

## NOTICE OF NON-DISCRIMINATION

**Empire BlueCross BlueShield HealthPlus** complies with Federal civil rights laws. **Empire** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

**Empire** provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call **Empire** at 1-800-300-8181. For TTY/TDD services, call 711.

If you believe that **Empire** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **Empire** by:

Mail: 9 Pine St., 14th Floor New York, NY 10005  
Phone: 1-800-300-8181 (TTY 711)  
Fax: 1-866-495-8716  
In person: 9 Pine St., 14th Floor New York, NY 10005

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

Web: Office for Civil Rights Complaint Portal at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>  
Mail: 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>  
Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)