



## Notice of Non-Discriminatory Practices

Mutual of Omaha Medicare Advantage Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Mutual of Omaha Medicare Advantage Company does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Mutual of Omaha Medicare Advantage Company:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified interpreter services
- Written information in other formats

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreter services
- Information written in other languages

If you need these services, contact Customer Service at 1-877-603-0785 (TTY: 711).

If you believe that Mutual of Omaha Medicare Advantage Company 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:

### **Section 1557 Compliance Coordinator**

#### **ATTN: Discrimination Grievance**

Compliance Coordinator  
3300 Mutual of Omaha Plaza  
Omaha, NE 68175  
1-866-896-2898  
Email: [MedAdvantage.Compliance.Officer@mutualofomaha.com](mailto:MedAdvantage.Compliance.Officer@mutualofomaha.com)

You must file a grievance using the prescribed form in writing by mail, fax, or email. You may request a form and instruction on how to file a grievance from the Coordinator at the contact information above.

If you need help filing a grievance, the Compliance Coordinator 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, DC 20201, 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Mutual of Omaha Medicare Advantage Company is an HMO plan with a Medicare contract. Enrollment in Mutual of Omaha Medicare Advantage Company depends on contract renewal.