



Anthem Blue Cross and Blue Shield 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 1-855-690-7784.

### **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 grievance (complaint). File by mail, email, or phone:

Dan Sesit, Compliance Manager  
13550 Triton Park Blvd.  
Louisville, KY 40223

Phone: 1-502-619-6800,  
ext. 106-126-6017  
Email: Dan.Sesit@anthem.com

**Need help filing?** Call our Compliance Manager 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:** 1-800-368-1019 (TTY/TDD 1-800-537-7697)

For a complaint form, visit <https://www.hhs.gov/ocr/office/file/index.html>.