

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

- Race
- Color
- National origin
- Age
- Disability
- 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 in the language you speak
- Written materials in the language you speak

To get these services, call the Member Services number on your ID card at 800-901-0020 (Medallion Medicaid, FAMIS) or 855-323-4687 (CCC Plus); 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 grievance (complaint). File by mail, email, fax, or phone:

HealthKeepers, Inc. for Anthem HealthKeepers Plus

Attention: Civil Rights Coordinator for Discrimination Complaints

P.O. Box 62429

Virginia Beach, VA 23466-2429

Phone: 800-901-0020 (Medallion Medicaid, FAMIS) or 855-323-4687 (CCC Plus); TTY 711.

Fax: 855-832-7294

Email: [grievancesandappeals-hkp@anthem.com](mailto:grievancesandappeals-hkp@anthem.com)

**Need help filing?** Call our Civil Rights Coordinator 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:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://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 800-537-7697)

For a complaint form, visit [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html).