

Appeal Form:

If you wish to file an appeal, you may either file the appeal orally or in writing. If you chose to file orally you may call the phone number listed below to file your appeal. If you choose to file your appeal in writing you may complete this form or you may write a letter that includes the information requested below. The completed form or your letter should be mailed to:

Home State Health 7711 Carondelet Ave. St. Louis, MO 63105	Home State Health 1-855-694-4663	Show Me Healthy Kids 1-877-236-1020	TTY: 711 FAX: 1-877-309-6762
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Member's Name:

MO HealthNet #:

Street Address:

City

State

Zip

Member Phone Number:

Tracking Number (if applicable, found in upper left-hand corner of Adverse Benefit Determination letter):

Additional information to support the appeal, (or attach):

Signature of Member or Representative*

Daytime Phone#

Date

*Relationship to Member: Self Parent Guardian Other

If "other" explain:

English: If you, or someone you're helping, has questions about Home State Health, you have the right to get help and information in your language at no cost. American Sign Language interpreter services are available as well. To talk to an interpreter, call 1-855-694-4663 (TTY/TDD 711).

Spanish: Si usted, o alguna persona a la que ayuda, tiene preguntas sobre Home State Health, tiene derecho a recibir ayuda e información en su idioma sin ningún costo. También disponemos de servicios de interpretación de lenguaje de signos americano. Para hablar con un intérprete, llame al 1-855-694-4663 (TTY/TDD 711).

Chinese: 如果您或您协助的人士对 Home State Health 有疑问，您有权免费获得以您的语言提供的帮助和信息。我们也提供美国手语翻译服务。要与翻译人员交谈，请致电：1-855-694-4663 (TTY/TDD 711)。

Vietnamese: Nếu bạn hoặc ai đó mà bạn đang giúp đỡ, có thắc mắc về Home State Health, bạn có quyền nhận trợ giúp và cung cấp thông tin miễn phí bằng ngôn ngữ của bạn. Dịch vụ thông dịch viên Ngôn ngữ Ký hiệu Hoa Kỳ cũng có sẵn. Để nói chuyện với thông dịch viên, hãy gọi số 1-855-694-4663 (TTY/TDD 711).

Serbo-Croatian: Ako vi, ili neko kome pomažete, ima pitanja u vezi sa Home State Health-om, imate pravo da besplatno dobijete pomoć i informacije na svom jeziku. Na raspolaganju su i usluge tumača za američki znakovni jezik. Da biste razgovarali s tumačem, pozovite 1-855-694-4663 (TTY/TDD 711).

German: Wenn Sie oder jemand, dem Sie Hilfe leisten, Fragen zu Home State Health, haben, sind Sie berechtigt, kostenfrei Hilfe und Informationen in Ihrer Sprache anzufordern. Außerdem stehen Dolmetscherdienste in American Sign Language (amerikanischer Gebärdensprache) zur Verfügung. Um Kontakt mit einem Dolmetscher aufzunehmen, rufen Sie die Nummer 1-855-694-4663 (TTY/TDD 711) an.

Arabic: إذا كان لديك أو لدى أي شخص تساعده أسئلة حول Home State Health، يحق لك الحصول على المساعدة والمعلومات بلغتك مجاناً. تتوفر أيضاً خدمات مترجم لغة الإشارة الأمريكية. للتحدث إلى مترجم فوري، اتصل بالرقم 1-855-694-4663 (TTY/TDD 711).

Korean: 귀하 또는 귀하께서 도움을 주고 있는 누군가가 Home State Health에 대해 궁금한 점이 있으시면 비용없이 도움과 정보를 모국어로 받으실 수 있습니다. 미국 수화 통역사 서비스도 이용하실 수 있습니다. 통역사와 이야기하시려면 1-855-694-4663 (TTY/TDD 711)번으로 전화해 주십시오.

Russian: При возникновении у вас или у лица, которому вы помогаете, каких-либо вопросов, касающихся программы Home State Health, вы имеете право получить бесплатную помощь и информацию на своем родном языке. Предоставляются также услуги сурдопереводчика. Чтобы поговорить с переводчиком, позвоните по телефону 1-855-694-4663 (TTY/TDD 711).

French: Si vous-même ou une personne que vous aidez avez des questions concernant Home State Health, vous avez droit à une assistance et à des informations gratuites dans votre langue. Des services d'interprétation en langue des signes américaine sont également mis à votre disposition. Pour parler à un interprète, appelez le 1-855-694-4663 (TTY/TDD 711).

Tagalog: Kung ikaw o ang isang táong tinutulungan mo ay may mga tanong tungkol sa Home State Health, mayroon kang karapatang humingi ng libreng tulong at impormasyon sa iyong wika. Mayroon ding American Sign Language interpreter services. Upang kumausap sa isang interpreter, tumawag sa 1-855-694-4663 (TTY/TDD 711).

Pennsylvania Dutch: Wann du, odder epper der du helpscht, hot Frooge iwwer Home State Health, du hoscht die Recht um Hilfe un Information zu griege in die Schprooch mitaus Koscht. American Sign Language Iwwersetzer Services sin aa meeglich. Um mit en Iwwersetzer zu schwetze, ruff 1-855-694-4663 (TTY/TDD 711).

Persian: اگر شما یا شخصی که شما به او کمک می کنید، سؤالاتی در مورد Home State Health دارید، شما این حق را دارید که بدون هیچ هزینه ای به زبان خود کمک و اطلاعات دریافت کنید. خدمات مترجم زبان اشاره آمریکایی نیز در دسترس است. برای صحبت با مترجم، با شماره 1-855-694-4663 (برای افرادی که مشکل شنوایی دارند 711) تماس بگیرید.

Cushite: Ati ykn namni ati gargaartu tokko, waa’ee tajaajila fayyaa namattii gaaffii yoo qabaattan, baasii tokko malee afaan dhalootaa keessaniin odeeffannoo fi tajaajila argachuuf mirga guutuu qabdu. Tajaajilli hiikkaa afaan mallattoo Amerikaas waan jiruuf argachuu dandeessu. Nama afaan hiiku argachuudhaaf, lakkoofsa 1-855-694-4663 (TTY/TDD 711) kanaan bilbilaa.

Portuguese: Se você, ou alguém que você esteja ajudando, tiver perguntas sobre o Home State Health, você tem o direito de obter ajuda e informações no seu idioma gratuitamente. Os serviços de intérprete da Língua de Sinais Americana também estão disponíveis. Para falar com um intérprete, ligue para 1-855-694-4663 (TTY/TDD 711).

Amharic: እርስዎ ወይም እርስዎ እየረዱት ያለ ሰው ስለ Home State Health ጥያቄዎች ካላችሁ ያለምንም ወጪ በቋንቋዎ እርዳታ እና መረጃ የማግኘት መብት አልዎት። እንዲሁም የአሜሪካ የምልክት ቋንቋ አስተርጓሚ አገልግሎቶች አሉ። አስተርጓሚ ለማነጋገር፣ 1-855-694-4663 (TTY/TDD 711) ይደውሉ።

Non-Discrimination Notice, Long Version:

Home State Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Home State Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Home State Health:

Provides aids and services to people with disabilities to communicate effectively with us at, no cost.

Such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides language services to people whose primary language is not English, at no cost. Such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Home State Health at 1-855-694-4663 (TDD/TTY 711).

If you believe that Home State Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with:

Home State Health
7711 Carondelet Ave.
St. Louis, MO 63105

Call 1-855-694-HOME (4663), (TDD/TTY 711) Fax 1-866-390-3581

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Home State Health 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, 1-800-3681019, 800-537-7697 (TDD).

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