

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age, or disability in its health programs and activities. Amerigroup STAR+PLUS MMP provides free aids and services to people with disabilities to communicate effectively with us and provides free language services to people whose primary language is not English such as qualified interpreters and information written in other languages. These services can be obtained by calling the customer service number on the back of your member ID card. If you believe that Amerigroup STAR+PLUS MMP 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 the Enrollee Advocate:

Amerigroup STAR+PLUS MMP - Complaints, Appeals, and Grievances
Mailstop: OH0205-A537
4361 Irwin Simpson Road
Mason, OH 45040
1-855-878-1784 (TTY: 711)
Fax: 1-888-458-1406

If you need help filing a grievance, the Enrollee Advocate 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 Ave., SW; Room 509F, HHH Building; Washington, D.C. 20201; 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-855-878-1784 (TTY: 711) Monday through Friday from 8 a.m. to 8 p.m. Someone who speaks English can help you. This is a free service.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-878-1784 (TTY: 711), Monday through Friday from 8:00 a.m. to 8:00 p.m. The call is free.

Arabic

يرجى الانتباه: إذا كنت تتكلم العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. اتصل بالرقم 1-855-878-1784 (TTY: 711)، من يوم الاثنين وحتى يوم الجمعة من الساعة 8 صباحاً وحتى الساعة 8 مساءً. هذا الاتصال مجاني.

Chinese Traditional

注意：如果您說中文，我們將提供免費的語言協助服務。請於週一至週五上午 8:00 至晚上 8:00 致電 1-855-878-1784 (TTY: 711)。此為免付費電話。

Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات دستیار زبان به صورت رایگان در اختیار شماست. با شماره 1-855-878-1784 (TTY: 711)، از دوشنبه تا جمعه از ساعت 8:00 صبح تا 8:00 عصر تماس بگیرید. تماس رایگان است.

French

ATTENTION : Si vous parlez français, les services d'assistance linguistique vous sont accessibles gratuitement. Appelez le 1-855-878-1784 (TTY : 711), du lundi au vendredi de 8 h à 20 h. L'appel est gratuit.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Anruf 1-855-878-1784 (TTY: 711), Montag bis Freitag von 8:00 Uhr bis 20:00 Uhr. Der Anruf ist kostenlos.

Gujarati

સાવધાન: જો તમે ગુજરાતી બોલતા હોય, તો ભાષા સહાય સેવાઓ, તમારા માટે મફતમાં ઉપલબ્ધ છે. સોમવારથી શુક્રવાર સુધી સવારે 8:00 વાગ્યાથી સાંજના 8:00 વાગ્યા સુધી 1-855-878-1784 (TTY: 711) પર કૉલ કરો. આ ફોન સેવા મફત છે.

Hindi

ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-878-1784 (TTY: 711) पर कॉल करें, सोमवार से शुक्रवार सुबह 8:00 बजे से रात 8:00 बजे तक। कॉल निःशुल्क है।

Japanese

注意: 日本語話者の方は無料の言語支援サービスをご利用いただけます。1-855-878-1784 (TTY:711)、月曜から金曜の午前8時～午後8時>にお電話ください。この通話は無料です。

Korean

안내: 한국어를 사용할 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8 시에서 오후 8 시 사이에 1-855-878-1784 (TTY: 711)번으로 전화하십시오. 통화료는 무료입니다.

Lao

ສິ່ງທີ່ຄວນເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ທາງເຮົາມີການບໍລິການຊ່ວຍເຫຼືອທາງພາສາ ໂດຍບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໂທຫາໝາຍເລກ 1-855-878-1784 (TTY: 711), ວັນຈັນຫາວັນສຸກ ຕັ້ງແຕ່ 8:00 ໂມງເຊົ້າຫາ 8:00 ໂມງແລງ. ການໂທແມ່ນໂທຟຣີ.

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вам предлагаются бесплатные услуги по языковой поддержке. Звоните по номеру 1-855-878-1784 (TTY: 711) с понедельника по пятницу с 8:00 до 20:00. Звонок бесплатный.

Spanish

ATENCIÓN: Si habla español, le ofrecemos servicios de asistencia de idiomas sin cargo. Por favor, llame al 1-855-878-1784 (TTY: 711), de lunes a viernes, de 8:00 a.m. a 8 p.m. La llamada es gratuita.

Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo nang walang bayad ang mga serbisyo ng tulong sa wika. Tumawag sa 1-855-878-1784 (TTY: 711), Lunes hanggang Biyernes, 8:00 a.m. hanggang 8:00 p.m. Libre ang tawag.

Urdu

تنباه: اگر آپ اردو بولتے ہیں تو، زبان کی معاونتی خدمات، مفت میں، آپ کے لئے دستیاب ہیں۔ 1-855-878-1784 پر کل کریں (TTY: 711)، پیر تا جمعہ، صبح 8:00 بجے سے رات 8:00 بجے تک۔ کال مفت ہے۔

Vietnamese

CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ, miễn phí, cho quý vị. Xin gọi số 1-855-878-1784 (TTY: 711), Thứ Hai đến Thứ Sáu từ 8:00 sáng đến 8:00 tối. Cuộc gọi được miễn tính cước phí.