

Notice of Nondiscrimination

Healthy Blue Care Together complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. Healthy Blue Care Together does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Healthy Blue Care Together provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Healthy Blue Care Together 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, call **833-777-3611 (TTY 711)**.

If you believe that Healthy Blue Care Together has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability or sex, you can file a grievance with:

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| Member Grievances | Phone: 833-777-3611 (TTY 711) |
| Blue Cross NC Healthy Blue Care Together | Fax: 844-429-9635 |
| 1965 Ivy Creek Blvd., Durham, NC 27707 | Email: ncmedicaidgrievances@nchealthyblue.com |

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

- Online: 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: **800-368-1019 (TDD: 800-537-7697)**

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

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