

NONDISCRIMINATION

Discrimination is Against the Law

MDwise complies with applicable Federal civil rights laws and does not discriminate against individuals eligible to enroll on the basis of race, color, national origin, sex, sexual orientation, gender identity or disability. MDwise does not exclude people or treat them differently because of race, color, national origin, sex, sexual orientation, gender identity or disabilities.

MDwise

- 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 **1-800-356-1204**.
TDD/TTY: **1-800-743-3333** or **711**

If you believe that MDwise 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:

Phone: **1-800-356-1204**
Email: **compliance@mdwise.org**

MDwise Hoosier Healthwise
P.O. Box 441423
Indianapolis, IN 46244-1423

Hoosier Healthwise Fax:
1-877-822-7190

MDwise Healthy Indiana Plan
P.O. Box 44236
Indianapolis, IN 46244-0236

Healthy Indiana Plan Fax:
1-877-822-7192

You can file grievance in person or by mail, fax or email. If you need help filing a grievance, please contact member services.

1-800-356-1204

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:

1-800-368-1019
TDD/TTY: **1-800-537-7697**

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

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