

# We **support** gender-confirming care needs

At Moda, we value and encourage all people to recognize, accept, respect and celebrate our differences. We are dedicated to creating environments where every individual has an equal opportunity to belong and can be recognized for their inherent worth and dignity.

As part of this commitment, we offer safe, evidenced-based gender-confirming services that provide our members with a quality experience. We give members seeking gender-confirming care access to medical, surgical, behavioral health and additional support services that may include:

- Mental health
- Hormone therapy (including suppression therapy for adolescents)
- Surgical procedures
  - Breast/chest surgery
  - Gonadectomy (hysterectomy/oophorectomy or orchiectomy)
  - Reconstruction of the genitalia
  - Gender-confirming facial surgery

Moda Health also covers expenses for gender-confirming treatment when the following conditions are met:

- Procedures are done by a qualified professional provider
- Prior authorization is received for surgical procedures
- Treatment plan meets medical necessity criteria

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## Building a stronger community

Diversity, equity and inclusion (DEI) are part of who we are. By embracing diversity and inclusion in our backgrounds, opinions and perspectives, we are better connected with each other and our members, are stronger as a community, and will continue to be better, together.

*"At Moda, we're committed to making healthcare work better for everyone... We realize that truly standing by this commitment means understanding that this goal isn't one of equality – it's one of equity. It means truly seeing our members, hearing their unique needs, and acknowledging that those unique needs are often directly tied to systemic disparities that exist in not only the communities we serve, but also throughout our entire country. And paramount to being empowered with this knowledge, it means doing everything we can to understand how to participate in building a more just society."*

– Excerpt from Moda's DEI statement

For additional resources, please see the following websites:

- **OHSU Transgender Health Program:**  
[www.ohsu.edu/transgender-health](http://www.ohsu.edu/transgender-health)
- **Basic Rights Oregon: Statewide LGBTQ advocacy and social justice organization:**  
[www.basicrights.org](http://www.basicrights.org)
- **World Professional Association for Transgender Health (WPATH):**  
[www.wpath.org](http://www.wpath.org)

## Questions?

To learn more about these benefits or to find a provider that works for you, please call Moda Health Customer Service at **888-445-7413** (TTY users, please dial 711). You may also contact us via email at [multcountycs@modahealth.com](mailto:multcountycs@modahealth.com).

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ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711). 注意：如果您說中文，可得到免費語言幫助服務。請電 1-877-605-3229（聾啞人專用：711）

