

**2023 Blue Cross and Blue Shield Service Benefit Plan - Standard and Basic Option  
Discrimination Is Against the Law**

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The Blue Cross and Blue Shield Service Benefit Plan complies with all applicable Federal civil rights laws, including Title VII of the Civil Rights Act of 1964.

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.

You can also file a civil rights complaint with the Office of Personnel Management by mail at:

Office of Personnel Management  
Healthcare and Insurance  
Federal Employee Insurance Operations  
Attention: Assistant Director, FEIO  
1900 E Street NW, Suite 3400-S  
Washington, DC 20415-3610

For further information about how to file a civil rights complaint, go to [www.fepblue.org/en/rights-and-responsibilities/](http://www.fepblue.org/en/rights-and-responsibilities/), or call the customer service phone number on the back of your member ID card. For TTY, dial 711.