



# Lesbian, Gay, Bisexual and Transgender Health Resources



Blue Cross and Blue Shield of Illinois (BCBSIL) stands by our core values of integrity, respect, commitment, caring and excellence. To better understand the health care needs of our communities, we support all members regardless of sexual orientation and gender identity including, but not limited to, lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ+).

## Call your Benefit Value Advisor (BVA)

A BVA can connect you with a BCBSIL case manager who can assist you in finding a primary care provider or specialist who is experienced in LGBTQ+ health care.

## Gender Affirmation Support

Case managers are registered nurses who have access to behavioral health clinicians, social workers and health advocates who are trained to provide culturally competent and inclusionary guidance and education. This team can

offer support for navigating health and community services such as surgeries, consultations and more.

If you have questions, or want more information, call the toll-free number on the back of your member ID card (844-228-2227).

You can speak with a BVA 24/7. Case managers are available weekdays 8 a.m. to 6 p.m. CT.

You may also contact us through the **Secure Message Center**.

1. Go to [bcbsil.com/caterpillar](https://bcbsil.com/caterpillar) and click **Log In**.
2. If you are already registered for Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>), click **Log In to Your Account**. If it's your first visit, click **Register Now**. Use information from the front of your member ID card to sign up.
3. Once in BAM, click **Messages** at the top of the page. Choose **Ask a Nurse** as the recipient and enter **Gender Affirming Care** in the subject line.

Resources provided by BCBSIL are voluntary, confidential and offered at no additional cost to the employee or covered dependent. Member communications and information provided are not meant to replace the advice of health care professionals. Members are encouraged to seek the advice of their doctors or behavioral health specialist to discuss their health care needs. Decisions regarding course and place of treatment remain with the member and their health care providers.