



# Kansas City

## Notice of Non-Discriminatory Practices

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

### Blue Medicare Advantage:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified interpreter services
- Written information in other formats

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreter services
- Information written in other languages

If you need these services, contact Customer Service at 1-866-508-7140 (TTY: 711).

If you believe that Blue Medicare 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:

Section 1557 Compliance Coordinator  
ATTN: Discrimination Grievance  
Blue Cross and Blue Shield of Kansas City  
2301 Main St.  
Kansas City, MO 64108

Phone: 816-395-2257, TTY 711  
Fax: 816-395-1506  
Email: [grievance\\_coordinator@bluekc.com](mailto:grievance_coordinator@bluekc.com).

You must file a grievance using the prescribed form in writing by mail, fax, or email. You may request a form and instruction on how to file a grievance from the Coordinator at the contact information above.

If you need help filing a grievance, the Compliance 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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.