Non-Discrimination Notice

Blue Cross Blue Shield Global Solutions℠ does not discriminate or treat our customers differently based on race, color, national origin, age, religion, disability, sex, marital status, gender, gender identity or sexual orientation.

If you believe that Blue Cross Blue Shield Global Solutions has discriminated in any way based on race, color, national origin, age, religion, disability, sex, marital status, gender, gender identity or sexual orientation, you can file a grievance with:

Civil Rights Coordinator
Blue Cross Blue Shield Global Solutions Legal Department
933 First Avenue
King of Prussia, PA 19312
Fax: +1 610 293 3529
civilrights@bcbsglobalsolutions.com

You can file a grievance in person or by mail, fax or email. You must send the grievance within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help filing a grievance, our 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. To file a complaint electronically, go to the Office for Civil Rights Complaint portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf. Or you can file a complaint by mail or phone:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800 368 1019 or 800 537 7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Rev. September 1, 2025