

SEBB Program Nondiscrimination Notice and Language Access Services

The SEBB Program and its contracted health plans comply with applicable federal and Washington State civil rights laws and do not discriminate (exclude people or treat them less favorably) on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

The SEBB Program provides reasonable accommodations and free appropriate auxiliary aids and services for people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats), as well as free language assistance services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, or if you believe the SEBB Program or its contracted health plans have failed to provide these services or discriminated in another way, contact the Health Care Authority (HCA) or the appropriate health plan listed below. You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, the HCA Nondiscrimination Coordinator is available to help you.

SEBB Program

Health Care Authority

ADA/Nondiscrimination Coordinator
PO Box 42704
Olympia, WA 98504-2704
☎ 1-855-682-0787 (🇺🇸 711)
📠 360-507-9234
✉ compliance@hca.wa.gov

SEBB Medical Plans

Kaiser Foundation Health Plan of the Northwest

Kaiser Civil Rights Coordinator
500 NE Multnomah St., Ste 100
Portland, OR 97232
☎ 1-800-813-2000 (🇺🇸 711)
📠 855-347-7239

Kaiser Foundation Health Plan of Washington

Civil Rights Coordinator
PO Box 35191, MS: RCR-A1N-22
Seattle, WA 98127-5191
☎ 1-888-901-4636 (🇺🇸 TTY: 1-800-833-6388)
🌐 kp.org/wa/feedback

Kaiser Foundation Health Plan of Washington Options, Inc.

Civil Rights Coordinator
PO Box 35191, MS: RCR-A1N-22
Seattle, WA 98127-5191
☎ 1-888-901-4636 (🇺🇸 1-800-833-6388)
🌐 kp.org/wa/feedback

Premera Blue Cross (Premera plans or the UMP Centers of Excellence Program)

Appeals Coordinator
PO Box 91102
Seattle, WA 98111-9202
☎ 1-855-332-4535 (🇺🇸 711)
📠 425-918-5592
✉ appealsdepartmentinquiries@premera.com

Regence BlueShield

(All UMP plans except UMP Plus)

Regence BlueShield Civil Rights Coordinator
PO Box 1106
Lewiston, ID 83501-1106
☎ 1-800-628-3481 (🇺🇸 711)
📠 1-877-663-7526
✉ UMPcivilrights@regence.com

UMP Plus—UW Medicine Accountable Care Network (ACN): Embright

UMP Plus—UW Medicine ACN Appeals and Grievances
1037 NE 65th St., PMB 259
Seattle, WA 98115
☎ 1-888-402-4238 (🇺🇸 711)

UMP Plus—Puget Sound High Value Network

1149 Market St., MS: 10-09
Tacoma, WA 98405
☎ 1-877-345-8760 (🇺🇸 711)

ArrayRx (UMP prescription drug benefits)

Appeals Unit
PO Box 40168
Portland, OR 97240-0168
☎ 1-855-232-9111 (🇺🇸 711)
📠 1-866-923-0412
✉ compliance@modahealth.com

SEBB Dental Plans

Delta Dental of Washington

(DeltaCare and Uniform Dental Plan)

Compliance/Privacy Officer
PO Box 75983
Seattle, WA 98175
☎ 1-800-554-1907 (🇺🇸 1-800-833-6384 or 711)
📠 206-729-5512
✉ Compliance@DeltaDentalWA.com

Willamette Dental of Washington

Member Services Department
6950 NE Campus Way
Hillsboro, OR 97124
☎ 1-855-433-6825 (🇺🇸 711)
📠 503-952-2684
✉ memberservices@willamettedental.com

SEBB Vision Plans

Davis Vision by MetLife

Complaints and Appeals Department
PO Box 547
Troy, NY 12181
☎ 1-888-343-3470

EyeMed Vision Care

Quality Assurance Department
4000 Luxottica Pl
Mason, OH 45040
☎ 1-800-699-0993 (🇺🇸 1-844-230-6498)
📠 513-492-3259

MetLife Vision Plan

Corporate Consumer Relations Department
PO Box 997100
Sacramento, CA 95899-7100
☎ 1-833-854-9624 (🇺🇸 1-800-428-4833)

You can also file a civil rights complaint with:

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

200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201
☎ 1-800-368-1019 (🇺🇸 1-800-537-7697)
✉ OCRComplaint@hhs.gov
🌐 ocrportal.hhs.gov/ocr/portal/lobby.jsf (to submit complaints electronically)
🌐 hhs.gov/civil-rights/filing-a-complaint/complaintprocess/index.html (to find complaint forms online)

The Washington State Office of the Insurance Commissioner

☎ 1-800-562-6900 (🇺🇸 360-586-0241)
🗣️ Live chat: insurance.wa.gov/chat-us
🌐 insurance.wa.gov/file-complaint-or-check-your-complaint-status (to submit complaints electronically)