



Notice Informing Individuals About Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement

Missouri Association of Area Agencies on Aging (ma4)

Discrimination is Against the Law

The Missouri Association of Area Agencies on Aging (ma4) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MA4 does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MA4 and its subcontractors under the Health Insurance Marketplace:

Provide 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)

Provide 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 Catherine R. Edwards or ask your Health Insurance Marketplace Navigator.

If you believe that ma4 or its subcontractors have 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: Catherine R. Edwards, Executive Director, P.O. Box 104296, Jefferson City, MO 65110, 573-619-6185, 573-634-5722 (fax), or cedwards@ma4web.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Catherine R. Edwards is available to help you. You may also file a grievance with the Civil Rights Coordinator of the Area Agency on Aging providing the Health Insurance Marketplace services to 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>.