

**Missouri Association of Area Agencies on Aging (ma4)**  
**Notice of Non-Discrimination**  
**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, gender, or sex. mA4 does not exclude people or treat them differently because of race, color, national origin, age, disability, gender, 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, including 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
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If you need these services, contact the ma4 Executive Director 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, gender or sex, you can file a grievance with the ma4 Executive Director:

Executive Director  
1616 Southridge, Ste 203  
Jefferson City, MO 65109  
573-668-8824  
[info@ma4web.org](mailto:info@ma4web.org)

You can file a grievance in person or by mail or email. If you need help filing a grievance, the ma4 Executive Director 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>