

Non-Discrimination Notice KeyCare Advantage

KeyCare Advantage does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of KeyCare Advantage.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Patient Protection and Affordable Care Act of 2010, Title II of the Americans with Disability Act of 1990, the Genetic Information Nondiscrimination Act of 2008 and Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91.

Guidance for these requirements is also located in the Medicare Managed Care Manual, Chapter 4, Section 10.5.2 and Chapter 11, Section 100.1

As used in this Nondiscrimination policy, the following terms have the indicated meaning:

Acronym	Meaning
TDD	Telecommunication Device for the Deaf
TTY	Teletypewriter; i.e., text-based telecommunication

The examples provided in the above terms are not meant to be all-inclusive and should not be construed as such.

KeyCare Advantage does not use the following factors related to health status to deny, limit or condition coverage or the furnishing of benefits to individuals eligible to enroll:

- Medical history and medical condition, including mental and physical illness
- Claims experience
- Receipt of health care
- Genetic information
- Evidence of insurability, including conditions arising out of acts of domestic violence
- Race
- National origin
- Disability
- Ethnicity
- Religion
- Gender
- Age
- Sexual orientation, or
- Source of payment

KeyCare Advantage provides auxiliary aids and services free of charge and in a timely manner, when such aids and services are necessary to ensure beneficiaries have an equal opportunity to participate in services, activities, programs and other benefits, including:

- Aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters; and
 - Written information in other formats (e.g., large print, audio, accessible electronic formats, Braille, other formats).
- Language services to people whose primary language is not English, such as:
 - Qualified interpreters; and
 - Information written in other languages.

If members need these services, they can contact the Civil Rights Coordinator. KeyCare Advantage will not request proof of disability and will take reasonable steps to accommodate requests made by members. KeyCare Advantage will only deny a request if it is determined that the request would fundamentally change the nature of the benefit, would result in undue financial and administrative burdens or that the request is for an individually-prescribed device (such a reader for personal use or study) or a device of a personal nature (such as a compact disc player to listen to a provided audio CD). Additionally, KeyCare Advantage may deny a request for a specific format if another effective means of communication is provided.

If a member believes that KeyCare Advantage has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, he or she can file a grievance with:

Medicare Compliance Officer
PO Box 6510
Glen Allen, VA 23058
1-844-206-1205 (TTY 711)
E-mail: compliance@keycareadvantage.com

A member can file a grievance in person or by mail, fax, or e-mail. If a member needs help filing a grievance, the Medicare Compliance Officer is available to assist.

A member 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, DC 20201
Customer Response Center: 1-800-368-1019
TTY/TDD: 1-800-537-7637 (TDD)

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