

Notice of Non-Discrimination and Accessibility

Discrimination is against the law:

- Blue Cross and Blue Shield of North Carolina (Blue Cross NC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).
- Blue Cross NC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

BLUE CROSS NC:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages.

If you need these services, contact Customer Service at 888-206-4697. TTY and TDD, call 711.

If you believe that Blue Cross NC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, (including pregnancy, sexual orientation, and gender identity) you may file a grievance with:

- **Civil Rights Coordinator** – Privacy, Ethics & Corporate Policy Office
- **Mail:** Blue Cross and Blue Shield of North Carolina; Attention: Civil Rights Coordinator – Privacy, Ethics & Corporate Policy Office; P.O. Box 2291, Durham, N.C. 27702.
- **Telephone:** 919-765-1663
- **Fax:** 919-287-5613
- **TTY:** 888-291-1783
- **Email:** CivilRightsCoordinator@bcbsnc.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Coordinator – Privacy, Ethics & Corporate Policy Office is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

- U.S. Department of Health and Human Services
200 Independence Avenue, SW
- Room 509F, HHH Building
- Washington, D.C. 20201
- **Telephone:** 1-800-368-1019, 800-537-7697 (TDD)
- Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

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