

Anti-Discrimination Notice

American Health Advantage of Utah (HMO I-SNP), offered by American Health Plan of Utah, Inc., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. American Health Advantage of Utah does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

American Health Advantage of Utah (HMO I-SNP):

Provides free aids and services to people with disabilities to communicate effectively with us, such as:
Qualified sign language interpreters and,
Written information in other formats (large print, audio, accessible electronic formats, other formats).

If you believe that American Health Advantage of Utah (HMO I-SNP) 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: American Health Advantage of Utah, ATTN: Appeals & Grievances, 201 Jordan Road Franklin, TN 37067, telephone: 1-855-521-0627 (TTY/TDD users call 833-312-0046) 8:00 A.M. to 8:00 P.M. seven days a week October 1 through March 31; Monday to Friday April 1 through September 30; fax: 1-844-280-5360; email: compliance@AmHealthPlans.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, American Health Advantage of Utah 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 or Civil Rights, electronically through the Office or 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 509 F, HHH Building Washington, D.C. 202201
1-800-368-1019, 800-537-7697 (TDD)

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

