HUMAN RIGHTS CAMPAIGN FOUNDATION'S

2023 Corporate Equality Index Criteria Evolution

LGBTQ+ Benefits Guide Samples
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**Criterion 2d: LGBTQ+ Benefits Guide (5 points possible)**

The Human Rights Campaign (HRC) Foundation just celebrated the 20th anniversary of the Corporate Equality Index (CEI) and have been thrilled about the growth and progress towards LGBTQ+ workplace equality and inclusion in the workplace. As part of that journey, we announced CEI criteria changes that will take effect in the 2023 CEI survey, which will be available for submission in the early Spring of 2023.

One of our areas of focus on how we can drive towards more equitable inclusion is in healthcare services and treatment options. This requires that employees have access to practical tools and resources that aid in identifying and assessing critically important healthcare services.

LGBTQ+ employees still face significant challenges in gaining access to medically necessary care even when robust healthcare offerings are technically available. For example, employees often feel compelled to out themselves to in order to gain information regarding their healthcare plans, such as transgender-inclusive healthcare services and treatment options. In addition, there is often a lack of clarity on what services and treatments are available. We also see a need to support troubleshooting any challenges that may occur while gaining access to services and treatment.

Thus, it is critical that employees know the services and treatment that are available to them without having to review dozens of pages of difficult to understand summary plan documents and clinical policies. It is also necessary that employees know who to contact and how to overcome challenges that they constantly face in attaining medically necessary care.
**Frequently Asked Questions**

*Should this be a separate document? Or can it be a part of a larger benefits guide?*

The LGBTQ+ Benefits Guide can be a separate guide/brochure or a part of a larger overview of covered benefits. This is not a summary plan description.

*What information should the guide include?*

Information on plan benefits specific to family formation, transgender-inclusive healthcare, and HIV treatment/prevention. The guide should include details on benefits, services, and treatment offered, the process for using those benefits (such as pre-authorization requirements), information on the appeals process if applicable, and contact information for a benefits advocate or other relevant contact.

*Can HRCF review a copy of our guide to ensure it meets CEI standards?*

Yes. Please email cei@hrc.org for such a request. We are always happy to review any documentation related to your CEI survey submission. Examples of guides that would meet our criteria can be found in the rest of this resource.
Example 1: LGBTQ+ Benefits Guide

As a company, we value creating an affirming and inclusive environment where employees may bring their whole selves to work and thrive in the workplace. A critical aspect of this value proposition and company commitment is ensuring that our healthcare offerings are inclusive and that employees have the tools and resources that are necessary for them to gain access to those critically important offerings.

This LGBTQ+ Benefits Guide is an important step in furthering our values of inclusion in the healthcare space within our company. This guide is a vehicle to confidentially identify healthcare treatment options, easily identify points of contact to aid in understanding and accessing healthcare benefits, and readily reference links to critically important information regarding healthcare access. This guide covers (1) transgender-inclusive healthcare, (2) family formation, and (3) HIV service and treatment options.

Please note that this document is not a guarantee that all services listed below will be rendered. Instead this document captures the covered healthcare services and treatment options that are provided by the company as well as resources to clarify these offerings. Feel free to consult with the contacts listed below respecting additional requirements and procedures for gaining access to covered services.
Transgender-Inclusive Healthcare Offerings

Healthcare Services and Treatment Options

1. Mental health benefits
2. Pharmaceutical coverage (hormone replacement therapies, including puberty blockers for youth)
3. Coverage for medical visits and laboratory services
4. Coverage for reconstructive surgical procedures related to gender reassignment (including reconstructive chest, breast, and genital procedures)
5. Short-term medical leave

Additional benefits and procedures that may be covered under the plan, when deemed medically necessary:

1. Hair removal, such as electrolysis, laser treatment, etc. (not as a part of reconstructive surgery)
2. Hair removal required for reconstructive surgery
3. Tracheal shave/reduction
4. Facial feminization surgeries
5. Voice modification surgery
6. Voice modification therapy
7. Lipoplasty/filling for body masculinization or feminization
8. Travel and lodging expenses
Transgender-Inclusive Healthcare Offerings

**Healthcare Benefits Contact**
Company Benefits Contact and Title:
Email Address:
Phone Number:

Transgender-Inclusive Healthcare Concierge Contact (if applicable):
Email Address:
Phone Number:

Insurer/Third Party Payer Specialist Line (if applicable):
Email Address:
Phone Number:

**Links to Helpful Pertinent Information**
1. Company Healthcare Overview Landing Page (if applicable)
2. Pre-Authorization Process
3. Claim Denial Appeals Process
Family Formation

Healthcare Services and Treatment Options

1. Adoption assistance - Available through overarching $XX,XXX family formation stipend
2. Cryopreservation - Available through insurance carrier
3. Infertility treatment coverage (non-in-vitro) - Available through insurance carrier
4. Foster care assistance - Available through overarching $XX,XXX family formation stipend
5. In-vitro fertilization - Available through insurance carrier
6. Surrogacy benefits - Available through overarching $XX,XXX family formation stipend

Healthcare Benefits Contact
Company Benefits Contact:
Email Address:
Phone Number:

Family Formation Concierge Contact (if applicable):
Concierge Contact:
Email Address:
Phone Number:

Insurer/Third Party Payer Specialist Line (if applicable):
Email Address:
Phone Number:

Links to Helpful Pertinent Information
1. Company Family Formation Resource Landing Page (if applicable)
2. Pre-Authorization Process
3. Claim Denial Appeals Process
HIV Services and Treatment

Healthcare Services and Treatment Options
1. HIV testing including self-treatment options
2. Pre-exposure prophylaxis (PrEP) including the injectable treatment
3. Post-exposure prophylaxis (PEP)
4. Antiretroviral therapy (ART) including the injectable treatment

Healthcare Benefits Contact
Company Benefits Contact:
Email Address:
Phone Number:

Concierge Contact (if applicable):
Concierge Contact:
Email Address:
Phone Number:

Insurer/Third Party Payer Specialist Line (if applicable):
Email Address:
Phone Number:

Links to Helpful Pertinent Information
1. Company Healthcare Overview Landing Page (if applicable)
2. Pre-Authorization Process
3. Claim Denial Appeals Process
Frequently Asked Questions

FAQ Template

*Here is where you can provide answers to commonly asked questions regarding your specific healthcare options and other information not captured in the guide template.*
Example 2: Company ABC Benefits

ABOUT US

As Company ABC, we are committed to providing comprehensive benefits coverage for all. Here you will find a highlight of our benefits and services for our LGBTQ+ employees and their dependents.

Standard Benefits

Our medical plans are available to same-sex spouses and domestic partnerships.

- Medical Benefits
  - include gender affirming care of employees and their dependents
- Dental Care
- Vision Care

Additional Services

Additional benefits provided to our employees and their dependents.

- Family Formation
  - Surrogacy
  - Adoption assistance
  - IVF/IVR
  - Cryo Services
- HIV treatment/prevention

Other Benefits

- Example: EAP Services
- Other Benefit
- Other Benefit

CONTACT US

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