



Discrimination is against the law

Vermont Blue Advantage complies with applicable Federal and state civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, gender identity, or sex. Vermont Blue Advantage does not exclude people or treat them differently because of race, color, national origin, age, disability, gender identity, or sex.

Vermont Blue Advantage provides free auxiliary aids and services to people with disabilities to communicate with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). We also provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, call the Customer Service number on the back of your card.

Here's how you can file a civil rights complaint

If you believe that Vermont Blue Advantage has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, gender identity, or sex, you can file a grievance in person, by mail, fax, or email with:

Office of Civil Rights Coordinator
600 E. Lafayette Blvd, MC 1302
Detroit, MI 48226
Phone: 1-877-411-6950, TTY: 711
Fax: 1-866-559-0578
Email: civilrights@VermontBlueAdvantage.com

If you need help filing a grievance, the Office of 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 Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health & Human Services
200 Independence Ave, SW
Room 509F, HHH Building
Washington, D.C. 20201
Phone: 1-800-368-1019
TTD: 1-800-537-7697
Email: OCRComplaint@hhs.gov

Complaint forms are available on the U.S. Department of Health & Human Services Office for Civil Rights website at <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>.