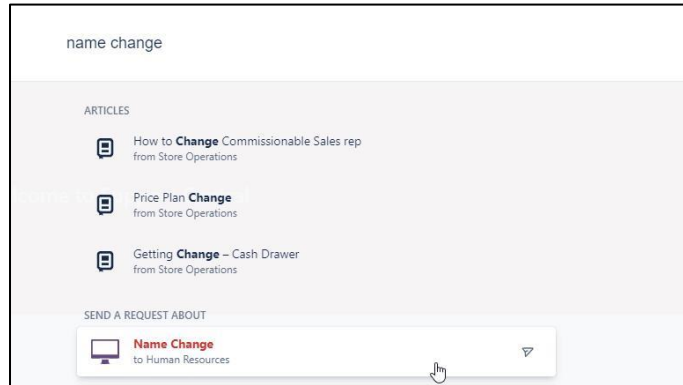


Trans/Non-Binary Support

Name Changes

Submit a Support Central Ticket on vision.victra.com by clicking the ticket icon in the top, right corner.

Search *name change* and submit a ticket to HR detailing that you would like to change your name.



If your name has been legally changed, you will need to provide 2 forms of ID.

If your name has not been legally changed, you can still request to change to your preferred name and explain that you are Transgender or Non-Binary in the ticket. Please note that for legal and payroll purposes, your legal name must remain in ADP, however, this update will change your name as it appears in RQ, Outlook and Teams.

Once the request is received, it can take up to 48 hours for the request to be processed. Upon processing, please wait an additional 48 hours for all systems to reflect the change.

Medical Support

Victra's BCBS plan covers gender affirmation surgery and hormone therapy, but prior review and certification is required. In other words, the services are covered but individuals must meet the medical policy guidelines and prior review is required before approval. For more information, [click here](#) for the full corporate medical policy for these services.

