



COPY  
 PROJECT: KY ENR ID card and carrier letter update  
 JOB #: AKY-ID-0002-20  
 CLIENT: KY/C.Douglas  
 WRITER: M.Sabale  
 PURPOSE: To inform of essential member info, numbers, claim address, how to select a PCP  
 AUDIENCE: Enrolled members  
 GRD: 3.2 FK without proper nouns, numbers, URLs, disclaimers





x73902851200001



Member ID	PCP Name PCP Phone Medicaid ID	<Choose PCP>
BC/BS Plan RxGroup RxBin RxPCN	162 WKVA 020107 KY	

T0000Z158Z06ELX





[www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid)

<b>Member Services:</b>	<b>1-855-690-7784</b>
<b>Provider Services:</b>	<b>1-855-661-2028</b>
<b>TDD (Hearing Impaired):</b>	<b>711</b>
<b>Care On Call:</b>	<b>1-866-864-2544</b>
<b>Mental Health Services:</b>	<b>1-855-690-7784</b>
<b>Behavioral Health Crisis Line:</b>	<b>1-855-661-2025</b>
<b>Pharmacy Member Services:</b>	<b>1-833-207-3113</b>
<b>Help for Pharmacists:</b>	<b>1-833-236-6193</b>
<b>Authorization:</b>	<b>1-855-690-7784</b>
<b>eyeQuest*</b>	<b>1-855-343-7405</b>
<b>DentaQuest*</b>	<b>1-855-343-7405</b>

\*Contracts directly with group

**Providers:** Please submit claims to your local BCBS plan. To ensure proper claims processing, please include the three-digit prefix that precedes the patient's identification number listed on the front of this card.

**Members:** When submitting inquiries, always include your identification number from the face of this card. Possession or use of this card does not guarantee payment. In an emergency, go to the nearest facility or call 911.

**Claims Filing Address:**  
 P. O. Box 61010  
 Virginia Beach, VA 23466-1010

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KY21 0219



Dear Member:

Thank you for being our member! This is your <Anthem Medicaid> member ID card. Please carry it at all times. Show this card when you get health care services. Your coverage with <Anthem Medicaid> begins <Date>.

If you do not already have a primary care provider (PCP) in your health plan, you should choose a PCP to be your medical home. They will get to know you and your health history. If you haven't chosen a PCP within 90 days, <Anthem Medicaid> will assign the provider they believe to be the best fit. You can always change this later. To find a PCP:

- Go to <[www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid)> to view the provider directory online or use the **Find a Doctor** tool. Then, log in to your secure account to choose your PCP right from the website. If you don't have a secure account, you can create one at any time by clicking "Register." You'll need your member ID number on the card attached to this letter.
- Call Member Services for help picking a PCP. Member Services will guide you through the selection process.

Once you select a PCP, make an appointment with them soon for a checkup. If your PCP knows you when you're healthy, he or she can better help you when you're not. For more help, please call <1-855-690-7784 (TTY 711), 7 a.m. to 7 p.m. Eastern time Monday through Friday, except holidays>.

Sincerely,  
<Anthem Medicaid>

Enclosure: Get help in another language  
Nondiscrimination Notice

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Clarity document ID required by Clarity



**Your Quick Start Guide**  
to <Anthem Medicaid> benefits

AKY-MEM-1424-19

# Welcome to <Anthem Medicaid>, your health care company!

We're here to help you get the  
care you need.

Your Quick Start Guide gives you the information you need to  
get started. Inside, you'll find out about:

- Benefits you get.
- Changing your doctor.
- Getting medicines and other care.
- Getting a member handbook and provider directory.
- Digital tools at your service.
- How to reach us.

## Your benefits

<Anthem Medicaid> offers many benefits to help keep you healthy.

These include:

- Doctor, specialist and hospital services.
- Lab tests and X-rays.
- Behavioral health.
- Population health management services.
- Emergency/urgent care.
- And more!

For a full list of benefits, see the member handbook or visit [www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid).



Plus, don't miss out on these extras, such as:

- A cellphone with free minutes.
- The <Anthem Medicaid> Member Empowerment Program. Actively-participating members can receive:
  - Childcare and transportation assistance.
  - GED test vouchers.
  - Application fees for criminal record expungement.
- Community Resource Link.
- And more!



## Have a question?

Reaching us is easy. You can do it online or over the phone.



- Log in to your account at [www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid) to send us a secure message or schedule a callback.
- Call Member Services at [1-855-690-7784](tel:1-855-690-7784) (TTY 711) Monday through Friday from 7 a.m. to 7 p.m. Eastern time.

## Complete healthy activities and earn money!

Take your Health Risk Assessment, get a well-care visit, screening, or shots, and you can earn rewards. If you do these activities in the first [30 days](#) of joining, we'll give you [\\$25](#) or [\\$50](#) for store purchases as part of our Healthy Rewards program. Visit [mss.anthem.com/HealthyRewards](http://mss.anthem.com/HealthyRewards) for more details on earning money by staying healthy.



## Need a ride to the doctor?

Call [1-888-941-7433](tel:1-888-941-7433) (TTY [1-800-648-6056](tel:1-800-648-6056)).

**You must call 72 hours before your appointment.**



## Your member ID card

If you haven't already received your <Anthem Medicaid> member ID card in the mail, you should get it soon. Your ID card tells you when your benefits start, important phone numbers and the name of your primary care provider (PCP). **Be sure to bring your card with you whenever you go to the doctor or drugstore.**

## Your member handbook and provider directory

To view your member handbook online:

- Visit <[www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid)>.
- Go to *Benefits* at the top and click on **Member Materials**.
- Under *Member handbooks*, select the version of your preferred language.

To find the online provider directory that lists our network providers:

- Go to <[www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid)>.
- Under **Care**, select **Find a Doctor**.
- Click the directory link or the **Search Now** button to find providers.



To have a handbook or directory mailed to you, call <[1-855-690-7784](tel:1-855-690-7784) (TTY 711)>.

## Want to change your PCP?

You can choose from the large group of doctors who work with our plan. To change your PCP online:

- Go to [www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid).
- Select **Find a Doctor** to see PCPs who work with us.
- Log in to your account.
- Click on **Your Account**.
- Click on **Change PCP** to make changes.



## Need help changing your PCP?

Call us at [1-855-690-7784](tel:1-855-690-7784) (TTY 711).>

## Get preventive care

Preventive care is the kind of care you get when you're **not** sick and includes annual checkups, mammograms, shots and more. Schedule a checkup with your PCP within your first <90 days>, and then once a year after that.



## Keep your child healthy with EPSDT

<Anthem Medicaid> offers special preventive care for children up to age 21. This care is called Early and Periodic Screening, Diagnostic and Treatment, or EPSDT, and provides children with the routine checkups and shots they need. You can set up EPSDT visits with your child's PCP, who will track their health and growth and also check for blood lead poisoning, if needed.



## Programs for moms

Pregnant members can enroll in the <Anthem Medicaid> **Prenatal program**. You'll get information on taking care of yourself during pregnancy and preparing for your new baby. After giving birth, you'll get information about caring for yourself and your newborn. We'll also set you up with a case manager, if you need extra help. The program also offers:



- Free crib or car seat when you go to your PCP or OB/GYN at least seven times while you are pregnant.
- Free gift card when you get prenatal and postpartum checkups on time.
- Free health resources and coaching.

## Get your medicines

You can get prescriptions filled at pharmacies in your plan. To find a pharmacy in your plan:

- Go to <[www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid)>.
- Under **Care**, click on the **Find a Doctor** search tool.
- Select **Pharmacy** and input your ZIP code.



If you're not sure if your pharmacy is in the <Anthem Medicaid> network, ask the pharmacist or call IngenioRx Member Services at <1-833-207-3113.>

## Where should I go if I'm sick or hurt?

For most health care issues, you'll see your PCP. You can go to an urgent care center for minor problems, if your PCP's office is closed or if you need to see a doctor right away. But if it's a serious or life-threatening emergency, call 911 or go right to the ER. If you're not sure, check the guide below or call our <24/7 NurseLine> at <1-866-864-2544 (TTY 711)> to talk to a nurse.

Urgent care	Emergencies
<ul style="list-style-type: none"> <li>• Cold, flu, sore throat</li> <li>• Earache</li> <li>• Vomiting, diarrhea</li> <li>• Common sprain</li> <li>• Minor broken bone</li> <li>• Minor cuts</li> <li>• Mild asthma/allergic reactions</li> <li>• Rash without fever</li> </ul>	<ul style="list-style-type: none"> <li>• Chest pain, difficulty breathing</li> <li>• Head and eye injuries</li> <li>• Uncontrolled bleeding and severe cuts</li> <li>• Coughing or vomiting blood</li> <li>• Bleeding during pregnancy</li> <li>• Baby under 8 weeks with fever</li> <li>• Rash with fever</li> </ul>

## Digital tools at your service

1. **<Anthem Medicaid> mobile app** — Access your health information, change your primary care provider, ask for a new member ID card, change your electronic preferences, make a premium payment and more with a swipe from your phone. Download the free app through the <Apple Store> or <Google Play>.
2. **<Anthem Medicaid> member website** — Access the same features as our mobile app, or complete an online Health Risk Assessment at <www.anthem.com/kymedicaid>.
3. **Text or email messages** — Get notified when a new invoice or statement is available to view online. Call Member Services to sign up.



## Renew on time

To keep your health care benefits, you have to renew them every year on the anniversary date of when you joined your plan. The state of Kentucky and <Anthem Medicaid> will send you reminders. Go to <www.anthem.com/kymedicaid> and click on **How to Renew** for step-by-step details.

## Our Notice of Privacy Practices

This notice tells you how we use and give out medical information about you. It also tells you how to get this information. The notice talks about privacy rules set by the Health Insurance Portability and Accountability Act (HIPAA) and your rights. It's in the member handbook and online to <www.anthem.com/kymedicaid>. You can also call Member Services for a free copy.



<Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-855-690-7784 (TTY 711).>

<¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 1-855-690-7784 (TTY 711).>

<Benötigen Sie Hilfe bei Ihrer medizinischen Versorgung, der Kommunikation mit uns oder beim Lesen unserer Unterlagen? Unsere Materialien sind auf Anfrage auch in anderen Sprachen und Formaten kostenlos erhältlich. Rufen Sie uns gebührenfrei an unter 1-855-690-7784 (TTY 711).>

<您需要醫療保健的幫助嗎？請向我們諮詢，或是閱讀我們寄給您的資料。我們以其他語言和格式提供我們的資料，您無需支付任何費用。請撥打免費電話 1-855-690-7784 (TTY 711)。>

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**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION WITH REGARD TO YOUR HEALTH BENEFITS. PLEASE REVIEW IT CAREFULLY.**



### **HIPAA Notice of Privacy Practices**

The original effective date of this notice was April 14, 2003. The most recent revision date is shown at the end of this notice.

**Please read this notice carefully. This tells you who can see your protected health information (PHI). It tells you when we have to ask for your OK before we share it. It tells you when we can share it without your OK. It also tells you what rights you have to see and change your information.**

Information about your health and money is private. The law says we must keep this kind of information, called PHI, safe for our members. That means if you're a member right now or if you used to be, your information is safe.

We get information about you from state agencies for Medicaid and the Kentucky Children's Health Insurance Program (KCHIP) after you become eligible and sign up for our health plan. We also get it from your doctors, clinics, labs and hospitals so we can OK and pay for your health care.

Federal law says we must tell you what the law says we have to do to protect PHI that's told to us, in writing or saved on a computer. We also have to tell you how we keep it safe. To protect PHI:

- On paper (called physical), we:
  - Lock our offices and files
  - Destroy paper with health information so others can't get it
- Saved on a computer (called technical), we:
  - Use passwords so only the right people can get in
  - Use special programs to watch our systems
- Used or shared by people who work for us, doctors or the state, we:
  - Make rules for keeping information safe (called policies and procedures)
  - Teach people who work for us to follow the rules

#### **When is it OK for us to use and share your PHI?**

We can share your PHI with your family or a person you choose who helps with or pays for your health care if you tell us it's OK. Sometimes, we can use and share it **without** your OK:

- **For your medical care**
  - To help doctors, hospitals and others get you the care you need
- **For payment, health care operations and treatment**
  - To share information with the doctors, clinics and others who bill us for your care
  - When we say we'll pay for health care or services before you get them

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- To find ways to make our programs better, as well as giving your PHI to health information exchanges for payment, health care operations and treatment. If you don't want this, please visit [www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid) for more information.
- **For health care business reasons**
  - To help with audits, fraud and abuse prevention programs, planning, and everyday work
  - To find ways to make our programs better
- **For public health reasons**
  - To help public health officials keep people from getting sick or hurt
- **With others who help with or pay for your care**
  - With your family or a person you choose who helps with or pays for your health care, if you tell us it's OK
  - With someone who helps with or pays for your health care, if you can't speak for yourself and it's best for you

We must get your OK in writing before we use or share your PHI for all but your care, payment, everyday business, research or other things listed below. We have to get your written OK before we share psychotherapy notes from your doctor about you.

You may tell us in writing that you want to take back your written OK. We can't take back what we used or shared when we had your OK. But we will stop using or sharing your PHI in the future.

**Other ways we can — or the law says we have to — use your PHI:**

- To help the police and other people who make sure others follow laws
- To report abuse and neglect
- To help the court when we're asked
- To answer legal documents
- To give information to health oversight agencies for things like audits or exams
- To help coroners, medical examiners or funeral directors find out your name and cause of death
- To help when you've asked to give your body parts to science
- For research
- To keep you or others from getting sick or badly hurt
- To help people who work for the government with certain jobs
- To give information to workers' compensation if you get sick or hurt at work

**What are your rights?**

- You can ask to look at your PHI and get a copy of it. We don't have your whole medical record, though. **If you want a copy of your whole medical record, ask your doctor or health clinic.**
- You can ask us to change the medical record we have for you if you think something is wrong or missing.
- Sometimes, you can ask us not to share your PHI. But we don't have to agree to your request.
- You can ask us to send PHI to a different address than the one we have for you or in some other way. We can do this if sending it to the address we have for you may put you in danger.

- You can ask us to tell you all the times over the past six years we've shared your PHI with someone else. This won't list the times we've shared it because of health care, payment, everyday health care business or some other reasons we didn't list here.
- You can ask for a paper copy of this notice at any time, even if you asked for this one by email.
- If you pay the whole bill for a service, you can ask your doctor not to share the information about that service with us.

**What do we have to do?**

- The law says we must keep your PHI private except as we've said in this notice.
- We must tell you what the law says we have to do about privacy.
- We must do what we say we'll do in this notice.
- We must send your PHI to some other address or in a way other than regular mail if you ask for reasons that make sense, like if you're in danger.
- We must tell you if we have to share your PHI after you've asked us not to.
- If state laws say we have to do more than what we've said here, we'll follow those laws.
- We have to let you know if we think your PHI has been breached.

**Contacting you**

We, along with our affiliates and/or vendors, may call or text you using an automatic telephone dialing system and/or an artificial voice. We only do this in line with the Telephone Consumer Protection Act (TCPA). The calls may be to let you know about treatment options or other health-related benefits and services. If you do not want to be reached by phone, just let the caller know, and we won't contact you in this way anymore. Or you may call 1-844-203-3796 to add your phone number to our Do Not Call list.

**What if you have questions?**

If you have questions about our privacy rules or want to use your rights, please call Member Services at: **1-855-690-7784** (TTY 711).

**What if you have a complaint?**

We're here to help. If you feel your PHI hasn't been kept safe, you may call Member Services or contact the Department of Health and Human Services. Nothing bad will happen to you if you complain.

**Write to or call the Department of Health and Human Services:**

Office for Civil Rights  
U.S. Department of Health and Human Services  
Sam Nunn Atlanta Federal Center, Suite 16T70  
61 Forsyth St. SW  
Atlanta, GA 30303-8909  
Phone: 1-800-368-1019  
TDD: 1-800-537-7697  
Fax: 1-404-562-7881

We reserve the right to change this Health Insurance Portability and Accountability Act (HIPAA) notice and the ways we keep your PHI safe. If that happens, we'll tell you about the changes in a newsletter. We'll also post them on the Web at [www.anthem.com/kymedicaid](http://www.anthem.com/kymedicaid).

### **Race, ethnicity and language**

We receive race, ethnicity and language information about you from the state Medicaid agency and the Kentucky Children's Health Insurance Program (KCHIP). We protect this information as described in this notice.

We use this information to:

- Make sure you get the care you need
- Create programs to improve health outcomes
- Develop and send health education information
- Let doctors know about your language needs
- Provide translator services

We do **not** use this information to:

- Issue health insurance
- Decide how much to charge for services
- Determine benefits
- Disclose to unapproved users

### **Your personal information**

We may ask for, use and share personal information (PI) as we talked about in this notice. Your PI is not public and tells us who you are. It's often taken for insurance reasons.

- We may use your PI to make decisions about your:
  - Health
  - Habits
  - Hobbies
- We may get PI about you from other people or groups like:
  - Doctors
  - Hospitals
  - Other insurance companies
- We may share PI with people or groups outside of our company without your OK in some cases.
- We'll let you know before we do anything where we have to give you a chance to say no.
- We'll tell you how to let us know if you don't want us to use or share your PI.
- You have the right to see and change your PI.
- We make sure your PI is kept safe.

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Revised December 21, 2017



English: Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-855-690-7784 (TTY 711).

Spanish: ¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 1-855-690-7784 (TTY 711).

German: Benötigen Sie Hilfe bei Ihrer medizinischen Versorgung, der Kommunikation mit uns oder beim Lesen unserer Unterlagen? Unsere Materialien sind auf Anfrage auch in anderen Sprachen und Formaten kostenlos erhältlich. Rufen Sie uns gebührenfrei an unter 1-855-690-7784 (TTY 711).

Chinese: 您需要醫療保健的幫助嗎？請向我們諮詢，或是閱讀我們寄給您的資料。我們以其他語言和格式提供我們的資料，您無需支付任何費用。請撥打免費電話 1-855-690-7784 (TTY 711)。

French : Vous avez besoin d'aide pour vos soins médicaux, pour communiquer avec nous ou pour lire les documents que nous vous envoyons ? Nous fournissons nos publications dans d'autres langues et sous d'autres formats, et c'est gratuit. Appelez-nous sans frais au 1-855-690-7784 (TTY 711).

Arabic: هل تحتاج إلى مساعدة بخصوص رعايتك الصحية أو التحدث إلينا أو قراءة ما نرسله إليك؟ نحن نقدم المواد الخاصة بنا بلغات وتنسيقات أخرى بدون تكلفة عليك. يُمكنك الاتصال على الرقم المجاني 1-855-690-7784 (الهاتف النصي: 711).

Vietnamese: Quý vị có cần chúng tôi giúp với việc chăm sóc sức khỏe của quý vị, trao đổi với chúng tôi, hoặc đọc những tài liệu chúng tôi gửi cho quý vị hay không? Chúng tôi cung cấp các tài liệu bằng các ngôn ngữ và định dạng khác, miễn phí cho quý vị. Hãy gọi cho chúng tôi theo số miễn phí 1-855-690-7784 (TTY 711).

Croatian: Da li vam je potrebna pomoć oko vaše zdravstvene njege, u razgovoru s nama ili u čitanju onoga što vam pošaljemo? Pružamo naše materijale na drugim jezicima i u drugim formatima bez troškova po vas. Pozovite nas besplatno na broj 1-855-690-7784 (TTY 711).

Japanese: ヘルスケアに関してご質問やご相談はありませんか?当社からお送りした資料のことでお困りですか?資料は英語以外の言語や別のフォーマットでもご用意しています。いずれも無料です。ご希望の方はフリーダイヤル 1-855-690-7784 (TTY 711) までお電話ください。

Korean: 의료 서비스, 당사와의 소통 또는 당사에서 보내는 자료 읽기와 관련해 도움이 필요하십니까? 무료로 자료를 다른 언어나 형식으로 제공해 드립니다. 무료 전화 1-855-690-7784 (TTY 711) 번으로 문의해 주십시오.

Tagalog: Kailangan ninyo ba ng tulong sa inyong pangangalagang pangkalusugan, sa pamamagitan ng pakikipag-usap sa amin, o pagbasa kung ano ang ipinapadala namin sa inyo? Nagbibigay kami ng aming mga materyal sa ibang mga wika at anyo na wala kayong gagastusin. Tawagan kami nang walang bayad sa 1-855-690-7784 (TTY 711).

Hindi: क्या अपनी स्वास्थ्य देखभाल के बारे में, हमसे बात करने के लिए या हमारे द्वारा भेजी गई सामग्री पढ़ने के लिए आपको सहायता चाहिए? हम आपको अपनी सामग्री अन्य भाषाओं और फॉर्मेट में बिना किसी शुल्क के उपलब्ध कराते हैं। हमें टोल फ्री नंबर 1-855-690-7784 (TTY 711) पर फोन करें।

Russian: Вам нужна помощь с медицинским обслуживанием, консультацией или материалами, которые мы вам прислали? Мы можем бесплатно предоставить вам материалы на других языках и в других форматах. Позвоните в нам по бесплатному телефону 1-855-690-7784 (TTY 711).

Pennsylvania Dutch: Brauchscht du Hilfe mit dei Health Care, mit uns schwetze, odder lese was mir dir schicke? Mir hen unsere Materials in annere Schprooche un Formats mitaus Koscht zu dir. Ruf uns mitaus Koscht uff 1-855-690-7784 (TTY 711).

AKY-MEM-1308-19

Cushite/Oromo: Waa'ee nagumakeef gargaarsa ni barbaada, nu wajjin haasa'a, yookiin dubbisamoo jirtu waan nun isiniif ergine? Meeshota keenya afaan biraatiini fi akkaata biraatiin qopheessina kafaltii tokko malee. Toora bilbila bilisa kana irratti nuuf bilbila 1-855-690-7784 (TTY 711).

Bantu/Kirundi: Urakeneye ubufasha mu kubungabunga amagara yawe? Gaanira natwe canke usome ivyo tukwandikira. Tukumenyesha ibidandazwa vyacu mu zindi ndimi no mu bundi buryo ata kiguzi tugusavye. Duhamagare ku murongo utishura 1-855-690-7784 (TTY 711).

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

- Race
- National origin
- Disability
- Color
- Age
- Sex or gender identity

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 and written materials in the language you speak

**To get these services**, call the Member Services number on your ID card at 1-855-690-7784.

### **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, email, or phone:

Dan Sesit, Compliance Manager  
13550 Triton Park Blvd.  
Louisville, KY 40223

Phone: 1-502-619-6800,  
ext. 106-126-6017  
Email: Dan.Sesit@anthem.com

**Need help filing?** Call our Compliance Manager 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 Ave. 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 <https://www.hhs.gov/ocr/office/file/index.html>.

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