

Privacy Complaint Form



An Independent Licensee of the Blue Cross and Blue Shield Association

Purpose: Use this form to file a privacy complaint.

You can complain about our privacy practices. You can also complain if you think we did not follow:

- Our Notice of Privacy Practices
- Our Privacy Policies, or
- Federal Privacy rules.

We will look into your complaint. We will answer you in writing. Your complaint will not change your rights under the law. A complaint will not affect your coverage with us, your benefits, or claims.

If you have questions or need help, call our Privacy Office at (602) 864-2255. You can also file a complaint with the United States Department of Health and Human Services.

Member Information

Name _____ Date of Birth _____
Address _____
City _____ State _____ Zip Code _____
Phone # _____ Email _____ BCBSAZ ID# _____

If you are not the member, fill this out:

Name _____ Relationship to Member _____
Phone # _____ Email _____

What is your Complaint?

Tell us what your complaint is. Include dates, names and details. _____

Tell us what you want us to do about your complaint: _____

Signature

Requestor's Signature _____ Date _____

YOU CAN GET A COPY OF THIS COMPLAINT

Please send the completed form to us. You can mail it to: BCBSAZ Privacy Office, Mail Stop C300, P.O. Box 13466, Phoenix AZ 85002-3466. Email it to: privacy@azblue.com or Fax it to (602) 544-5661.

For questions about completing this form, call 602-864-2255 or 800-232-2345 Extension 2255 or email privacy@azblue.com.

Notice of Non-Discrimination

Blue Cross Blue Shield of Arizona (BCBSAZ) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BCBSAZ provides appropriate free aids and services, such as qualified interpreters and written information in other formats, to people with disabilities to communicate effectively with us. BCBSAZ also provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, call 602-864-4884 for Spanish and 877-475-4799 for all other languages and other aids and services.

If you believe that BCBSAZ has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: BCBSAZ's Civil Rights Coordinator, Attn: Civil Rights Coordinator, Blue Cross Blue Shield of Arizona, P.O. Box 13466, Phoenix, AZ 85002-3466, 602-864-2288, TTY/TDD 602-864-4823, crc@azblue.com. You can file a grievance in person or by mail or email. If you need help filing a grievance BCBSAZ's Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

