

Wellpoint 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
- Written materials in the language you speak

To get these services, call Member Services at 833-731-2147 (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: 800-452-7101 (TTY 711)

Fax: 877-271-2409

Email: nj1-membercomplaints@anthem.com

Need help filing? If you need help filing a discrimination grievance, one of our Wellpoint 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:** ocrportal.hhs.gov/ocr/portal/lobby.jsf
- **By mail:** U.S. Department of Health and Human Services
Office for Civil Rights
200 Independence Ave. SW
Room 509F, HHH Building
Washington, DC 20201
- **By phone:** 800-368-1019 (TDD 800-537-7697)

For a complaint form, visit hhs.gov/ocr/office/file/index.html.

wellpoint.com/nj/medicaid

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