

NOTICE OF NON-DISCRIMINATION

Anthem HealthPlus Full Dual Advantage LTSS (HMO D-SNP) Medicaid Advantage Plus (MAP) Program (Anthem) complies with Federal civil rights laws. **Anthem** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (as defined in 45 CFR § 92.101(a)(2)).

Anthem provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Anthem** at 877-269-5706. For TTY/TDD services, call 711.

If you believe that **Anthem** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Manager I Grievance & Appeals by:

- Mail: 4361 Irwin Simpson Rd. Mailstop: OH0205-A537, Mason, OH 45040
- Phone: 877-269-5706 (for TTY/TDD services, call 711)
- Fax: 888-458-1406
- In person: 1985 Marcus Ave. – Suite 150, Lake Success, NY 11042
- Email: dl-nycomplaints&grievances@anthem.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

- Web: Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
- Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

This notice is available at Anthem's website: anthembluecross.com/nyplans.

