

PEBB Program Nondiscrimination Notice and Language Access Services

The PEBB Program and its contracted health plans comply with applicable federal civil rights laws and do not discriminate (exclude people or treat them differently) on the basis of race, color, national origin, age, disability, or sex.

The PEBB Program complies with applicable state civil rights laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained guide dog or service animal by a person with a disability.

The PEBB Program provides 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).
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you believe this organization has failed to provide language access services or discriminated in another way, you can file a grievance with:

PEBB Program

Health Care Authority Enterprise Risk Management Office

Attn: ADA/Nondiscrimination Coordinator

PO Box 42704

Olympia, WA 98504-2704

☎ 1-855-682-0787 (☎ 711)

☎ 360-507-9234

✉ compliance@hca.wa.gov

🌐 hca.wa.gov/about-hca/non-discrimination-statement

PEBB medical plans

Kaiser Foundation Health Plan of the Northwest

Attn: Member Relations Department

500 NE Multnomah Street, Suite 100

Portland, OR 97232

☎ 1-800-813-2000 (☎ 711)

☎ 855-347-7239

Kaiser Foundation Health Plan of Washington

Civil Rights Coordinator

☎ 206-630-4636 (☎ 1-800-833-6388 or 711)

☎ 1-888-901-4636

📄 kp.org/wa/feedback

Premera Blue Cross

(For discrimination concerns about PEBB Medicare Supplement plans and the Centers of Excellence Program for Uniform Medical Plan [UMP] Classic, UMP Select, and UMP Consumer-Directed Health Plan [CDHP] members)

Attn: Appeals Coordinator

PO Box 91102

Seattle, WA 98111-9202

☎ 1-855-332-4535 (☎ 711)

☎ 425-918-5592

✉ appealsdepartmentinquiries@premera.com

Regence BlueShield

(For discrimination concerns about any UMP plan)

Regence BlueShield Civil Rights Coordinator

Attn: UMP Appeals and Grievances

Regence BlueShield

PO Box 91015

Seattle, WA 98111-9115

☎ 1-888-849-3681 (☎ 711)

☎ 1-877-663-7526

✉ UMPCivilRights@regence.com

Washington State Rx Services

(For discrimination concerns about prescription drug benefits for any UMP plan)

Attn: Appeals Unit

PO Box 40168

Portland, OR 97240-0168

☎ 1-888-361-1611 (☎ 711)

☎ 1-866-923-0412

✉ compliance@modahealth.com

UnitedHealthcare

(For discrimination concerns about PEBB Complete and PEBB Balance)

Civil Rights Coordinator

UnitedHealthcare Civil Rights Grievance

PO Box 30608

Salt Lake City, UT 84130

☎ 1-855-873-3268 (☎ 711)

✉ UHC_Civil_Rights@uhc.com

PEBB dental plans

Delta Dental

(For discrimination concerns about DeltaCare and Uniform Dental Plan)

Attn: Compliance/Privacy Officer

PO Box 75983

Seattle, WA 98175

☎ 1-800-554-1907 (☎ 1-800-833-6384)

☎ 206-729-5512

✉ Compliance@DeltaDentalWA.com

Willamette Dental of Washington, Inc.

Attn: Member Services Department

6950 NE Campus Way

Hillsboro, OR 97124

☎ 1-855-433-6825 (☎ 711)

☎ 503-952-2684

✉ memberservices@willamettedental.com

You can also file a civil rights complaint with:

U.S. Department of Health and Human Services, Office for Civil Rights

200 Independence Avenue,
SW Room 509F, HHH Building
Washington, D.C. 20201

☎ 1-800-368-1019

☎ 1-800-537-7697

🌐 ocrportal.hhs.gov/ocr/portal/lobby.jsf (to submit complaints electronically)

🌐 hhs.gov/ocr/office/file/index.html (to find complaint forms online)