

Anti-Discrimination Notice

Abilis Health Plan (HMO FI-SNP) and Abilis Community Health Plan (HMO IE-SNP) “Abilis Health Plan” – transitioning from Signature Advantage Plan, effective January 1, 2026.

Abilis Health Plan, offered by Signature Advantage, LLC, complies with applicable federal civil rights laws and does not discriminate or exclude individuals on the basis of race, color, national origin, age, disability, or sex.

Abilis Health Plan 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)
- 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 Abilis Health Plan customer service at 1-844-214-8633; **TTY 711**.

If you believe that Abilis Health Plan has failed to provide these services or discriminated in another way, You can file a grievance with Abilis Health Plan; you can file a grievance in person or by mail, fax, or email:

By Phone (toll-free): 1-844-214-8633; **TTY 711**

8:00 a.m. – 8:00 p.m. EST; 7 days a week, October 1 – March 31; Monday – Friday,
April 1 – September 30 (*Excludes Thanksgiving, Christmas and Federal Holidays*)

By Fax: 1-800-880-3263

By Email: Appeals@abilishealth.com

In Person / By Mail: Abilis Health Plan
805 N Whittington Parkway, Louisville, KY 40222

If you need help filing a grievance, an Abilis Health Plan representative is available to help you, please call 1-844-214-8633; **TTY 711** (hours previously noted above).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online – Office for Civil Right Compliant Portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

By Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201

By Phone: 1-800-368-1019, **TTY** 1-800-537-7697

Disclaimer

Abilis Health Plan (HMO FI-SNP) and Abilis Health Community Plan (HMO IE-SNP) – transitioning from Signature Advantage Plan, effective January 1, 2026— is offered by Signature Advantage Plan, LLC, is a Health Maintenance Organization Special Needs Plan (I-SNP / IE-SNP) with a Medicare contract. Enrollment in Abilis Health Plan depends on contract renewal.