MES*Vision* premium billing statement).

Thank you for helping us provide language assistance services to you and your family.