



## **Nondiscrimination Policy**

Blue Cross Complete of Michigan encourages an open, communicative work environment that prohibits discrimination and unlawful harassment of any type and affords equal employment opportunities to associates and applicants, without regard to race, color, religion, sex, national origin, age, disability, genetic information, gender identity or expression, veteran status, or any other class protected by federal, state, or local laws.

Blue Cross Complete complies with applicable federal civil rights laws, including:

- Title VI of the Civil Rights Act of 1964 as implemented by regulations at 45 CFR part 80
- The Age Discrimination Act of 1975 as implemented by regulations at 45 CFR part 91
- The Rehabilitation Act of 1973
- Title IX of the Education Amendments of 1972 (regarding education programs and activities)
- Titles II and III of the Americans with Disabilities Act; and section 1557 of the Patient Protection and Affordable Care Act



## Nondiscrimination Notice and Language Services

### Discrimination is against the law

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs or activities. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, sex, age, or disability.

Blue Cross Complete of Michigan:

- Provides free (no cost) reasonable modifications and appropriate auxiliary aids and services for individuals with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters; and,
  - Information in other formats (large print, audio, accessible electronic formats).
- Provides free (no cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters; and,
  - Information written in other languages.

If you need these services, contact Blue Cross Complete of Michigan Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **1-888-987-5832**).

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can file a grievance with:

- **Blue Cross Complete of Michigan**  
**Attn: Civil Rights Coordinator**  
P.O. Box 41789  
North Charleston, SC 29423  
**1-800-228-8554**  
**(TDD/TTY: 1-888-987-5832)**  
**[grievance@mibluecrosscomplete.com](mailto:grievance@mibluecrosscomplete.com)**
- If you need help filing a grievance, Blue Cross Complete of Michigan Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal available at **[ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)**, by mail or phone at:

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

**1-800-368-1019**  
**(TDD/TTY: 1-800-537-7697)**

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

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**[mibluecrosscomplete.com](https://mibluecrosscomplete.com)**

Blue Cross Complete of Michigan LLC is an independent licensee of the Blue Cross and Blue Shield Association.

