

# GENDER CARE AND SERVICE

## OVERVIEW

**Blue Cross is committed to providing equitable care and health coverage for transgender and non-binary members.**

### OUR COMMITMENT TO YOU

All people should have equal opportunity to live consistently with their gender identity. That's why we're committed to supporting transgender and non-binary members and their families. To support this commitment, we have launched a navigation and care guidance program that includes our Gender Services Consultant. We are here to listen and provide the support you need.

### HOW OUR GENDER SERVICES CONSULTANT CAN HELP

Transgender members and their families are welcome to reach out to our Gender Services Consultant, who is transgender himself. Any conversation with him is confidential and complimentary.

- **We can help you find the right in-network provider**

Our Gender Services Consultant is available to help you find a doctor and connect you to providers who have experience with gender care. You can also visit [bluecrossmnonline.com](https://bluecrossmnonline.com) to register, sign in and use the "Find a Doctor" tool to confirm whether your preferred provider is in-network.

- **We can help answer gender-related care questions**

While we cannot offer specific medical advice, we can help explain common gender-related care options like hormone treatment, puberty blockers, gender affirming behavioral health services, surgical care, hair removal and more.

- **We can help connect you to health plan benefits**

Coverage for any medical procedure, including gender-affirming procedures, varies by your employer's health plan. It's important to understand what your specific Blue Cross plan covers and what treatment choices, such as out-of-network providers or non-covered services, may lead to more out-of-pocket expenses. We'll help review your plan information to determine your coverage, potential costs and best in-network options, and direct you to additional resources.

- **We can help you navigate the health care system**

We can help you find doctors and clinicians who are experienced in serving transgender and non-binary patients, review your general care options and discuss any potential issues you might encounter.



Care guidance is available to all transgender and nonbinary members at no cost.

Call 866-694-9361 toll-free or email [gender.services@bluecrossmn.com](mailto:gender.services@bluecrossmn.com)

---

*Please note that an authorization form or verbal consent is required if a family member wants to speak with our Gender Services Consultant on behalf of a member (age 12 or above) to discuss Protected Health Information (PHI). Authorization is not required for information regarding benefits, community resources and support services. To obtain a copy of the Authorization for Disclosure of Health Information (ADHI) form, please contact our Gender Services Consultant or visit <https://www.bluecrossmn.com/members/forms>*



**BlueCross  
BlueShield**

Minnesota