

## **Important Non-Discrimination Notice**

BlueCross BlueShield of Tennessee participating providers, through their contracts with us and in compliance with existing federal and state laws, rules and regulations, agree not to discriminate against members in the provision of services on the basis of race, color, national origin, religion, sex, age or disability.

Section 1557 of the Affordable Care Act (ACA), and its implementing regulations (Section 1557), prohibits “*covered entities*” from discriminating against individuals on the basis of race, color, national origin, sex, age, or disability in any health program or activity. “*Covered entities*” include health insurance issuers and health care providers that receive federal financial assistance.

Participating providers who are ‘*covered entities*’ as defined in Section 1557 have identified compliance obligations under Section 1557 and must meet those compliance obligations with respect to interactions with and services rendered to BlueCross members. These include, without limitation, informing members with limited English proficiency about non-discrimination and the availability of translation services and information in their own language.

Participating providers should review their respective obligations and the requirements of Section 1557 to ensure their respective compliance. Information about Section 1557 of the ACA and compliance with same is available from the Department of Health and Human Services at <http://www.hhs.gov/civil-rights/for-individuals/section-1557/index.html>.

Participating providers agree to cooperate with reasonable requests from BlueCross and/or the applicable payor in the investigation of any member complaints.