



## Non-Discrimination Notice

*West Virginia Senior Advantage 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). West Virginia Senior Advantage 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).*

### **West Virginia Senior 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, please contact the toll-free member phone number (866) 250-6352, TTY/TDD 711.

If you believe that West Virginia Senior Advantage 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 by mail or e-mail:

### **West Virginia Senior Advantage Appeals and Grievances**

10123 Alliance Road, Suite 240

Blue Ash, OH 45242

Hotline: 800-238-1770

Email: [Healthplan-Compliance@chs-corp.com](mailto:Healthplan-Compliance@chs-corp.com)

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Civil Rights 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, by mail or phone at:

**U.S. Department of Health and Human Services**

200 Independence Avenue SW

Room 509F, HHH Building

Washington, DC 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint Portal Assistance: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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