

## Listening Session Questions

Can you share any experiences you've had with health care providers regarding coverage for gender-affirming care? What were the specific challenges or barriers you encountered, if any?

Have you ever faced difficulties in understanding the insurance coverage policies related to gender-affirming treatments? If so, could you describe those challenges and suggest any improvements that could be made?

How would you rate your overall experience with health plan staff when seeking gender-affirming care? Were they knowledgeable about the specific treatments and procedures you required? If not, what impact did it have on your access to care?

Have you encountered any instances of discrimination or lack of understanding from health plan staff in relation to your gender identity or expression? If so, how did it affect your ability to access and receive quality care?

What are your expectations regarding the level of training and education that health plan staff should receive to better understand and support transgender, gender non-conforming, and non-binary individuals' healthcare needs?

In your opinion, what steps can health plans and insurers take to ensure that gender-affirming care is adequately covered and accessible to all individuals who require it?

Have you ever faced challenges with coverage for gender-affirming treatments being denied or delayed? If so, how did it impact your healthcare journey, and what improvements would you suggest addressing such issues?

How important do you think it is for health plan staff to undergo training specifically focused on gender diversity, sensitivity, and inclusivity? What topics or areas would you recommend be included in such training?

Can you recall any positive experiences with health plan staff or health care providers who demonstrated a high level of knowledge, understanding, and support regarding gender-affirming care? What made those experiences stand out to you?

Based on your experiences with health plan staff and health care providers, what specific recommendations or suggestions would you provide to improve the overall insurance coverage and support system for transgender, gender non-conforming, and non-binary individuals seeking gender-affirming care?