

## NOTICE OF NON-DISCRIMINATION

**Highmark Blue Cross Blue Shield (Highmark BCBS)** complies with Federal civil rights laws. **Highmark BCBS** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Highmark BCBS provides the following:

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

If you need these services, call Highmark BCBS at **866-231-0847**. For TTY/TDD services, call **711**.

If you believe that Highmark BCBS has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Highmark BCBS by:

Mail: Member Complaints and Appeals Department  
P.O. Box 62429  
Virginia Beach, VA 23466-2429  
Phone: 844-401-2292 (for TTY/TDD services, call 711)  
Fax: 844-759-5954  
In person: Highmark Blue Cross Blue Shield  
1 Seneca Street, Ste. 3400  
Buffalo, NY 14203

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

Web: Office for Civil Rights Complaint Portal at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>  
Mail: U.S. Department of Health and Human Services  
200 Independence Ave. SW, Room 509F, HHH Building  
Washington, DC 20201  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>  
Phone: 800-368-1019 (TTY/TDD 800-537-7697)