



Healthy Blue

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

- Race
- Color
- Gender
- Sexual orientation
- Gender identity or expression
- Religion
- National origin
- Ancestry
- Age
- Military or veteran status
- Disability status
- Marital or family status
- Genetic information
- Political affiliation

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 Member Services at **833-838-2593 (TTY 711)**, Monday through Friday from 8 a.m. to 5 p.m. Central time.

### **Your rights**

If you feel that Healthy Blue has failed to provide these services or we discriminated against you for reasons listed above, you can file a grievance (complaint). You can file by phone, mail, or fax:

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

Phone: **833-838-2593 (TTY 711)**  
Fax: 877-881-1305

**Need help filing?** Call our Member Services department 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 Ave. SW  
Room 509F, HHH Building  
Washington, DC 20201
- **By phone:** 800-368-1019 (TTY/TDD 800-537-7697)

For a complaint form, visit [hhs.gov/ocr/complaints/index.html](https://hhs.gov/ocr/complaints/index.html).