

Amerigroup Community Care complies with applicable 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 anyone; or treat you, or anyone, differently because of these things.

### **Communicating with you is important**

For people with disabilities or who speak a language other than English, we provide aids and services at no cost to you like:

- Qualified sign language interpreters;
- Written materials in large print, audio, accessible electronic formats, and other formats;
- Help from qualified interpreters in the language you speak; and,
- Written materials in the language you speak.

To get these services, call Member Services at 1-800-600-4441 (TTY 711).

### **Your rights**

Do you feel you didn't get the above services, or that we discriminated against you for reasons listed above? If so, you can file a grievance (complaint). File by mail, email, fax, or phone:

Grievance/Appeals Representative  
101 Wood Avenue South, Suite 800  
Iselin, NJ 08830

Phone: 1-800-452-7101 (TTY 711)

Fax: 1-877-271-2409

Email: [nj1-membercomplaints@anthem.com](mailto:nj1-membercomplaints@anthem.com)

**Need help filing?** If you need help filing a discrimination grievance, one of our Amerigroup Grievance/Appeals Representatives 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:

- **On the Web:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **By mail:** U.S. Department of Health and Human Services  
Office for Civil Rights  
200 Independence Avenue S.W.  
Room 509F, HHH Building  
Washington, D.C. 20201
- **By phone:** 1-800-368-1019 (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).