



State of California—Health and Human Services Agency  
Department of Health Care Services



EDMUND G. BROWN JR.  
GOVERNOR

December 24, 2012

Dear Parent,

Enclosed is the new Benefit Identification Card (BIC) for your child. It is being sent to you because in a mailing by DHCS between December 10 and 18, 2012, the original card for your child was sent to the wrong household. When DHCS discovered this error on December 19, 2012, it immediately investigated and sent you a letter dated December 21, 2012, to tell you about this incident. This new card with an issuance date of January 2, 2013 is effective at the beginning of the month. If you have any questions about this incident, please call this toll-free number: 855-297-5064.

DHCS apologizes again for any inconvenience this incident may have caused you.

Sincerely,

Karen Johnson  
Chief Deputy Director  
Department of Health Care Services

To request this letter in your own language, please contact us at:

<b>English</b> 1-855-297-5064	<b>Korean</b> 한국어 1-855-297-5064
<b>Arabic</b> 1-855-297-5064	<b>Mandarin</b> 國語 1-855-297-5064
<b>Armenian</b> ԺՅՍ՝ՆՅ՝ 1-855-297-5064	<b>Russian</b> Русский 1-855-297-5064
<b>Cambodian</b> 1-855-297-5064	<b>Spanish Español</b> 1-855-297-5064
<b>Cantonese</b> 粵語 1-855-297-5064	<b>Tagalog Tagalog</b> 1-855-297-5064
<b>Farsi</b> 1-855-297-5064	<b>Vietnamese</b> Tiếng Việt 1-855-297-5064
<b>Hmong Hmoob</b> 1-855-297-5064	<b>Other Languages</b> 1-855-297-5064