Discrimination is Against the Law

WellCare of Kentucky complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). WellCare of Kentucky does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

WellCare of Kentucky 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)

WellCare of Kentucky also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call us toll-free at **1-877-389-9457** (TTY: **711**). We're here for your Monday–Friday from 7 a.m. to 7 p.m., Eastern Time.

If you believe that WellCare of Kentucky has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

1557 Coordinator
PO Box 31384, Tampa, FL 33631
Telephone: **1-855-577-8234** TTY: **711**
Fax: **1-866-388-1769**
Email: **SM_Section1557Coord@centene.com**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator is available to help you.

You can also file a grievance with:

EEO/Civil Rights Compliance Branch
Cabinet for Health and Family Services
Office of Human Resource Management
275 E. Main St, Mail Stop 5C-D
Frankfort, KY 40621
Telephone: **1-502-564-7770**
Fax: **1-502-564-3129**
Email/Web: **https://www.chfs.ky.gov/Pages/civilrights.aspx**

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
Telephone: **1-800-368-1019**, **1-800-537-7697** (TDD)

Complaint forms are available at **https://www.hhs.gov/ocr/complaints/index.html**. This notice is available at WellCare of Kentucky website: **https://www.wellcareky.com/notice-of-non-discrimination.html**.

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If you speak English, language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call **1-877-389-9457** (TTY: **711**).

Si habla español, contamos con servicios de asistencia lingüística, servicios y dispositivos auxiliares, letra más grande, traducción oral y otros formatos alternativos, disponibles para usted de manera gratuita. Para obtenerlos, llame al **1-877-389-9457** (TTY: **711**).

如果您說中文，我們可以免費為您提供語言協助服務、輔助工具和服務、較大的字型、口譯服務，以及其他替代格式。若要取得這些服務，請致電 **1-877-389-9457** (TTY**： 711**)。

Wenn Sie Deutsch sprechen, stehen Ihnen Sprachdienstleistungen, zusätzliche Unterstützung und Dienstleistungen, Texte in Großdruck, Verdolmetschung und andere alternative Formate kostenlos zur Verfügung. Wenden Sie sich hierfür an **1-877-389-9457** (TTY: **711**).

Nếu quý vị nói tiếng Việt, chúng tôi có cung cấp miễn phí dịch vụ hỗ trợ ngôn ngữ, dịch vụ và trợ giúp bổ trợ, cỡ chữ lớn, phiên dịch và các định dạng thay thế khác. Để nhận dịch vụ, vui lòng gọi **1-877-389-9457** (TTY: **711**).

إذا كنت تتكلم اللغة العربية، فتتوفر لك ومجانًا خدمات مساعدة لغوية ومساعِدات وخدمات إضافية وتنسيقات بخط أكبر وترجمة شفهية وغيرها من التنسيقات البديلة. للحصول على ذلك، يرجى الاتصال على الرقم **1-877-389-9457** (TTY: **711**).

Si vous parlez français, des services d'assistance linguistique, des aides et des services auxiliaires, une police plus grande, une traduction orale et d'autres formats sont disponibles gratuitement. Pour cela, veuillez appeler le **1-877-389-9457** (TTY : **711**).

한국어를 사용하는 경우 언어 지원 서비스, 보조 도구 및 서비스, 큰 글씨, 구두 번역 및 기타 대체 형식을 무료로 이용하실 수 있습니다. 이러한 서비스를 이용하려면 **1-877-389-9457**(TTY**: 711**)번으로 전화해 주십시오.

Wann du Deitsch schwetzscht un hoscht Druwwel fer eppes verschtehe, kenne mer dich en latt differnti Sadde Hilf bei griege, so wie extri Aids un Services, gross Schreiwes, en deitscher Interpreter, un en latt anner Schtofft, unni as du ennich eppes bezaahle musscht defoor. Fer Hilf griege, call yuscht **1-877-389-9457** (TTY: **711**).

यदि तपाईं नेपाली बोल्नुहुन्छ भने तपाईंको भाषामा सहायता सेवा, सहायक उपकरण तथा सेवा, ठुला फन्ट, मौखिक अनुवाद र अन्य वैकल्पिक फर्म्याटहरू तपाईंलाई निःशुल्क उपलब्ध हुन्छन्। यो सुविधा प्राप्त गर्न कृपया **1-877-389-9457** (TTY: **711**) मा कल गर्नुहोस्।

Yoo Afaan Oromoo dubbattu ta'e, tajaajiloota deggarsa afaanii, tajaajilootaa fi gargaarsa , qubee gurguddaa, afaan hiikuu, akkasumas foormaatota gara biraa kaffaltii malee argachuu ni dandeessu. Kana argachuuf, maaloo **1-877-389-9457** (TTY: **711**) tti bilbilaa.

Если вы говорите на русском языке, вы можете бесплатно получить услуги языковой поддержки, вспомогательные средства и услуги, включая услуги устного перевода, а также материалы крупным шрифтом и в других альтернативных форматах. Для получения данных услуг позвоните по номеру **1-877-389-9457** (TTY: **711**).

Kung nagsasalita kayo ng Tagalog, may mga serbisyo ng tulong sa wika, mga karagdagang tulong at serbisyo, malalaking font, pasalitang pagsasalin, at iba pang alternatibong format na available para sa inyo nang libre. Para makuha ito, tumawag sa **1-877-389-9457** (TTY: **711**).

Nimba uvuga ikirundi, ubufasha bwo gusigurirwa mu rurimi wumva burahari, ubufasha ndetse nibikorwa vyinyongera, mu buryo busomeka, insobanuro y'amajambo, hamwe n'ubundi buryo busanzwe bukoreshwa birahari ku bwawe kandi ku buntu. Kugira uronke ubu bufasha, urasabwa kwakura kuri **1-877-389-9457** (TTY: **711**).

Ako govorite srpski, dostupne su vam usluge jezičke pomoći, pomagala i pomoćne usluge, tekst veće veličine, usmeno prevođenje i drugi alternativni formati, i to besplatno. Da biste dobili ove usluge, pozovite broj **1-877-389-9457** (TTY: **711**).

日本語では、言語支援サービス、補助支援およびサービス、大活字、通訳、その他の代替形式を無料でご利用いただけます。ご利用するには、**1-877-389-9457**（TTY: **711**）までお電話ください。