
NONDISCRIMINATION NOTICE

Discrimination is against the law. Blue Shield of California follows State and Federal civil rights laws. Blue Shield of California does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Blue Shield of California provides:

- » Free aids and services in a timely manner to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- » Free language services in a timely manner to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
- » If you need these services, contact *Blue Shield of California* between 8 a.m. to 8 p.m., seven days a week by calling

1-800-452-4413. If you cannot hear or speak well, please call TTY: 711. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Blue Shield of California

601 12th Street

Oakland, CA 94607-3613

1-800-452-4413 (TTY: 711)

HOW TO FILE A GRIEVANCE

If you believe that Blue Shield of California has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Blue Shield of California's Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- » By phone: Contact Blue Shield of California's Civil Rights Coordinator between 8 a.m. to 8 p.m., seven days a week by calling 1-800-776-4466. Or, if you cannot hear or speak well, please call TTY: 711.
- » In writing: Fill out a complaint form or write a letter and send it to:
Blue Shield of California's Civil Rights Coordinator, Medicare Appeals & Grievance,
P.O. Box 927, Woodland Hills, CA 91367 or email
Appeal&GrievanceResol@blueshieldca.com.
- » In person: Visit your doctor's office or Blue Shield of California and say you want to file a grievance.
- » Electronically: Visit Blue Shield of California's website at blueshieldca.com.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- » By phone: Call 1-916-440-7370. If you cannot speak or hear well, please call 711 (Telecommunications Relay Service).
- » In writing: Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights Department of Health Care Services Office of Civil Rights, P.O. Box 997413, MS 0009, Sacramento, CA 95899-7413

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- » Electronically: Send an email to CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- » By phone: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.
- » In writing: Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- » Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.