



# GENDER CARE AND SERVICE

Blue Cross and Blue Shield of Minnesota is committed to supporting transgender and non-binary members and providing equitable care and health coverage.

## OUR COMMITMENT TO YOU

Everyone should have equal opportunity to live consistently with their gender identity. That's why we offer a care guidance program that includes our Gender Services Consultant, at no additional cost to you. 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.

### **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 [bluecrossmn.com](https://bluecrossmn.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 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 varies by your employer's health plan. It's important to understand what your specific Blue Cross plan covers and what treatment choices may lead to 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.



### **Contact**

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

Call **1-866-694-9361** 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 [bluecrossmn.com/members/forms](https://bluecrossmn.com/members/forms).

**NOTICE OF NONDISCRIMINATION PRACTICES**  
**Effective July 18, 2016**

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or gender. Blue Cross does not exclude people or treat them differently because of race, color, national origin, age, disability, or gender.

Blue Cross provides resources to access information in alternative formats and languages:

- Auxiliary aids and services, such as qualified interpreters and written information available in other formats, are available free of charge to people with disabilities to assist in communicating with us.
- Language services, such as qualified interpreters and information written in other languages, are available free of charge to people whose primary language is not English.

If you need these services, contact us at 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711.

If you believe that Blue Cross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender, you can file a grievance with the Nondiscrimination Civil Rights Coordinator

- by email at: [Civil.Rights.Coord@bluecrossmn.com](mailto:Civil.Rights.Coord@bluecrossmn.com)
- by mail at: Nondiscrimination Civil Rights Coordinator  
Blue Cross and Blue Shield of Minnesota and Blue Plus  
M495  
PO Box 64560  
Eagan, MN 55164-0560
- or by phone at: 1-800-509-5312

Grievance forms are available by contacting us at the contacts listed above, by calling 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711. If you need help filing a grievance, assistance is available by contacting us at the numbers listed above.

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

- electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- by phone at:  
1-800-368-1019 or 1-800-537-7697 (TDD)
- or by mail at:  
U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F  
HHH Building  
Washington, DC 20201

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

This information is available in other languages. Free language assistance services are available by calling the toll free number below. For TTY, call 711.

Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al 1-855-903-2583. Para TTY, llame al 711.

Yog tias koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Hu rau 1-800-793-6931. Rau TTY, hu rau 711.

Haddii aad ku hadasho Soomaali, adigu waxaad heli kartaa caawimo luqad lacag la'aan ah. Wac 1-866-251-6736. Markay tahay dad maqalku ku adag yahay (TTY), wac 711.

နမူကတိကညီကိုးဒီး, တကယ့်နကိုင်တကယ့်ကလိတဖန်န့လီ. ကိ: 1-866-251-6744 လာ TTY  
အဂီ, ကိ: 711 တက့.

إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية المجانية. اتصل بالرقم 1-866-569-9123. للهاتف النصي  
اتصل بالرقم 711.

Nếu quý vị nói Tiếng Việt, có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Gọi số 1-855-315-4015. Người dùng TTY xin gọi 711.

Afaan Oromoo dubbattu yoo ta'e, tajaajila gargaarsa afaan hiikuu kaffaltii malee. Argachuuf 1-855-315-4016 bilbilaa. TTY dhaaf, 711 bilbilaa.

如果您說中文，我們可以為您提供免費的語言協助服務。請撥打 1-855-315-4017。聽語障專 (TTY)，請撥打 711。

Если Вы говорите по-русски, Вы можете воспользоваться бесплатными услугами переводчика. Звоните 1-855-315-4028. Для использования телефонного аппарата с текстовым выходом звоните 711.

Si vous parlez français, des services d'assistance linguistique sont disponibles gratuitement. Appelez le +1-855-315-4029. Pour les personnes malentendantes, appelez le 711.

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한국어를 사용하시는 경우, 무료 언어 지원 서비스가 제공됩니다. 1-855-904-2583 으로 전화하십시오. TTY 사용자는 711 로 전화하십시오.

ຖ້າເຈົ້າເວົ້າພາສາລາວໄດ້, ມີການບໍລິການຊ່ວຍເຫຼືອພາສາໃຫ້ເຈົ້າຟຣີ. ໃຫ້ໂທຫາ 1-866-356-2423 ສໍາລັບ. TTY, ໃຫ້ໂທຫາ 711.

Kung nagsasalita kayo ng Tagalog, mayroon kayong magagamit na libreng tulong na mga serbisyo sa wika. Tumawag sa 1-866-537-7720. Para sa TTY, tumawag sa 711.

Wenn Sie Deutsch sprechen, steht Ihnen fremdsprachliche Unterstützung zur Verfügung. Wählen Sie 1-866-289-7402. Für TTY wählen Sie 711.

ប្រសិនបើអ្នកនិយាយភាសាខ្មែរមន អ្នកអាចរកបានសេវាជំនួយភាសាឥតគិតថ្លៃ។ ទូរស័ព្ទមកលេខ 1-855-906-2583 ។ សម្រាប់ TTY សូមទូរស័ព្ទមកលេខ 711 ។

Diné k'ehjí yáníłt'i'go saad bee yát'i' éí t'áájíík'e bee níká'a'doowołgo éí ná'ahoot'i'. Kojí éí béesh bee hodíłnih 1-855-902-2583. TTY biniiyégo éí 711 jì' béesh bee hodíłnih.

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