



An Independent Licensee of the Blue Cross and Blue Shield Association

## Notice of Non-Discrimination

Blue Cross Blue Shield of Arizona Advantage (BCBSAZ Advantage) does not discriminate on the basis of race, color, national origin, age, disability, or sex. We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified interpreters and written information in other formats such as large print and accessible electronic formats. We also provide free language services to people whose primary language is not English, such as qualified interpreters and written information in other languages. If you need these services call 1-800-446-8331. If you believe that BCBSAZ Advantage has 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 BCBSAZ Advantage Civil Rights Coordinator by mail, phone, fax or email at:

P.O. Box 82368  
Phoenix, AZ 85071-2368

Phone: 480-684-7354  
TTY: 711  
Fax: 480-684-7580  
Email: [azbluemedicarecompliance@azbluemedicare.com](mailto:azbluemedicarecompliance@azbluemedicare.com)

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

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

Phone: 1-800-368-1019  
TTY: 1-800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

