

## Anti-Discrimination Notice and Multi-Language Interpreter

American Health Advantage of Missouri (HMO I-SNP), offered by American Health Advantage of Missouri, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. American Health Advantage of Missouri does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

American Health Advantage of Missouri:

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

If you need these services, contact American Health Advantage of Missouri Member Services.

If you believe that American Health Advantage of Missouri has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: American Health Advantage of Missouri, ATTN: Member Grievances, 201 Jordan Road, Suite 200, Franklin, TN 37067, telephone: 1-844-228-7934 (TTY/TDD 833-312-0046) 8:00 A.M. to 8:00 P.M., seven (7) days a week, October 1 through March 31; 8:00 A.M. to 8:00 P.M., Monday to Friday, April 1 through September 30, fax: 1-844-280-5360, email: [Compliance@AmHealthPlans.com](mailto:Compliance@AmHealthPlans.com).

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, American Health Advantage of Missouri Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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## **Disclaimers**

### **English**

American Health Advantage of Missouri complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak limited English, language assistance services, free of charge, are available to you. Call 1-844-228-7934 (TTY/TDD: 833-312-0046).

### **Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-228-7934 (TTY/TDD: 833-312-0046).

### **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-228-7934 (TTY/TDD: 833-312-0046).

### **한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어지원 서비스를 무료로 이용하실 수 있습니다. 1-844-228-7934 (TTY/TDD: 833-312-0046) 번으로 전화해 주십시오.

### **繁體中文 (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-228-7934 (TTY/TDD: 833-312-0046)。

### **Srpsko-hrvatski (Serbo Croatian)**

PAŽNJA: Ako govorite ograničeni engleski, besplatne usluge jezične pomoći dostupne su vam. Nazovite 1-844-228-7934 (TTY/TDD: 833-312-0046)

### **Français (French)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-228-7934 (ATS : 833-312-0046).

### **አማርኛ (Amharic)**

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-844-228-7934 (መስማት ለተሳናቸው: 833-312-0046)።



**Tagalog (Tagalog – Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-399-7524 (TTY/TDD: 833-312-0046).

**Русский (Russian)**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-228-7934 (телетайп: (833-312-0046).

**العربية (Arabic)**

للمحوظة: إذا كنت تتحدث اللغة، فإن خدماتنا اللغوية متوفرة لك بالمجان. اتصل رقم 1-844-228-7934 (رقم

تقال والبكم: 338-213-6400)

**Português (Portuguese)**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-228-7934 (TTY/TDD: 833-312-0046).

**فارسی (Farsi)**

توجه کریں: ان نا سیکوئی کنید، تنہا لت زبانی صورت را ان لوی شریف  
ابمی - 833-312- (TTY/TDD: 833-312-  
0046) با . 1-844-228-7934 اتھاس بگورید.

**Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-228-7934 (TTY/TDD: 833-312-0046).

**Kusiet (Chusite)**

AANDAG: As jy beperkte Engels praat, is taalhulpdienste gratis vir jou beskikbaar. Bel 1-844-228-7934 (TTY / TDD: 833-312-0046)

