



12201 Bluegrass Parkway
Louisville, KY 40299

www.signatureadvantageplan.com

Anti-Discrimination Notice and Multi-Language Interpreter

Signature Advantage (HMO ISNP), offered by Signature Advantage, LLC., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Signature Advantage does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Signature Advantage:

- 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 Signature Advantage Member Services.

If you believe that Signature Advantage 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: Signature Advantage, ATTN: Appeals & Grievances Coordinator, 12201 Bluegrass Parkway Louisville, KY 40299, telephone: 1-844-214-8633 (TTY/TDD 711), 8:00 A.M. to 8:00 P.M. Eastern Time, seven days a week October 1 through March 31; Monday to Friday April 1 through September 30, fax: 1-800-880-3263, email: compliance@signatureadvantageplan.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Signature Advantage Appeals & Grievance Coordinator 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 Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Disclaimer

Signature Advantage (HMO ISNP), offered by Signature Advantage, LLC., is a Health Maintenance Organization Special Needs Plan (HMO SNP) with a Medicare contract. Enrollment in Signature Advantage depends on contract renewal.

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-844-214-8633 (TTY/TDD: 711).

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-214-8633 (TTY/TDD: 711).

繁體中文 (Chinese)

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-844-214-8633 (TTY: 711)。

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-214-8633 (TTY/TDD: 711).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-214-8633 (TTY/TDD: 711).

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم

(. :هاتف الصم والبكم

844-214-8633

Srpsko-hrvatski (Serbo-Croatian)

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-844-214-8633 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

日本語 (Japanese)

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-844-214-8633 (TTY/TDD: 711) まで、お電話にてご連絡ください。

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-214-8633 (ATS : 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-214-8633 (TTY/TDD: 711)번으로 전화해 주십시오.

Deitsch (Pennsylvania Dutch)

Wann du schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-844-214-8633 (TTY/TDD: 711).

नेपाली (Nepali)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको दनम्ति भाषा सहायता सेवाहरू दनिःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-844-214-8633 (दिदिवाई: 711) ।

Oroomiffa (Oromo)

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-844-214-8633 (TTY/TDD: 711).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-833-214-8633 (телетайп: 711).

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-214-8633 (TTY/TDD: 711).

Ikirundi (Bantu – Kirundi)

ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-844-214-8633 (TTY/TDD: 711).