

Wellpoint follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- Color
- National origin
- Age
- Disability
- 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 the Member Services number on your ID card. Or you can call our Member Advocates at 833-731-2160 (TTY 711). STAR Kids members, call 844-756-4600 (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, email, fax, or phone:

Member Advocate—Wellpoint
2505 N. Highway 360, Suite 300
Grand Prairie, TX 75050

Phone: 833-731-2160 (TTY 711)
STAR Kids members, call
844-756-4600 (TTY 711)
Fax: 877-881-1305
Email: dl-txmemberadvocates@wellpoint.com

Need help filing? Call our Member Advocates 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:** ocrportal.hhs.gov/ocr/smartscreen/main.jsf
- **By mail:** U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, DC 20201
- **By phone:** 800-368-1019 (TTY/TDD 800-537-7697)

For a complaint form, visit hhs.gov/ocr/office/file/index.html.
wellpoint.com/tx/medicaid