



Anthem Medicaid follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- National origin
- Disability
- Color
- Age
- Sex or gender identity

That means we won't exclude you or treat you differently because of these things.

Communicating with you is important

For people with disabilities or who speak a language other than English, we offer these services at no cost to you:

- Qualified sign language interpreters
- Written materials in large print, audio, electronic, and other formats
- Help from qualified interpreters and written materials in the language you speak

To get these services, call the Member Services number on your ID card at **855-690-7784 (TTY 711)**.

Your rights

Do you feel you didn't get these services or we discriminated against you for reasons listed above? If so, you can file a complaint. File by mail, email, fax, or phone:

Anthem Kentucky Medicaid

Attn: Compliance Nondiscrimination

13550 Triton Park Blvd.

Louisville, KY 40223

Phone: **855-690-7784 (TTY 711)**

Email: KYMEDICAIDCOMPLIANCE

@anthem.com

Fax: **855-443-7820**

Need help filing? Call us at the number above. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **On the Web:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **By mail:** U.S. Department of Health and Human Services
200 Independence Ave. SW, Room 509F, HHH Building
Washington, D.C. 20201
- **By phone:** **800-368-1019 (TTY/TDD 1-800-537-7697)**

For a complaint form, visit hhs.gov/ocr/office/file/index.html.