



## Discrimination is against the law

AmeriHealth Caritas Iowa complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AmeriHealth Caritas Iowa does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas Iowa:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides 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 AmeriHealth Caritas Iowa 24 hours a day, 7 days a week, at **1-855-332-2440**. TTY users call **1-844-214-2471**.

If you believe that AmeriHealth Caritas Iowa 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:

- **AmeriHealth Caritas Iowa Grievances**  
P.O. Box 7116, London, KY 40742  
**1-855-332-2440** (TDD/TTY: **1-844-214-2471**)
- You can also file a grievance by phone at **1-855-332-2440** (TTY: **1-844-214-2471**). If you need help filing a grievance, AmeriHealth Caritas Iowa Member Services is available to help you. You can contact Member Services 24 hours a day, 7 days a week, at **1-855-332-2440** (TTY: **1-844-214-2471**).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

### U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019, 800-537-7697** (TDD)

Complaint forms are available at: [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).