



### **Multi-Language and Non-Discrimination Notice**

American Health Advantage of Missouri (HMO I-SNP), offered by Missouri Medicare Select, LLC, 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 users call 711) 8:00 A.M. to 8:00 P.M., seven 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>.

#### **Disclaimers**

American Health Advantage of Missouri (HMO I-SNP), offered by Missouri Medicare Select, LLC, is a Health Maintenance Organization (HMO), with a Medicare contract. Enrollment in American Health Advantage of Missouri depends on contract renewal.

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**English**

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-844-228-7934 (TTY/TDD: 711).

**Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-228-7934 (TTY/TDD: 711).

**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 : 711)

**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: 711).

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

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-844-228-7934 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

**Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-228-7934 (TTY/TDD: 711).

**العربية (Arabic)**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-228-7934 (رقم هاتف الصم والبكم: 117).

**한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-228-7934 (TTY/TDD: 711) 번으로 전화해 주십시오.

**Русский (Russian)**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-228-7934 (телетайп: 711).

**Français (French)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-228-7934 (ATS : 711).

**Tagalog (Tagalog – Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-228-7934 (TTY/TDD: 711).

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**Deutsch (Pennsylvania Dutch)**

Wann du schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-844-228-7934 (TTY/TDD: 711).

**فارسی (Farsi)**

**توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم تماس بگیرید. (TTY/TDD: 711). 1-844-228-7934 می باشد. با

**Oroomiffa (Oromo)**

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-844-228-7934 (TTY/TDD: 711).

**Português (Portuguese)**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-228-7934 (TTY/TDD: 711).

**አማርኛ (Amharic)**

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-844-228-7934 (መስማት ለተሳናቸው: 711)።

