

Transgender Member Services



UPMC HEALTH PLAN

UPMC Health Plan is committed to helping all members, including those in the transgender community, fully understand their benefits, access services, and live their healthiest life. We at UPMC Health Plan never lose sight of the fact that the transgender community routinely faces heightened levels of discrimination and a host of other challenges, so we created a dedicated Member Services team to best serve the needs of the community.

We make certain that our members in the transgender community have access to award-winning Member Services support dedicated to explaining transgender coverage and answering questions about related issues. UPMC Health Plan members who are interested in learning more about transgender coverage can call Member Services at **1-844-202-0126 (TTY: 711)** or the phone number on the back of their insurance card.*

*UPMC Health Plan earned three 2019 Gold Stevie Awards for its outstanding sales and customer service: Best Back-Office Customer Service Team, Best Front-Line Customer Service Team, and Best Medicare Telesales Team. In addition, the Human Rights Campaign Foundation named UPMC Health Plan one of the “2019 Best Places to Work for LGBTQ Equality” because of its policies, benefits, and practices. The Health Plan earned a 100 percent rating—an honor no other health plan in our region achieved.

Nondiscrimination statement

UPMC Health Plan¹ complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

¹UPMC Health Plan is the marketing name used to refer to the following companies, which are licensed to issue individual and group health insurance products or which provide third party administration services for group health plans: UPMC Health Network Inc., UPMC Health Options Inc., UPMC Health Coverage Inc., UPMC Health Plan Inc., UPMC Health Benefits Inc., UPMC for You Inc., and/or UPMC Benefit Management Services Inc.

Translation Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-869-7228 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-869-7228（TTY：711）。

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