

Healthy Blue follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- Color
- National origin
- Age
- Disability
- Sex or gender identity

That means we won't exclude you or treat you differently because of these things.

Communicating with you is important

For people living with a disability or who speak a language other than English, we offer these services at no cost to you:

- Qualified sign language interpreters
- Written materials in large print, audio, electronic, and other formats
- Help from qualified interpreters in the language you speak
- Written materials in the language you read

To get these services, call the Member Services number on your ID card.

Your rights

Do you feel you didn't get these services or we discriminated against you for reasons listed above? If so, you can file a grievance (complaint). File by mail, email, fax, or phone:

- Phone (Member Services): **844-521-6941**
- Fax: 888-873-7038
- Email: la1griev@healthyblue.com
- Mail:

Member Grievance and Appeals Department
P.O. Box 62429
Virginia Beach, VA 23466

Need help filing?

Call Member Services at the number above. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **On the web:** ocrportal.hhs.gov/ocr/smartscreen/main.jsf
- **By mail:** U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F, HHH Building
Washington, D.C. 20201
- **By phone:** **800-368-1019 (TTY/TDD 800-537-7697)**

For a complaint form, visit hhs.gov/ocr/office/file/index.html.