



## Notice of Nondiscrimination

Healthy Blue 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 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 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 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 **844-594-5070 (TTY 711)**.

If you believe that Healthy Blue 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:

Member Grievances  
Healthy Blue  
11000 Weston Parkway  
Cary, NC 27513

Phone: 844-594-5070 (TTY 711)  
Fax: 844-429-9635  
Email:  
[ncmedicaidgrievances@ncehealthyblue.com](mailto:ncmedicaidgrievances@ncehealthyblue.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](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 (TDD: 800-537-7697)**

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

The NC Medicaid Ombudsman can provide you with free, confidential support and education about the rights and responsibilities you have under NC Medicaid. Call **877-201-3750** or visit [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org).