



The MO HealthNet Managed Care health plan, Healthy Blue 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 Member Services at 1-833-388-1407 (TTY 711) Monday through Friday from 8 a.m. to 5 p.m. Central time.

### **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. File by mail, email, fax or phone:

Grievance and Appeals Representative	Phone: 1-833-388-1407 (TTY 711)
Healthy Blue	Fax: 1-855-860-9122
P.O. Box 62429	Email: MO.HPGA@anthem.com
Virginia Beach, VA 23466	

**Need help filing?** Call our Grievance and Appeals Representative at the number above. You can also file a civil rights grievance 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, DC 20201
- **By phone:** 1-800-368-1019 (TTY/TDD 1-800-537-7697)

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

<http://www.healthybluemo.com/missouri-home/healthyblue.html>