



Discrimination is Against the Law

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

Keystone First VIP Choice:

- 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 Keystone First VIP Choice Member Services at 1-800-450-1166 (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 Keystone First VIP Choice 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:

- Keystone First VIP Choice Grievances and Complaints Department, P.O. Box 7140, London, KY 40742-7140. Phone: 1-800-450-1166 (TDD/TTY: 711), Fax: 1-855-707-0847.
- You can file a grievance by mail, fax, or phone. If you need help filing a complaint or grievance, Keystone First VIP Choice 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>.

Keystone First VIP Choice is a HMO-SNP plan with a Medicare contract and a contract with the Pennsylvania Medicaid program. Enrollment in Keystone First VIP Choice depends on contract renewal. This plan is available to anyone who has both Medical Assistance from the State and Medicare.