



Providing Equitable and Inclusive LGBTQ Care

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Objectives

At the end of this presentation the audience will be able to:

1. Identify best practice for LGBTQ individuals in the healthcare environment.
2. Describe the Healthcare Equality Index Framework.
3. Identify 2 strategies that can be integrated into participant's healthcare organizations to promote equity and inclusion.



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Eskenazi Health

- Public hospital/healthcare system of Marion County
- Academic Medical Center
- 315 patient beds with all private rooms
- Adult Level 1 trauma center
- Only verified adult burn center in Indiana
- Provides treatment and services to nearly 1 million outpatient visitors annually via a comprehensive range of primary and specialty care services on the downtown campus as well as at 10 Eskenazi Health Center sites across Indianapolis
- Extensive behavioral health services delivered at multiple sites





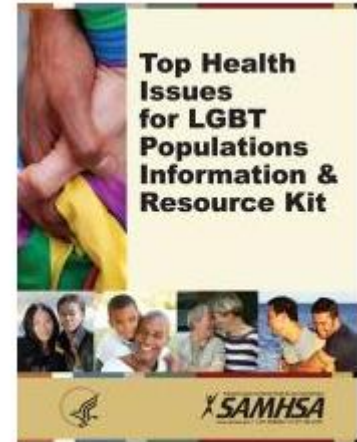
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Mission Statement

- Advocate, Care, Teach and Serve with a special emphasis on the vulnerable population of Marion County.

LGBTQ Patients and Healthcare Concerns

- Routine health screenings
- Depression
- Suicide
- Eating Disorders
- Substance Abuse
- Delay in seeking healthcare



LGBTQ Patients ARE Vulnerable

Lambda Legal's landmark 2010 study, *When Health Care Isn't Caring*, identified the following:

- 73% of transgender respondents and 29% of lesbian, gay and bisexual respondents reported they believed they would be treated differently by medical personnel.
- 52% of transgender respondents and 9% of lesbian, gay and bisexual respondents reported they believed they would be refused medical services because of their LGBT status (HEI, 2018)



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LGBTQ Patients ARE Vulnerable

More than half of all respondents reported they had experienced at least one of the following from healthcare providers:

- refusal to provide needed care
- refusal to touch them
- using excessive precautions
- using harsh or abusive language
- blaming them for their health status
- using physical roughness or abuse (HEI, 2018)



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Diversity Stats

2016 Gallup report estimated 4.1% of US population (10 million people) identify as LGBTQ—an increase from 3.5 % in 2012.

Millennials (1980-1996) identifying as LGBTQ increased to 7.3% in 2016 from 5.8% in 2012.

Report also cited higher LGBTQ identification among women.

(Lim, Jones, & Paguirigan, 2019).



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HEI as Framework

Healthcare Equality Index-review of standards in the promotion of equitable and inclusive care for lesbian, gay, bisexual, transgender and queer patients and their families.

HEI was developed by the Human Rights Campaign to meet the need for LGBTQ Americans to have access to equitable, knowledgeable, sensitive, non-discriminating and welcoming healthcare.



In other words...to prevent patient experiences like these...

“I couldn't believe it! As I walked back to see my partner and our newborn, an employee stopped me and asked who I was. When I said 'the other mom,' she rolled her eyes and walked away saying, 'I don't believe this.'”

– A lesbian mother after the birth of her first child

“After I mentioned that my husband would be visiting me, the staff, who had been very friendly, turned very cool – and I saw a lot less of them, even when I really needed help.”

– A gay man hospitalized for a lung condition

(Healthcare Equality Index 2019)



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In other words...to prevent patient experiences like these...

“When I walked toward the women’s bathroom in the waiting area, the receptionist jumped up and told me to use a McDonald’s restroom down the street. I felt like leaving and never going back.”

– A transgender woman waiting for her first physical in years

“I went to the ER because I fell and broke a rib. Once the doctor found out I was transgender, he wanted to do a genital exam on me. When I refused, they refused to treat me.”

– A transgender woman seeking treatment for a broken rib

(Healthcare Equality Index 2018)



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HEI as Framework

- 4 Pillars:
- Non-discrimination and staff training
 - Patient services and support
 - Employee benefits and policies
 - Patient and community engagement

**HEALTHCARE
EQUALITY
INDEX 2018**

Rising to the New Standard
of Promoting Equitable and Inclusive Care
for Lesbian, Gay, Bisexual, Transgender &
Queer Patients and Their Families



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HEI as Framework

- Valuable organizational assessment tool
- Provides multiple resources
- Provides best practices for LGBTQ inclusion and equity
- Used by LGBTQ patients and their families to find healthcare that promotes equitable and inclusive care.
- Access to free, online, on demand staff trainings from experts (CEUs /CMEs)





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HEI as Framework

- Outcomes can positively impact patient satisfaction and patient engagement
- HEI criteria are in sync with CMS, TJC and legal requirements
- Improve quality and safety
- Reduce risk of litigation, complaints and negative PR
- Reach out to a highly loyal market segment





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Non-Discrimination and Staff Training

HEI criteria requires organizations to have a written patient non-discrimination policy that includes both “**sexual orientation**” and “**gender identity**” and provide examples of how this is communicated to patients and to staff.

Non-Discrimination Examples

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Patient Rights/Responsibilities, 950-57

PURPOSE

The purpose of this policy is to identify the rights and responsibilities of Eskenazi Health patients.

POLICY

It is Eskenazi Health's policy to treat all patients, and not to discriminate with regard to race, color, religion, national origin, age, sex, veteran's status, sexual orientation, gender identity or expression, or disability.

Eskenazi Health patients possess important rights. This policy lists the delineated rights of the patient or the patient's guardian, legally authorized representative, or next-of-kin. These rights may be exercised to the extent permitted by law, and in the best interest of the patient. The rights of prisoner patients are outside the scope of this policy, and there are additional rights for mental health patients (see Midtown Policy IA-528-10 Client's Civil and Mental Health Rights).



Patient Rights and Information Guide



Welcome to Eskenazi Health

We're glad you chose us for your health care team. The mission of Eskenazi Health is to advocate, care, teach and serve with special emphasis on the vulnerable populations of Marion County. Staffed by physicians of the IU School of Medicine, Eskenazi Health is proud to be one of the leading providers of health care in our city. With a Level I trauma center and nationally recognized services such as Eskenazi Health Midtown Community Mental Health and a regional burn center, we are well equipped to handle every medical emergency, and we hope to be your provider of choice for all of your family's health care needs.

At Eskenazi Health you are the most important member of the health care team.

As a member of this team, you are encouraged to ask questions and participate in decisions about your care. This brochure

will provide you with information that is important for you to know in order for you to be well informed about your care and your rights. If you are an inpatient, the television in your room can also provide more information about the services available to inpatients at the Sidney & Lois Eskenazi Hospital.

If you ever have questions or concerns about your visit to Eskenazi Health that cannot be resolved promptly by the staff members who are assisting you or if you feel that you or your visit(s) have been discriminated against based on age, race, ethnicity, color, medical origin, veteran status, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression, please feel free to contact a member of the Eskenazi Health Office of Patient Experience by calling 800-8333. Staff members are available Monday through Friday from 8 a.m. to 5 p.m. After hours, please inform the charge nurse of your nursing unit or clinic of any concerns needing immediate attention. If your concern cannot be resolved with the Eskenazi Health Office of Patient Experience staff, you may also contact the Indiana State Department of Health by calling 202-328 (TDD 255-6877) at 2 N. Meridian St., Indianapolis, IN 46204, or The Joint Commission at 1.800.594.6610. You may also email complaints@jointcommission.org, fax 630.792.5636 or mail to Office of Quality Monitoring, The Joint Commission, 1 Renaissance Blvd., Oakbrook Terrace, IL 60181.

Your Rights as a Patient

As a patient of Eskenazi Health, you will not be discriminated against with regard to age, race, ethnicity, color, national origin, veteran status, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression. You have the right to:

Access Compassionate Care

- Be treated with dignity, compassion, care and respect.
- Exercise your cultural, spiritual and personal beliefs.
- Receive appropriate care within the scope of our mission.



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Equal Visitation

- Criteria requires a written visitation non-discrimination policy as well as methods to communicate this stance to patients and staff.
- Methods include posting on facility website, including in admission materials, or posting in patient waiting areas for patient communication.
- Methods for staff awareness include posting on Intranet site, providing info in new employee orientation or including in annual education.



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Visitation Examples

Visiting Rules, 950-24

PURPOSE

To assure that patient rights are respected while also ensuring patient, staff, and visitor safety.

POLICY

Eskenazi Health promotes and supports a patient and family centered approach to care, delivered in a context sensitive to the importance of relationships. This policy defines and sets expectations regarding persons visiting hospitalized patients. Eskenazi Health is committed to providing visitation in accordance with CMS guidelines, while also maintaining a safe environment for all patients, staff, and visitors.

PROCEDURE

Visitors and Support Individuals

1. Eskenazi Health will allow a family member, friend, or other individual to be present with the patient for emotional support during the course of the patient's hospital stay. This individual will be identified as the "support individual". A support individual must be at least 16 years of age, unless accompanied by an adult.
2. Patients may also designate the visitor(s) of their choice. However, Eskenazi Health may restrict the number of visitors if reasonably necessary to provide safe care.
3. The patient's identified support individual and their visitors will not be discriminated against based on age, race, ethnicity, color, national origin, veteran status, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression.
4. Eskenazi Health supports equal visitation for same-sex couples and same-sex parents.

Patient Rights & Information Guide cont.

Advance Directives

- Receive help in understanding, preparing or revising an advance directive.
- Have your advance directive honored, within the limits of the law and be informed if we cannot honor it for any reason.

Communication

- Have visitors of your choice, mail, telephone calls or other forms of communication.
- Participate in any decisions to limit these forms of communication.

- Have a family member, friend or other individual present with you for emotional support during the course of your hospital stay. This support person and any visitors will not be discriminated against based on age, race, ethnicity, color, national origin, veteran status, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression. Eskenazi Health supports equal visitation for same-sex couples and same-sex parents.

Confidentiality and Privacy

- Have confidentiality and privacy regarding all aspects of your care and medical information.
- Be informed of the laws protecting your medical information.

- Receive information on how to voice a complaint to hospital or state authorities. All complaints can be voiced to the Eskenazi Health Office of Patient Experience at 880.8333.

Hospital Charges

- Expect care that is appropriate, regardless of your financial status.
- Be informed about charges for which you will be responsible.
- Receive counseling to support you in meeting your financial obligations.

Hospital Rules and Regulations

- Expect ethical behavior in our services and business practices.
- Expect us to identify and resolve conflicts of interest.

Identity

- Know who your caregivers are.
- Be informed of business relationships that may influence your care.

Information

- Receive information about your care and rights in a manner you can understand.
- Be informed and understand any changes in the staff responsible for your care.
- Be informed of all unanticipated outcomes of care.

Employment and Non-Discrimination

- Criteria requires an equal employment opportunity policy that includes both “sexual orientation” and “gender identity.”
- The requirement also includes methods to demonstrate the public and potential applicants are aware of the LGBTQ-inclusive employment non-discrimination policy.



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EEOC Statement

ESKENAZI HEALTH DOCTORS LOCATIONS HEALTH SERVICES PROGRAMS ABOUT DONATE

CAREERS

Eskenazi Health was named one of the country's top 150 best places to work in health care by Becker's Hospital Review for three consecutive years and named in Forbes Magazine's 2018 list of Best Places to Work for Women.

[External Applicants](#) [Internal Applicants](#)



When you enjoy what you do for a living, life is good. Eskenazi Health strives to create the best possible experience for employees, providing the organizational care that makes everyone's jobs easier. The hospital and its more than 30 primary and mental health care sites located throughout Indianapolis are always looking for quality professionals to join the Eskenazi Health team.

To help build and retain that team, Eskenazi Health policies and practices ensure that employees and applicants are treated fairly and without regard to sex, race, color, religion, national origin, ancestry, age, sexual orientation, gender identity, veteran's status or physical or mental ability.

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EEOC Statement in Employee Handbook

EMPLOYMENT POLICIES

Equal Employment Opportunity

Eskenazi Health is committed to a policy of equal employment opportunity for all applicants and employees. It is Eskenazi Health's philosophy and policy to treat its employees and applicants fairly and without regard to sex, race, color, religion, national origin, ancestry, age, sexual orientation, gender identity, veteran's status, or physical or mental disability. Discrimination against any employee or applicant based on any of these conditions will not be allowed or tolerated. This policy

applies to all employment practices including, but not limited to, hiring, promotion, discharge, pay, benefits, job training, classification, referral, and other terms and conditions of employment. In addition, Eskenazi Health does not discriminate against employees or prospective employees based on genetic information of the individual and/or the individual's family member. Eskenazi Health also prohibits retaliation against an employee for making a good faith complaint of discrimination or for truthfully participating in an employment discrimination investigation or proceeding. Any employee who feels he/she has been subject to discrimination or retaliation in violation of this policy should contact Eskenazi Health Human Resources as soon as possible.



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Discrimination in the Workplace

Table 1: Key findings of HRC's 2018 LGBTQ workplace climate survey¹⁶

- 46% of LGBTQ workers are “closeted” at work.
- 50% of non-LGBTQ workers reported that there are no employees at their company who are open about being LGBTQ.
- 38% of LGBTQ workers reported the possibility of being stereotyped as the top reason for not being open at work.
- 53% of LGBTQ workers reported hearing jokes about lesbian or gay people.
- 1 in 5 LGBTQ workers have been told they should dress more feminine or masculine.
- 25% of LGBTQ workers feel distracted from work due to an unwelcoming environment.
- 1 in 10 employees have heard their own supervisor make negative comments about LGBTQ people.
- 45% of LGBTQ workers agree with the statement that enforcement of the non-discrimination policy is dependent on their supervisor's own feelings toward LGBTQ people.

(Fidas & Cooper, 2018)

Staff Training in LGBTQ Patient-Centered Care

- During the initial year of participation, an organization must have a core group of executive level staff members participate in Executive Briefing online training.
- In subsequent years, organizations must demonstrate that they have provided a minimum number of 25 hours of HEI-approved training in LGBTQ patient-centered care.
- HRC partners with the National LGBT Health Education Center and The Center for Affiliated Learning (CAL) to provide 60+ online, interactive, and on-demand courses free of charge.

Key Best Practices in Support of LGBTQ Patients

- Official plan for reducing health disparities that specifically includes LGBTQ patients in addition to race, ethnicity, and linguistic concerns
- Assessment of clinical services to identify possible LGBTQ-related gaps

Strategy to Address Access to Gender Reassignment Surgeries



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Key Best Practices in Support of LGBTQ Patients

- Listing of LGBTQ-friendly providers
- Externally promoted LGBTQ-focused office, point person, or patient advocate
- Information about LGBTQ services and/or health concerns on public website

Welcome Packet for Transgender Patients

We know you probably have a lot of questions as you get started on this new phase of your journey. To get you started, we have put together this folder of information. Please read through these resources, and let us know if you have more questions or need more information.

Left Side	Right Side
Welcome Letter	Informed Consent for Hormone Replacement Therapy
Information about PrEP	Risks and Effects of Hormone Replacement Therapy
Legal Assistance - Name and Gender Marker Change Information	What You Need to Know about Prior Authorizations for Medication
Transgender Health Resources Guide	Authorization for the Release of Information
Surgical Information Packet	Authorization for Family Communication
	Program Policies

Transgender Patient Care Coordinator

Essential Functions and Responsibilities

33%

1. Serves as the first point of contact for new patients seeking care, returning phone calls, within 24 hours (1 business day). Schedules new patient appointments, capture complete accurate patient information documenting interaction in the patient database to include legal identification changes
2. Assist Transgender clients with development of transgender care plans to include workplace transition and pre-and post-operative support within the Eskenazi Health System
3. Serves as the liaison to billing and insurance companies for billing correct codes verifying benefits, getting pre-certifications
4. Participates in patient satisfaction surveys and monitors patient satisfaction, collecting statistics, collaborating with peers and colleagues
5. Updates Transgender Program website with educational materials and documents for patient registration also helps prepare and implement the annual "Transgender Healthcare Conference"
6. Utilizes organizational skills to develop and main transgender patient and family support groups
7. Provides training and in service education regarding transgender patient care and expectations, supporting the overall goals of the Health Center and Eskenazi Health for transgender related education
8. Acts as liaison/patient advocate with internal and internal behavioral health professionals
9. Utilizes transgender transition experience to educate the transgender population regarding expectations, versus WPATH guidelines and insurance navigation during transgender transition

Key Best Practices in Support of LGBTQ Patients

- Print material or brochure to educate or support LGBTQ patients
- Offer LGBTQ health material published by other organizations

Print Materials for Education



Hoosiers have a one in 183 lifetime risk of acquiring HIV. PrEP, a pill taken once daily, can reduce the risk of getting HIV when used in combination with safe sex practices.

WHAT IS PREP?

PrEP, or pre-exposure prophylaxis, is a tool that can be used to help people who are HIV negative stay that way by reducing their risk of contracting the virus. Individuals who are at high risk for getting HIV through sex or injection drug use take a prescription called Truvada once a day, every day. Doing this, while practicing safe sex, has been shown to reduce the risk of becoming HIV positive by 92 percent.

Key Best Practices in Support of LGBTQ Patients

- Offer specific services to meet the needs of LGBTQ patients?
- -HIV/STD testing and counseling
- -Provision of pre/post-exposure prophylaxis for patients at risk of HIV
- -Offer HIV care and services
- -LGBTQ-focused mental health services
- -LGBTQ-focused alcohol and substance use treatment
- -LGBTQ family building assisted reproductive treatment
- -Other prevention, screening, wellness, or testing services explicitly focused on LGBTQ patients

Transgender Info on Website

TRANSGENDER HEALTH & WELLNESS PROGRAM

Sidney & Lois Eskenazi Hospital is one of only three hospitals in Indiana recognized in LGBT Healthcare Equality Index by the Human Rights Campaign.

[Request An Appointment](#)



The Eskenazi Health Transgender Health & Wellness Program, located on the fifth floor of the Sandra Eskenazi Outpatient Care Center, provides primary care and specialty services for older adolescent and adult transgender patients of all gender identities. The first of its kind in Indiana, the program connects primary care and continuous support with surgical options provided through [University Gender Affirmation Surgery](#).

Established in March 2016, the program includes many skilled team members trained in the [WPATH standards of care](#). From primary care physicians and a surgeon, to nurses and caring support staff, all are dedicated to serving the transgender community with excellence.

The program is designed to fill a void for the transgender population in Indiana. Research by the Gay and Lesbian Medical Association shows that LGBT patients often experience barriers to appropriate health care due to their sexual orientation and/or gender identity. The Transgender Health & Wellness Program provides high-quality care and support to our transgender neighbors in Marion County and surrounding areas.

Becoming a patient with us is easy. Request an appointment on this webpage, or call our patient care coordinator at [317.880.6042](tel:317.880.6042). A bilingual provider is available for Spanish-speaking patients.

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Transgender Patient Services and Support

- **Policies to cover the following practices aimed at eliminating bias and insensitivity and ensuring welcoming interactions:**
 - Recording of preferred name and pronouns in admitting/registration
 - Use of preferred name and pronouns
 - Guidelines for room assignments for transgender patients
 - Access to gender neutral restrooms or gender-appropriate for the patient
 - Access to items that assist gender presentation
 - Assistance with addressing potential problems with insurance/billing claims
 - Access to hormone therapy
 - Train and designate an employee to serve as a transgender patient navigator

Transgender Patient Services

Eskenazi Health Transgender Health & Wellness Program Policies

New Patients: New patients are scheduled for two appointments, the first is an intake with our social worker and the second is a consult with one of our physicians. All patients, regardless of their transition history, are required to have an intake into the program. Our program takes a holistic approach to your health, and our intake procedure ensures we deliver quality, supportive care that meets your individual needs.

Minors: The Transgender Health & Wellness Program sees patients ages 16 and up who have already completed puberty. Minors need the consent of their parents for their care with us and for hormone replacement therapy (HRT). Parents are not required to attend all appointments. A parent or legal guardian must accompany minors to the first two appointments but may remain in the waiting room. A parent or legal guardian will also need to sign the informed consent form before the patient can start HRT.

Late Arrivals: If you arrive 20 minutes or more after your appointment time, you will be asked to reschedule. Patients are considered a "no show" when they arrive more than 20 minutes late for their appointment without contacting us or rescheduling ahead of time. If you are running late, please let us know either through an Eskenazi Health MyChart message or by calling our patient care coordinator at 317.880.6042. We will do our best to see you that day but cannot guarantee that we will be able to do so.

No Shows: If you miss an appointment, you will receive a call within a week to try to reschedule that appointment. If you no show for more than three appointments, you will be required to sign a contract with the program to address the barriers keeping you from your appointments. If you no show for more than five appointments, the program reserves the right to refuse to continue service.

Complaints: If you have a negative experience with the Transgender Health & Wellness Program or with any other Eskenazi Health programs, staff members or providers, please share it with the patient care coordinator or the Eskenazi Health Office of Patient Experience, so we can address the issue and work toward a more trans-competent hospital system. The Office of Patient Experience is located on the first floor of the Sandra Eskenazi Outpatient Care Center and can be reached by calling 317.880.8333.

Transgender Resource



For more information about best practices for care of transgender patients see the publication, ***Creating Equal Access to Quality Health Care for Transgender Patients: Transgender-Affirming Hospital Policies***, from HRC Foundation, Lambda Legal, and the LGBT Rights Committee of the New York City Bar Association.

This publication is available for download at:
hrc.org/transgender-affirming-hospital-policies

Gender-Neutral Restroom

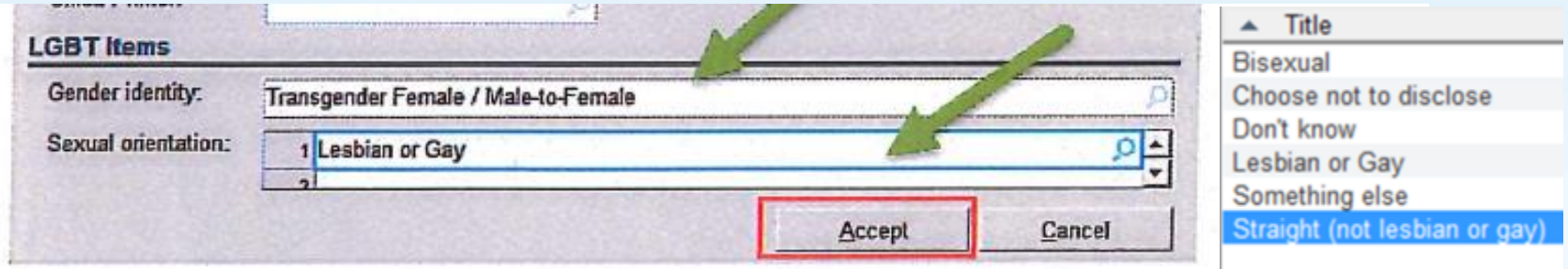


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Patient Self-Identification

- Does your EHR offer an explicit way to capture
- patient's sexual orientation?
- patient's current gender identity differs from sex assigned at birth based on two question process? (Ask gender identity and then ask sex assigned at birth)
- explicit options for peds patients' parents beyond "mother" and "father?" (i.e. parent, guardian) to be inclusive of same-sex and diverse families
- method to record non-marital relationships by offering choices such as "domestic partner" or "significant other?"
- Train staff LGBTQ status is confidential patient information

SOGI EHR Screens



The screenshot shows an EHR form titled "LGBT Items". It has two main input fields: "Gender identity:" with the value "Transgender Female / Male-to-Female" and "Sexual orientation:" with a dropdown menu open. The dropdown menu lists several options: "Bisexual", "Choose not to disclose", "Don't know", "Lesbian or Gay", "Something else", and "Straight (not lesbian or gay)". The "Straight (not lesbian or gay)" option is highlighted in blue. Below the form are "Accept" and "Cancel" buttons, with "Accept" highlighted by a red box. Two green arrows point to the "Gender identity" and "Sexual orientation" fields.

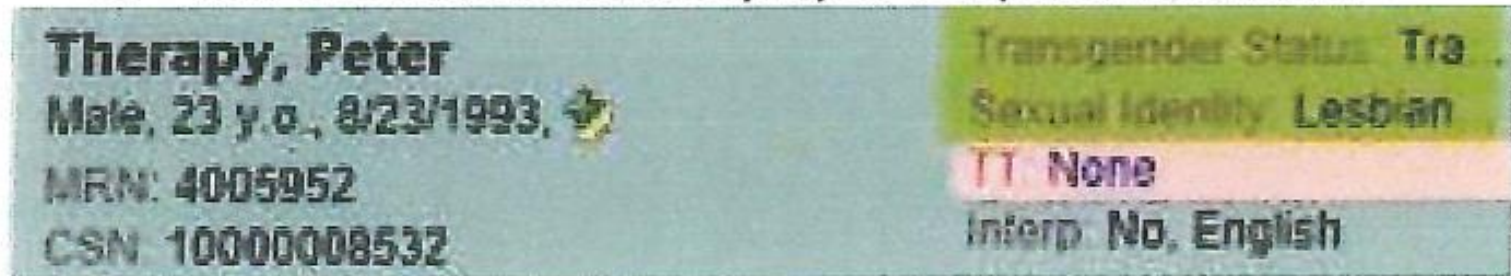
LGBT Items	
Gender identity:	Transgender Female / Male-to-Female
Sexual orientation:	1 Lesbian or Gay

Accept Cancel

▲ Title

- Bisexual
- Choose not to disclose
- Don't know
- Lesbian or Gay
- Something else
- Straight (not lesbian or gay)**

8. This information will display in the patient header.



The screenshot shows a patient header for "Therapy, Peter". It includes demographic information: "Male, 23 y.o., 8/23/1993" with a location pin icon, "MRN: 4005952", and "CSN: 10000008532". On the right side, there is a summary of SOGI information: "Transgender Status: Tra", "Sexual Identity: Lesbian", "TT: None", and "Interp. No. English".

Therapy, Peter
Male, 23 y.o., 8/23/1993, 📍
MRN: 4005952
CSN: 10000008532

Transgender Status: Tra
Sexual Identity: Lesbian
TT: None
Interp. No. English

Medical Decision-Making

The HEI supports facilities explicitly informing patients of their right to designate a person of their choice, including a same-sex partner, as their decision-maker.

Another component to this criteria is providing this education to staff.

Medical Decision-Making

Consent

- Receive clear and understandable information about your care and services before agreeing to them.
- Actively participate in all decisions about your care.
- Have your family participate in your care if you desire.
- Appoint an alternate decision maker, as allowed by law, to make decisions about your care should you become unable to do so.
- Choose whether or not to participate in any recording, filming or media events.
- Participate in organ donation only if you desire.

Employee Benefits and Policies

HEI supports providing LGBTQ employees and their families with inclusive benefits-inclusive of healthcare.

-Does insurance coverage extend to spouses of same sex couples? What is the health insurance policy's definition of spouse?

Employee Benefits and Policies

- Is the same documentation required for enrollment of same- and opposite-sex spouses
- Are healthcare benefits provided to same-sex domestic partners?
- Provide at least one health plan to all employees that explicitly covers medically necessary health services for transgender people, including gender transition-related treatment.
- Officially recognize an LGBTQ employee resource group

Employee Benefits and Policies

- Have option to self-identify as LGBTQ on patient engagement surveys
- Have explicitly LGBTQ-inclusive hiring events

Benefits document and ERG Notice

Benefits Enrollment Information

In order to have the coverage you need each day, it's important to understand your benefits options. Before you enroll, you should read through this benefits guide and discuss your choices with your family. Be sure you have all the facts before making your final decisions.

Find Out Who is Eligible

You are eligible for benefits if you are a full-time employee who works 40 hours a week or a benefit-eligible, part-time employee who works at least 20 hours per week (or 40 hours per pay period). Forms must be submitted to Eskenazi Health Human Resources within 14 calendar days of your hire date or from the date you become benefit eligible. Premiums are paid starting in the month the coverage is effective. Dependents eligible for coverage under your medical, dental and/or vision plans include the following:

- A spouse
- A designated adult (for the medical plan only)
- A child until the end of the month in which the child reaches age 26 and is one of the following:
 - Natural child

Proof of Eligibility

Proof of dependent eligibility will be required for all dependents (spouse and/or child) enrolled in medical coverage and must be provided to Human Resources within 31 days from your original hire date. Failure to do so may result in the dependent(s) not being eligible for Eskenazi Health benefits. If you are enrolling your spouse/designated adult in medical coverage, you must also complete and submit an eligibility questionnaire plus one designated adult certification so a determination can be made on whether the spouse is eligible for "primary" or "secondary" coverage under an Eskenazi Health medical plan.

Acceptable Supporting Documentation for Proof of Dependent Eligibility

Legal Spouse	Please return a photocopy of a marriage certificate or an acceptably executed marriage license that identifies the couple, date of marriage, legal jurisdiction and has a signature or seal showing it.
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Click on Tools to convert files to PDF.

ESKENAZI HEALTH

Spectrum LGBTQ+ Employee Resource Group

The Eskenazi Health Spectrum ERG is committed to supporting a workplace of inclusion, understanding and respect for diversity among employees and for the continued discussion and advancement of LGBTQ+ equality at Eskenazi Health.

Join us!



- Network with your cohorts, peers and allies.
- Help us build a foundation for a productive and relevant resource for employees.
- Your input is important, and all are welcome.

Monthly meetings: Second Wednesday of each month from 3:30 - 4:30 p.m.

Spectrum Mission: The employee resource group, Spectrum, will support the mission of Eskenazi Health with an emphasis on raising awareness, engaging staff and providing a safe space for the continued discussions and advancement of LGBTQ+ equality at Eskenazi Health, in the workplace and our community.

For more information, or to join our mailing list, please contact: spectrumerg@eskenazihealth.edu.

Insurance Benefit Document



UnitedHealthcare® Commercial Medical Policy

GENDER DYSPHORIA TREATMENT

Policy Number: 201805500C Effective Date: August 1, 2018

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Approved Commercial Policy

- [Reproductive, Regenerative and Stem-Trans Issues](#)
- [Subtract Taxes A and B](#)
- [Cosmetic and Reconstructive Procedures](#)
- [Gonadotropin Releasing Hormone Analogs](#)
- [Pharmaceutical and Biotech Consumer Products](#)
- [Molecular and Other Novel Diagnostics](#)
- [Special Language Pathology Services](#)

Comments and Findings

- [Gender Dysphoria Treatment](#)

Related Benefit Guidelines

- [Gender Dysphoria](#)

INSTRUCTIONS FOR USE

This Medical Policy provides assistance in interpreting UnitedHealthcare benefit plans. When deciding coverage, the member specific benefit plan document must be referenced. The terms of the member specific benefit plan document (a.g., Certificate of Coverage (COC), Schedule of Benefits (SOB), and/or Summary Plan Description (SPD)) may differ greatly from the standard benefit plan upon which this Medical Policy is based. In the event of a conflict, the member specific benefit plan document supersedes this Medical Policy. All reviewers must first identify member eligibility, any federal or state regulatory requirements, and the member specific benefit plan coverage prior to use of this Medical Policy. Other Policies and Coverage Determination Guidelines may apply. UnitedHealthcare retains the right, in its sole discretion, to modify its Policies and Guidelines as necessary. This Medical Policy is provided for informational purposes. It does not constitute medical advice.

UnitedHealthcare may also use tools developed by third parties, such as the HCG™ Care Guidelines, to assist in administering health benefits. The HCG™ Care Guidelines are intended to be used in connection with the independent professional medical judgment of a qualified health care provider and do not constitute the practice of medicine or medical advice.

BENEFIT CONSIDERATIONS

Before using this policy, please check the member specific benefit plan document and any federal or state mandates, if applicable.

Coverage Information

Unless otherwise specified, if a plan covers treatment for gender dysphoria, coverage includes psychotherapy, cross-sex hormone therapy, puberty suppressing medications and laboratory testing to monitor the safety of hormone therapy. This benefit also includes certain surgical treatments listed in the [Coverage Exclusions](#) section below. See the Drug Policy sheet [Gonadotropin Releasing Hormone Analogs](#). Also see the [Optum Coverage Determination Guidelines](#) titled [Gender Dysphoria](#) (to access this guideline, go to: [Optum Provider Express > Clinical Resources > Guidelines/Polices/Manuals > Coverage Determination Guidelines](#)).

Limitations and Exclusions

Certain treatments and services are not covered. Examples include, but are not limited to:

- Treatment received outside of the United States
- Reproductive services, including, but not limited to, sperm preservation in advance of hormone treatment or gender dysphoria surgery, cryopreservation of fertilized embryos, oocyte preservation, surrogate parenting, donor eggs, donor sperm and host uterus (see the Reproduction exclusion in the member specific benefit plan document)
- Transportation, meals, lodging or similar expenses

Gender Dysphoria Treatment
UnitedHealthcare Commercial Medical Policy
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Patient and Community Engagement

Recommended initiatives:

- Take part in or support LGBTQ-related events
(Pride events, LGBTQ health fairs, educational talks for providers)
- Marketing or advertising to LGBTQ community
- Publicly support LGBTQ initiatives by speaking at local, state, or national legislative sessions

Patient and Community Engagement

Recommended initiatives:

- Have patient satisfaction surveys that allow patients option to identify as LGBTQ
- Meet with LGBTQ organizations
- Include LGBTQ representation on governing or community advisory board
- Support LGBTQ health-related research

Sexual Identity Question Added to Patient Satisfaction Survey

What is your Sexual Identity?

- A. Straight/Heterosexual
- B. Gay or Lesbian
- C. Bisexual
- D. Transgender
- E. Prefer not to say

Pride Parade-Community Engagement



Strong Showing

Eskenazi Health had a record showing of staff members participate in the Cadillac Barbie Pride Parade in Indianapolis on June 8. A sea of Eskenazi Health Pride T-shirts could be seen as the parade marched along Massachusetts Avenue. Chants of “here for you!” rang out as people from the crowds cheered for Eskenazi Health, applauded, smiled, and gave out high fives and hugs. The Eskenazi Health Spectrum (LGBTQ+) Employee Resource Group expressed gratitude for the volunteers, their families and their friends who represented Eskenazi Health in the parade and during the festival.

Welcoming Environment



Eskenazi Health Welcomes Everyone

Eskenazi Health does not discriminate on the basis of age, race, ethnicity, color, national origin, veteran status, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

Our support is demonstrated as:

- One of the first organizations to take a stand against the Religious Freedom Restoration Act, testifying before the Indiana State Senate Judiciary Committee
- An annual participant in the Circle City IN Pride Parade and Festival and other events celebrating diversity and inclusion
- An employer that offers equal benefits for employees married and unmarried with same-sex partners

To learn more about Eskenazi Health, please visit www.EskenaziHealth.edu. For assistance with finding a primary care physician, please call 317.880.7666



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地址：新加坡萊佛士醫院中心，新加坡萊佛士醫院內。電話：317.880.7666

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Welcoming Environment



BE HEALTHY.
BE WELL.
BE ACCEPTED.

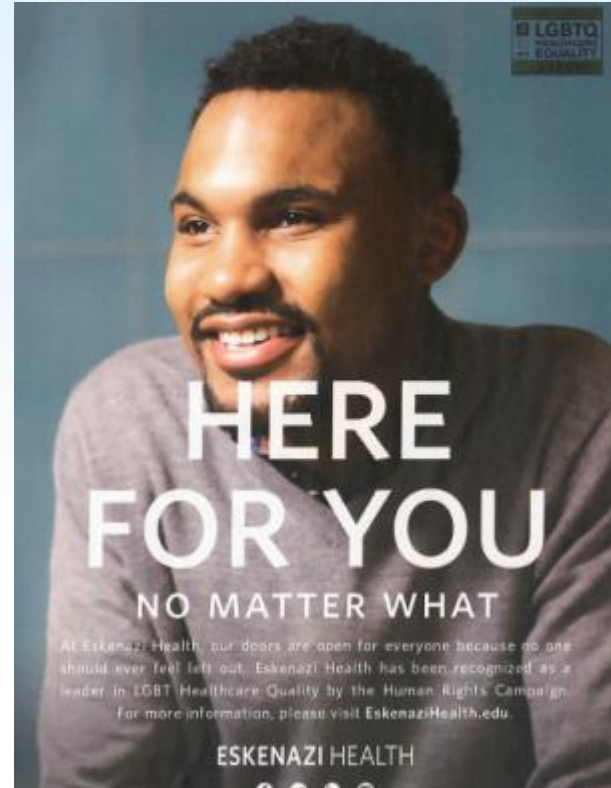
ESKENAZI
HEALTH

AT ESKENAZI HEALTH, our doors are open for everyone. We're introducing the Transgender Health & Wellness Program, because no one should ever feel left out.

SERVICES INCLUDE:

Primary care • Hormone therapy • Referrals to specialties such as speech therapy, nutrition, and mental health for depression, anxiety and general mental wellness • Gender affirming surgery (if chosen) • Patient care coordination for planning and executing your transition • Support groups • Assistance with legal matters

All program staff members have been trained by the World Professional Association for Transgender Health (WPATH). For more information, please visit EskenaziHealth.edu or call 317.880.6042.



HERE
FOR YOU
NO MATTER WHAT

At Eskenazi Health, our doors are open for everyone because no one should ever feel left out. Eskenazi Health has been recognized as a leader in LGBT Healthcare Quality by the Human Rights Campaign. For more information, please visit EskenaziHealth.edu.

ESKENAZI HEALTH

HEI Ratings

-Rating from the HEI for each participating healthcare facility are published annually in the HEI Report, are posted on the HEI website and are promoted to HRC's supporters.

References

Fidas, D. & Cooper, L. (2018). A workplace divided: understanding the climate for LGBTQ workers nationwide. Human Rights Campaign. Retrieved from: <https://assets2.hrc.org/files/assets/resources/AWorkplaceDivided-2018.pdf>

Human Rights Campaign (2018). Healthcare Equality Index 2018. Retrieved from Human Rights Campaign: www.hrc.org/hei

Lim, F., Jones, P.A., & Paguirigan, M. (2019). A guide to fostering an LGBTQ-inclusive workplace. *Nursing Management*, 50 (6), 46-53.



ESKENAZI
HEALTH.

QUESTIONS ?

August 2019