

Anthem Blue Cross follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- National origin
- Disability
- Color
- Age
- Sex

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 on your ID card. Or you can call our Grievance Coordinator at 1-800-407-4627 (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 or phone:

For Medi-Cal members in Los Angeles:

Grievance Coordinator
Anthem Blue Cross
P.O. Box 9054
Oxnard, CA 93031-9054
Phone: 1-888-285-7801 (TTY 1-888-757-6034)

For all other Medi-Cal members, Major Risk Medical Insurance Program (MRMIP) members and Medi-Cal Access Program (MCAP) members:

Grievance Coordinator
Anthem Blue Cross
P.O. Box 60007
Los Angeles, CA, 90060-0007
Phone for Medi-Cal: 1-800-407-4627 (TTY 711)
Phone for MRMIP and MCAP: 1-877-687-0549
(TTY 1-888-757-6034)

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:** <https://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:** 1-800-368-1019 (TTY/TDD 1-800-537-7697)

For a complaint form, visit www.hhs.gov/ocr/office/file/index.html.