

NONDISCRIMINATION NOTICE

Discrimination is against the law. Anthem Blue Cross follows State and Federal civil rights laws. Anthem does not unlawfully discriminate, exclude people, or treat them differently because of **sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.**

Anthem provides:

- Free aids and services to people with disabilities to help them communicate better, 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 primary language is not English, such as:
 - ✓ Qualified interpreters
 - ✓ Information written in other languages

If you need these services, contact Anthem between Monday and Friday, 7 a.m. to 7 p.m. by calling toll free at 800-407-4627 or 888-285-7801 (TTY 711) for members in Los Angeles. If you cannot hear or speak well, please call (TTY 711). Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

For members in Los Angeles:

Anthem Blue Cross

P.O. Box 9054

Oxnard, CA 93031-9054

888-285-7801 (TTY 711) toll free, Monday-Friday, 7 a.m.-7 p.m.

For all other members:

Anthem Blue Cross

P.O. Box 60007

Los Angeles, CA 90060-0007

800-407-4627 (TTY 711) toll free, Monday-Friday, 7 a.m.-7 p.m.

HOW TO FILE A GRIEVANCE

If you believe that Anthem has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with our grievance coordinators. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact our grievance coordinators between Monday and Friday, 7 a.m. to 7 p.m. by calling toll free at 800-407-4627 or 888-285-7801 (TTY 711) for members in Los Angeles. Or, if you cannot hear or speak well, please call (TTY 711).
- **In writing:** Fill out a complaint form or write a letter and send it to:

For members in Los Angeles:

Grievance Coordinator
Anthem Blue Cross
P.O. Box 9054
Oxnard, CA 93031-9054

For all other members:

Grievance Coordinator
Anthem Blue Cross
P.O. Box 60007
Los Angeles, CA 90060-0007

- **In person:** Visit your doctor's office or Anthem and say you want to file a grievance.
- **Electronically:** Visit Anthem website at anthem.com/ca/medi-cal.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.

- In writing: Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413**

Complaint forms are available at
http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.
-

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services 200
Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.