

Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

Farm Bureau Advantage HMO complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, religion, disability, age, sex, gender identity, sexual orientation, health status, marital status, arrest or conviction record, or military participation in the administration of the plan, including enrollment and benefit determinations.

Farm Bureau Advantage (HMO):

- 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 any of these services, contact Member Services at 1-833-999-0103 (TTY 711). Our hours of operation are Oct. 1 - March 31, 8 a.m. – 8 p.m. 7 days/week local time, and April 1 - Sept. 30, 8 a.m. – 8 p.m., Monday - Friday local time.

If you believe Farm Bureau Advantage HMO has failed to provide these services or has discriminated in another way based on race, color, national origin, age, disability, or sex, health status, marital status, arrest or conviction record, or military participation, you can file a complaint or grievance with us. You can mail your grievance to:

Farm Bureau Advantage HMO
ATTN: Grievances
P.O. Box 240
Columbia, TN 38402

If you need assistance filing a complaint or grievance, please call Member Services at the phone number listed above.

You can also file a Civil Rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically or 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
1-800-537-7697 (TDD)

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