

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 with disabilities 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 speak

To get these services, call the Member Services number on your ID card. Or you can call our Grievance and Appeals Representative at 1-504-834-1271.

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:

Grievance and Appeals Representative

Healthy Blue
3850 N. Causeway Blvd, Suite 1770
Metairie, LA 70002
Phone: 1-504-834-1271
Fax: 1-855-859-5044
Email: la1griev@healthybluela.com

Need help filing? Call our Grievance and Appeals Representative 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: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- By mail: U.S. Department of Health and Human Services
200 Independence Avenue
SW Room 509F, HHH Building
Washington, DC 20201
- By phone: 1-800-368-1019 (TTY/TDD 1-800-537-7697)

<https://www.myhealthybluela.com/la/louisiana-home.html>