

## Discrimination is Against the Law

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### 2024 Blue Cross and Blue Shield Service Benefit Plan - FEP Blue Focus Introduction and Related Information

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#### Discrimination is Against the Law

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The health benefits described in this brochure are consistent with applicable laws prohibiting discrimination.

We:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide 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, contact the Civil Rights Coordinator of your Local Plan by contacting your Local Plan at the phone number appearing on the back of your ID card.

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator of your Local Plan. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, your Local Plan's Civil Rights Coordinator is available to help you.

Members may file a complaint with the HHS Office of Civil Rights, OPM, or FEHB Program Carriers.

For further information about how to file a civil rights complaint, go to [www.fepblue.org/en/rights-](http://www.fepblue.org/en/rights-)

[and-responsibilities/](#), or call the customer service phone number on the back of your ID card. For TTY, dial 711.