

### **Discrimination is Against the Law**

First Choice VIP Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. First Choice VIP Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

#### **First Choice VIP Care:**

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact First Choice VIP Care Member Services at 1-888-996-0499 (TDD/TTY: 711). We are available from Monday – Friday, 8 a.m. to 8 p.m., from April 1 – September 30, or seven days a week, 8 a.m. to 8 p.m. from October 1 – March 31.

If you believe that First Choice VIP Care 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:

- First Choice VIP Care Appeals & Grievances Department, Appeals P.O. Box 80109, London, KY 40742-0110, Grievances and Complaints P.O. Box 7140 London, KY 40742-7140 Phone: 1-888-996-0499 (TDD/TTY: 711), Fax: 1-855-236-9284.
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, First Choice VIP Care Member Services 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, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

First Choice VIP Care is an HMO-SNP plan with a Medicare contract and a contract with the South Carolina Healthy Connections. Enrollment in First Choice VIP Care depends on contract renewal. This plan is available to anyone who has both Medical Assistance from the State and Medicare.