

# PEBB Program Nondiscrimination Notice and Language Access Services

The PEBB 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 PEBB 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 PEBB 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.

## PEBB PROGRAM

### Health Care Authority

ADA/Nondiscrimination Coordinator  
PO Box 42704, Olympia, WA 98504-2704  
☎ 1-855-682-0787 (☎ TRS: 711)  
☎ 360-507-9234  
✉ [compliance@hca.wa.gov](mailto:compliance@hca.wa.gov)

## PEBB 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 (☎ TRS: 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](http://kp.org/wa/feedback)

### Premera Blue Cross (Premera plans F & G or UMP Centers of Excellence Program)

Appeals Coordinator  
PO Box 91102, Seattle, WA 98111-9202  
☎ 1-855-332-4535 (☎ TRS: 711)  
☎ 425-918-5592  
✉ [appealsdepartmentinquiries@premera.com](mailto:appealsdepartmentinquiries@premera.com)

### Regence BlueShield (All UMP plans except UMP Plus)

Regence BlueShield Civil Rights Coordinator  
PO Box 1106, Lewiston, ID 83501-1106  
☎ 1-888-849-3681 (☎ TRS: 711)  
☎ 1-877-663-7526  
✉ [UMPCivilrights@regence.com](mailto: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  
☎ 1-888-402-4237 (TRS: 711)

### UMP Plus–Puget Sound High Value Network

1149 Market St, MS: 10-09, Tacoma, WA 98405  
☎ 1-855-776-9503 (TRS: 711)

### ArrayRx (UMP prescription drug benefits)

Appeals Unit  
PO Box 40168, Portland, OR 97240-0168  
☎ 1-855-232-9111 (☎ TRS: 711)  
☎ 1-866-923-0412  
✉ [compliance@modahealth.com](mailto:compliance@modahealth.com)

### UMP Classic Medicare with Part D (PDP)

Appeals Unit  
PO Box 40384, Portland, OR 97240-0384  
☎ 1-855-232-9111 (TRS: 711)  
☎ 1-833-949-1888  
✉ [compliance@modahealth.com](mailto:compliance@modahealth.com)

### UnitedHealthcare

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
PO Box 30608, Salt Lake City, UT 84130  
☎ 1-855-873-3268 (☎ TRS: 711)  
✉ [UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)

## PEBB DENTAL PLANS

### Delta Dental of Washington (DeltaCare and Uniform Dental Plan)

Compliance/Privacy Officer  
PO Box 75983, Seattle, WA 98175  
☎ 1-800-554-1907 (☎ TTY: 1-800-833-6384)  
☎ 206-729-5512  
✉ [Compliance@DeltaDentalWA.com](mailto:Compliance@DeltaDentalWA.com)

### Willamette Dental of Washington

Member Services Department  
6950 NE Campus Way, Hillsboro, OR 97124  
☎ 1-855-433-6825 (☎ TRS: 711)

☎ 503-952-2684

✉ [memberservices@willamettedental.com](mailto:memberservices@willamettedental.com)

## PEBB 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 (☎ TTY: 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 (☎ TRS: 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 (TDD: 1-800-537-7697)  
✉ [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)  
🌐 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf) (to submit complaints electronically)  
🌐 [hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html](http://hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html) (to find complaint forms online)

### The Washington State Office of the Insurance Commissioner

☎ 1-800-562-6900 (☎ TDD: 360-586-0241)  
🗣️ Live chat: [insurance.wa.gov/chat-us](http://insurance.wa.gov/chat-us)  
🌐 [insurance.wa.gov/file-complaint-or-check-your-complaint-status](http://insurance.wa.gov/file-complaint-or-check-your-complaint-status) (to submit claims electronically)