

MEDICAID PROVIDER BULLETIN

August 2016

Nondiscrimination and accessibility requirements update

On May 13, 2016, the Department of Health and Human Services Office of Civil Rights (DHHS OCR) released the Nondiscrimination in Health Programs and Activities Final Rule (Final Rule) to improve health equity under the Affordable Care Act (ACA). Section 1557 of the ACA prohibits discrimination on the basis of race, color, national origin, gender, gender identity, age or disability by providers, health programs and activities that a) receive financial assistance from the federal government, and b) are administered by any entity established under Title I of the ACA.

How does the Final Rule apply to managed care organizations?

Anthem Blue Cross and Blue Shield Medicaid (Anthem) complies with all applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, gender, gender identity, age or disability in its health programs and activities. Anthem provides free tools and services to people with disabilities to communicate effectively with us. Anthem also provides free language services to people whose primary language isn't English (for example, qualified interpreters and information written in other languages).

We notified your Anthem patients these services can be obtained by calling the Customer Service phone number on their member ID card.

Who can I talk to if Anthem isn't following these guidelines?

If you or your patient believe that Anthem has failed to provide these services, or discriminated in any way on the basis of race, color, national origin, age, disability, gender or gender identity, you can file a grievance with Kim Myers, Director of Plan Compliance, via:

- Mail: 13550 Triton Park Blvd., Louisville, KY 40223
- Phone: **1-502-619-6800, ext. 26717 (TTY: 711)**
- Fax: **1-502-212-7336**
- Email: **kimberly.myers2@anthem.com**

If you or you patient need help filing a grievance, the Director of Plan Compliance is available to help. You or your patient can also file a civil rights complaint with the DHHS OCR:

- Online at the OCR complaint website: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- By mail to: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201
- By phone at: **1-800-368-1019 (TTY/TTD: 1-800-537-7697)**

Complaint forms are available at www.hhs.gov/ocr/filing-with-ocr/index.html. For additional details about Section 1557 and the Final Rule, visit the DHHS OCR information page at www.hhs.gov/civil-rights/for-individuals/section-1557/index.html or the frequently asked questions published by the DHHS at www.hhs.gov/sites/default/files/2016-05-13-section-1557-final-rule-external-faqs-508.pdf.

<https://mediproviders.anthem.com/ky>