

Discrimination is Against the Law

WellCare of Kentucky complies with all applicable federal civil rights laws. We do not exclude or treat people in a different way based on race, color, national origin, age, disability or sex.

We have free aids and services to help people with disabilities communicate with us. That includes help such as sign language interpreters. We can also give you info in other formats. Those formats include large print, audio, accessible electronic formats and Braille.

If English is not your first language, we can translate for you. We can also provide written info in other languages.

If you need these services, call us at **1-877-389-9457**. TTY users can call **711**. We're here for you Monday–Friday from 7 a.m. to 7 p.m.

Do you feel that we did not give you these services? Or do you feel we discriminated in some way? If so, you can file a grievance in person, by mail, fax, or email. You can reach us at WellCare of Kentucky Grievance Department, P.O. Box 31384, Tampa, FL 33631-3384. You can reach us by phone at **1-866-530-9491**; TTY **711**. Our fax is **1-866-388-1769**. Our email is **OperationalGrievance@wellcare.com**. If you need help filing a grievance, a WellCare of Kentucky Civil Rights Coordinator can help you.

You can also file a civil rights complaint online with the U.S. Dept. of Health and Human Services, Office for Civil Rights. Go to the Complaint Portal at <http://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. File by mail to: U.S. Dept. of Health and Human Services, 200 Independence Ave. SW., Room 509F, HHH Building, Washington, DC 20201. You can call them at **1-800-368-1019**, **1-800-537-7697** (TTY).

You can get complaint forms at <http://www.hhs.gov/ocr/office/file/index.html>.

If English is not your first language, we can translate for you. We can also give you info in other formats. That includes Braille, audio and large print. Just give us a call toll-free. You can reach us at **1-877-389-9457**. For TTY, call **711**.

Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle información en otros formatos, como braille, audio y letra de imprenta grande. Simplemente, llámenos sin cargo al **1-877-389-9457**. Para TTY llame al **711**.

如果中文是您的母語，我們可以為您翻譯。我們也可以用其它格式為您提供資訊。這些格式包括布萊葉文、音頻及大字體。僅需撥打我們的免費電話。您可以撥打 **1-877-389-9457** 聯絡我們。TTY 用戶請撥打 **711**。

Wenn Deutsch Ihre erste Sprache ist, können wir für Sie übersetzen. Wir können Ihnen auch Informationen in anderen Formaten. Dazu gehören Braille, Audio und Großdruck. Rufen Sie uns einfach an. Sie erreichen uns unter **1-877-389-9457** (TTY **711**).

Nếu Tiếng Việt là ngôn ngữ chính của quý vị, chúng tôi có thể thông dịch cho quý vị. Chúng tôi cũng có thể cung cấp cho quý vị thông tin ở các định dạng khác như chữ nổi Braille, âm thanh và bản in cỡ lớn. Chỉ cần gọi chúng tôi theo số miễn phí **1-877-389-9457** (TTY 711).

إذا كانت لغتك الأصلية هي اللغة العربية، فنحن بأستطاعتنا الترجمة لك. ويمكننا أيضاً إعطائكم المعلومات في أشكال أخرى مثل طريقة البرaille للمكفوفين والصوت والمطبوعات ذات الحجم الكبير. هذه الخدمات تقدم مجاناً وبدون مقابل. فقط قم بالاتصال على رقم التلفون المجاني: **1-877-389-9457** أو (TTY 711).

Ako srpsko-hrvatski je svoj prvi jezik, možemo prevesti za vas. Mi također mogu vam dati informacije u drugim formatima. To uključuje i Brailleovo pismo, audio i velike ispis. Samo nas nazovite besplatni. Možete nas kontaktirati na **1-877-389-9457** (TTY 711).

日本語が母国語であれば、翻訳することができます。他の形式の情報も提供しています。それには、点字、音声、大型印刷物が含まれます。フリーダイヤルでご連絡ください。1-877-389-9457 (TTY 711) までお電話ください。

Si votre langue maternelle est le français, nous pouvons faire la traduction. Nous pouvons également vous fournir l'information dans des formats comme le braille, en version audio et imprimé en gros caractères. Il suffit de nous appeler au numéro sans frais **1-877-389-9457** (TTY 711).

귀하의 모국어가 한국어 인 경우, 통역서비스를 제공해 드립니다. 점자, 오디오, 큰 활자 등 다른 형식으로 된 정보도 제공해 드릴 수 있습니다. 무료 전화 1-877-389-9457 (TTY 711) 번으로 전화 주십시오.

Als Pennsylvania Nederlands uw eerste taal, kunnen wij voor u vertalen. We geven u ook informatie in andere formaten. Dat geldt ook voor braille, audio en grote print. Geef ons een toll-free bellen. U kunt ons bereiken op **1-877-389-9457** (TTY 711).

नेपाली आफ्नो पहिलो भाषा हो भने, हामी तपाईं को लागि अनुवाद गर्न सक्नुहुन्छ। हामी पन तिपाईं अन्य ढाँचामा जानकारी पनि सक्छ। त्यो ब्रेल, अडियो र ठूलो प्रिन्ट समावेश छ। बस हामीलाई एक कल नःशुल्क पनि। तपाईं **1-877-389-9457** (TTY 711) मा हामीलाई पुग्नु सक्छ।

Oromoon Afaan kee kan jalqabaa yoo ta'e, siif hikuu ni dandeenya. Haala danaa biraatiinis odeffannoo siif kennu ni daneenya. Kunis karaa sirrina barreefama qaro-dhabeeyyii, sagalee fi maxxansa qubee gurgudaatiin ta'u danda'a. Kallatiin karaa bilbila kanfaltii maleetiin nuuf bilbilaa. Karaa **1-877-389-9457** (TTY 711) tiin nu argu dandeessu.

Если русский Ваш основной родной язык, мы можем перевести для Вас. Мы также можем предоставить информацию в других форматах, например, на шрифте Брайля, записанную на аудионосителях и распечатанную крупным шрифтом. Просто позвоните нам по бесплатному номеру **1-877-389-9457** (TTY 711).

Kung hindi ka nagsasalita ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika. Kasama dito ang Braille, audio at malalaking letra. Tumawag ng libre sa **1-877-389-9457** (TTY 711).

Yaba Ikirundi ari rwo rurimi uvuga ubwa mbere, turashobora kugusigurira mu rundi rurimi. Turashobora kandi kukuronsa amakuru mu zindi foruma. Harimwo inyandiko ikoreshwa n'abatabona, amajwi twafashe ku vyuma n'inyandiko yanditse mu ndome niniya cane. Utegerezwa kuduhamagara gusa kuri telephone bahamagara ku buntu. Wodutera akamu kuri numero **1-877-389-9457** (TTY 711).