



Important disclosure

MESSA and Blue Cross Blue Shield of Michigan (BCBSM is an independent licensee of the Blue Cross and Blue Shield Association) comply with federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. MESSA and BCBSM provide free auxiliary aids and services to people with disabilities to communicate effectively with us, including qualified sign language interpreters. If you need assistance, call MESSA's Member Service Center at 800.336.0013 or TTY: 888.445.5614.

If you believe that MESSA or BCBSM failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, or by mail, phone, fax or email:

General Counsel
MESSA
P.O. Box 2560
East Lansing, MI 48826-2560
800.292.4910
TTY: 888.445.5613
Fax: 517.203.2909
CivilRights-GeneralCounsel@messa.org.

If you need help filing a grievance, MESSA's general counsel is available to help you. You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail, phone or email:

U.S. Department of Health & Human Services,
200 Independence Ave, S.W.
Washington, D.C. 20201
800.368.1019
TTD: 800.537.7697
OCRComplaint@hhs.gov.

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.