

For Help in Your Language — Discrimination is Against the Law

Wellpoint West Virginia, Inc. follows 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 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 Customer Care Center number at **800-782-0095 (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, phone, or fax:

Grievance Coordinator
P.O. Box 91
Charleston, WV 25321-0091

Phone: 800-782-0095 (TTY 711)

Fax: 844-882-3520

Email: WVG&A@wellpoint.com

Need help filing? Call our Grievance Coordinator 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/portal/lobby.jsf
- **By mail:** U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
- **By phone:** **800-368-1019 (TTY/TDD 800-537-7697)**

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

Coverage provided by Wellpoint West Virginia, Inc.

wellpoint.com/wv/wvplans

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