

Amerigroup Kansas, Inc. follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- National origin
- Disability
- Color
- Age
- 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 toll free at 1-800-600-4441 (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, fax, phone or in person:

- **Call:** Member Services toll free at 1-800-600-4441 (TTY 711),
or call our Grievance Coordinator at 1-913-749-5955 (TTY 711).
- **Visit in person:** Amerigroup Kansas, Inc.
9225 Indian Creek Parkway, Building 32
Overland Park, KS 66210
- **Send a letter to:** Administrative Review and Grievance Department
Amerigroup Kansas, Inc.
9225 Indian Creek Parkway
Building 32
Overland Park, KS 66210
- **Fax:** 1-844-664-7183

Need help filing? Call our Member Services or Grievance 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:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **By mail:** U.S. Department of Health and Human Services
200 Independence Avenue
SW Room 509F, HHH Building
Washington, D.C. 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.