Meridian complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Meridian does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

## Meridian:

- 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 Meridian Member Services.

If you believe that Meridian has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with our 1557 Coordinator. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator is available to help you.

Mail: 1557 Coordinator

P.O. Box 31384 Tampa, FL 33631

Telephone: **1-855-577-8234** (TTY users should call **711**)

Fax: **1-866-388-1769** 

Email: SM\_Section1557Coord@centene.com

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**, **1-800-537-7697** (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

This notice is available at Meridian website:

https://www.mimeridian.com/members/medicaid/resources/fags.html

English: This information is also available for free in other languages and formats like Braille or audio CD. Call **1-888-437-0606** (TTY/TDY: **711**).

Español (Spanish): Esta información también está disponible de manera gratuita en otros idiomas y formatos como Braille o CD de audio. Llame al **1-888-437-0606** (TTY/TDY: **711**).

العربية (Arabic): تتوفر أيضًا هذه المعلومات مجانًا بلغات وتنسيقات أخرى مثل برايل أو أقراص. مدمجة صوتية. اتصل على الرقم (TTY/TDY: 711).

中文 (Chinese): 此資訊也可免費提供其他語言版本和格式,例如點字版或語音 CD。請致電 1-888-437-0606 (TTY/TDY: 711)。

Tagalog (Tagalog): Available din ang impormasyong ito nang libre sa iba pang wika at format gaya ng Braille o audio CD. Tumawag sa **1-888-437-0606** (TTY/TDY: **711**).

Tiếng Việt (Vietnamese): Thông tin này cũng được cung cấp miễn phí bằng các ngôn ngữ và định dạng khác như chữ nổi Braille hoặc CD âm thanh. Gọi số **1-888-437-0606** (TTY/TDY: **711**).

Deutsch (German): Diese Informationen sind auch kostenlos in anderen Sprachen und Formaten verfügbar, wie z. B. in Braille-Schrift oder als Audio-CD. Sie erreichen uns unter: **1-888-437-0606** (TTY/TDY: **711**).

한국어 (Korean): 이 정보는 다른 언어 및 점자 또는 오디오 CD와 같은 형식으로도 무료로 제공됩니다. 1-888-437-0606 (TTY/TDY: 711) 번으로 전화해 주십시오.

Русский (Russian): Эта информация также бесплатно доступна на других языках и в других форматах, таких как шрифт Брайля или CD с аудиофайлами. Позвоните по номеру **1-888-437-0606** (TTY/TDY: **711**).

Italiano (Italian): Queste informazioni sono disponibili gratuitamente anche in altre lingue e formati come Braille o CD audio. Chiamare il numero **1-888-437-0606** (TTY/TDY: **711**).

Polski (Polish): Informacje te są również dostępne bezpłatnie w innych językach lub formatach, np. zapisane alfabetem Braille'a czy w formie nagrania audio na płycie CD. Należy zadzwonić pod numer **1-888-437-0606** (TTY/TDY: **711**).

Shqip (Albanian): Ky informacion disponohet gjithashtu pa pagesë në gjuhë dhe formate të tjera si breil ose audio CD. Telefononi në numrin **1-888-437-0606** (TTY/TDY: **711**).

বাংলা (Bengali): এই তখ্যটি ব্ৰেইল বা অডিও CD-র মতো অন্যান্য ভাষা ও ফর্ম্যাটে বিনামূল্যে উপলব্ধ। 1-888-437-0606 (TTY/TDY: 711)-এ কল করুন।

日本語 (Japanese): この情報は、他の言語、または点字やオーディオ CD などの他の形式でも無料で入手できます。1-888-437-0606 (TTY/TDY: 711) までお電話ください。

Srpski (Serbian and Croatian): ove informacije su dostupne i besplatno na drugim jezicima i u drugim formatima poput Brajevog pisma ili audio CD-a. Pozovite **1-888-437-0606** (TTY/TDY: **711**).