

Step Therapy

Clinical Edits for the Essential Drug List



Step therapy is a program that helps you and your doctor choose medications that are right for you. After studying many drugs, we've chosen certain ones to be the first drugs to try when treating some conditions. Trying drugs in a step-by-step way is called step therapy. When your doctor prescribes a drug that requires step therapy, a message is sent to your pharmacy's computer. This lets the pharmacist know you must first try a different, similar drug that's covered by your plan. The pharmacist will call your doctor to get a prescription for the new drug.

Here are the medications included in the step therapy program. Find your condition or type of drug in the first column.

The second column lists the medications that step therapy is required for. If you are taking a medication on this list, you may need to try another medicine first. Preferred alternatives – which are proven to work well for most people and may be more affordable – can be found on our Drug Search tool when you log in at anthem.com/ca.

CATEGORY	DRUG NAME
Central Nervous System Agents	Abilify
Central Nervous System Agents	Abilify Discmelt
Gastrointestinal Therapy Agents	Aciphex
Gastrointestinal Therapy Agents	Aciphex Sprinkle
Anti-Infective Agents	Acticlate
Endocrine	Actoplus Met
Endocrine	Actoplus Met Xr
Endocrine	Actos
Dermatological	Aczone
Dermatological	Adapalene
Endocrine	Adlyxin
Endocrine	Admelog
Endocrine	Admelog Solostar
Anti-Infective Agents	Adoxa
Cardiovascular Therapy Agents	Adreaclick
Cardiovascular Therapy Agents	Advicor
Central Nervous System Agents	Adzenys Er
Central Nervous System Agents	Adzenys Xr-Odt
Respiratory Therapy Agents	Aerospan
Dermatological	Aktipak

For the most up to date information, including newly added medications, generics and more, you can visit anthem.com/ca/pharmacyinformation. For additional information about your pharmacy benefit, please call the Member Services number on your ID card.

CATEGORY	DRUG NAME
Dermatological	Ala-Scalp Hp
Dermatological	Aldara
Diabetic Test Strips and Glucometers	All except Accu-Chek and one Touch products
Respiratory Therapy Agents	Allegra-D Rx
Ophthalmic Agents	Alocril
Endocrine	Alogliptin
Endocrine	Alogliptin-Metformin
Endocrine	Alogliptin-Pioglitazone
Ophthalmic Agents	Alomide
Cardiovascular Therapy Agents	Altprev
Respiratory Therapy Agents	Alvesco
Endocrine	Amaryl
Central Nervous System Agents	Ambien
Central Nervous System Agents	Ambien Cr
Dermatological	amcinonide
Central Nervous System Agents	Amerge
Locomotor System	Amrix
Cardiovascular Therapy Agents	Antara
Gastrointestinal Therapy Agents	Anusol-Hc
Dermatological	apexicon e
Endocrine	Apidra
Endocrine	Apidra Solostar
Central Nervous System Agents	Aplenzin
Central Nervous System Agents	Aptensio Xr
Respiratory Therapy Agents	Armonair Respiclick
Analgesic, Anti-inflammatory or Antipyretic	Arthrotec
Gastrointestinal Therapy Agents	Asacol Hd
Respiratory Therapy Agents	Asmanex
Respiratory Therapy Agents	Asmanex Hfa
Dermatological	Atralin
Anti-Infective Agents	Atripla
Genitourinary Therapy	Auryxia
Cardiovascular Therapy Agents	Auvi-Q
Endocrine	Avandamet
Endocrine	Avandaryl
Endocrine	Avandia
Dermatological	Avita
Central Nervous System Agents	Axert
Endocrine	Basaglar Kwikpen U-100
Insulin Pen needles	BD manufacturer
Insulin Syringe or Diabetic Syringe	BD manufacturer

CATEGORY	DRUG NAME
Respiratory Therapy Agents	Beconase Aq
Central Nervous System Agents	Belsomra
Dermatological	Benzaclin
Dermatological	Benzamycin
Dermatological	Benzefoam
Dermatological	Benzefoam Ultra
Ophthalmic Agents	Bepreve
Dermatological	betamethasone dipropionate
Dermatological	betamethasone valerate
Respiratory Therapy Agents	Bevespi Aerosphere
Endocrine	Boniva
Endocrine	Bravelle
Central Nervous System Agents	Brintellix
Respiratory Therapy Agents	budesonide
Endocrine	Bydureon
Endocrine	Bydureon Bcise
Endocrine	Bydureon Pen
Endocrine	Byetta
Dermatological	Capex Shampoo
Analgesic, Anti-inflammatory or Antipyretic	Celebrex
Analgesic, Anti-inflammatory or Antipyretic	celecoxib
Central Nervous System Agents	Celexa
Respiratory Therapy Agents	Children'S Flonase Sensimist
Endocrine	Chlorpropamide
Anti-Infective Agents	Ciclodan
Respiratory Therapy Agents	Clarinex
Respiratory Therapy Agents	Clarinex-D 12 Hour
Dermatological	Cleocin T
Dermatological	Clindagel
Dermatological	Clobex
Dermatological	Clocortolone Pivalate
Dermatological	Cloderm
Anti-Infective Agents	Cnl 8
Gout and Hyperuricemia Therapy	Colchicine
Central Nervous System Agents	Concerta
Dermatological	Cordran
Dermatological	coremino
Central Nervous System Agents	Cotempla Xr-Odt
Cardiovascular Therapy Agents	Crestor
Dermatological	Cutivate
Dermatological	dapsone

CATEGORY	DRUG NAME
Genitourinary Therapy	darifenacin er
Central Nervous System Agents	Daytrana
Gastrointestinal Therapy Agents	Delzicol
Anti-Infective Agents	Dermacinrx Therazole Pak
Dermatological	Derma-Smoothe-Fs
Dermatological	Dermatop
Dermatological	Desonate
Dermatological	desonide
Dermatological	Desowen
Dermatological	desoximetasone
Central Nervous System Agents	Desvenlafaxine Er
Central Nervous System Agents	Desvenlafaxine Fumarate Er
Genitourinary Therapy	Detrol
Genitourinary Therapy	Detrol La
Central Nervous System Agents	Dexedrine
Gastrointestinal Therapy Agents	Dexilant
Endocrine	Diabeta
Analgesic, Anti-inflammatory or Antipyretic	Diclo Gel
Dermatological	diclofenac sodium
Analgesic, Anti-inflammatory or Antipyretic	diclofenac sodium-misoprostol
Analgesic, Anti-inflammatory or Antipyretic	Diclozor
Dermatological	Differin
Dermatological	diflorasone diacetate
Gastrointestinal Therapy Agents	Dipentum
Dermatological	Diprolene
Dermatological	Diprolene Af
Genitourinary Therapy	Ditropan XI
Anti-Infective Agents	Doryx
Anti-Infective Agents	Doryx Mpc
Anti-Infective Agents	doxycycline hyclate
Anti-Infective Agents	Doxycycline Ir-Dr
Analgesic, Anti-inflammatory or Antipyretic	Ds Prep Pak
Dermatological	Duac
Endocrine	Duetact
Analgesic, Anti-inflammatory or Antipyretic	Duexis
Central Nervous System Agents	Dyanavel Xr
Anti-Infective Agents	Ecoza
Central Nervous System Agents	Edluar
Central Nervous System Agents	Effexor Xr
Dermatological	Efudex
Ophthalmic Agents	Elestat

CATEGORY	DRUG NAME
Dermatological	Elidel
Genitourinary Therapy	eliphos
Dermatological	Ellzia Pak
Dermatological	Elocon
Ophthalmic Agents	Emadine
Genitourinary Therapy	Enablex
Cardiovascular Therapy Agents	Epinephrine
Cardiovascular Therapy Agents	Epipen
Cardiovascular Therapy Agents	Epipen Jr.
Anti-Infective Agents	Ertaczo
Gastrointestinal Therapy Agents	esomeprazole magnesium
Gastrointestinal Therapy Agents	Esomeprazole Strontium
Dermatological	Eucrisa
Central Nervous System Agents	Evekeo
Dermatological	Evoclin
Chemical Dependency, Agents to Treat	Evzio
Anti-Infective Agents	Exelderm
Cognitive Disorder Therapy	Exelon
Multiple Sclerosis Agents	Extavia
Cardiovascular Therapy Agents	ezetimibe
Cardiovascular Therapy Agents	ezetimibe-simvastatin
Dermatological	Fabior
Central Nervous System Agents	Fanapt
Endocrine	Farxiga
Cardiovascular Therapy Agents	fenofibrate
Cardiovascular Therapy Agents	Fenoglide
Analgesic, Anti-inflammatory or Antipyretic	Fenoprofen Calcium
Analgesic, Anti-inflammatory or Antipyretic	Fenortho
Central Nervous System Agents	Fetzima
Locomotor System	Fexmid
Endocrine	Fiasp
Endocrine	Fiasp Flextouch
Cardiovascular Therapy Agents	Fibricor
Dermatological	First-Hydrocortisone
Analgesic, Anti-inflammatory or Antipyretic	Flector
Cardiovascular Therapy Agents	Flolipid
Respiratory Therapy Agents	Flonase
Respiratory Therapy Agents	Flonase Sensimist
Respiratory Therapy Agents	flunisolide
Dermatological	fluocinolone acetonide
Dermatological	fluocinonide

CATEGORY	DRUG NAME
Dermatological	Fluoroplex
Dermatological	Fluorouracil
Dermatological	flurandrenolide
Respiratory Therapy Agents	fluticasone propionate
Central Nervous System Agents	Forfivo XI
Endocrine	Fortamet
Genitourinary Therapy	Fosrenol
Central Nervous System Agents	Frova
Central Nervous System Agents	frovatriptan succinate
Genitourinary Therapy	Gelnique
Central Nervous System Agents	Geodon
Endocrine	Glimepiride
Endocrine	Glipizide
Endocrine	Glipizide Er
Endocrine	Glipizide XI
Endocrine	Glipizide-Metformin
Endocrine	Glucophage Xr
Endocrine	Glucotrol
Endocrine	Glucotrol XI
Endocrine	Glucovance
Endocrine	Glumetza
Endocrine	Glyburide
Endocrine	Glyburide Micronized
Endocrine	Glyburide-Metformin Hcl
Endocrine	Glynase
Endocrine	Glyxambi
Endocrine	Gonal-F
Endocrine	Gonal-F Rff
Endocrine	Gonal-F Rff Redi-Ject
Dermatological	Halog
Dermatological	hydrocortisone butyrate
Dermatological	hydrocortisone valerate
Endocrine	ibandronate sodium
Central Nervous System Agents	Imitrex
Analgesic, Anti-inflammatory or Antipyretic	Indocin
Analgesic, Anti-inflammatory or Antipyretic	Inflamma-K
Central Nervous System Agents	Intermezzo
Endocrine	Intrarosa
Central Nervous System Agents	Invega
Endocrine	Invokamet
Endocrine	Invokamet Xr

CATEGORY	DRUG NAME
Endocrine	Invokana
Endocrine	Janumet
Endocrine	Janumet Xr
Endocrine	Januvia
Endocrine	Jardiance
Endocrine	Jentadueto
Endocrine	Jentadueto Xr
Endocrine	Kazano
Dermatological	Kenalog
Dermatological	Kerydin
Central Nervous System Agents	Khedezla
Analgesic, Anti-inflammatory or Antipyretic	klofensaid ii
Endocrine	Kombiglyze Xr
Gastrointestinal Therapy Agents	lansoprazole
Genitourinary Therapy	lanthanum carbonate
Ophthalmic Agents	Lastacraft
Cardiovascular Therapy Agents	Lescol
Cardiovascular Therapy Agents	Lescol XI
Central Nervous System Agents	Lexapro
Analgesic, Anti-inflammatory or Antipyretic	Lexixryl
Gastrointestinal Therapy Agents	Lialda
Cardiovascular Therapy Agents	Lipitor
Cardiovascular Therapy Agents	Lipofen
Cardiovascular Therapy Agents	Liptruzet
Cardiovascular Therapy Agents	Livalo
Dermatological	Locoid
Dermatological	Locoid Lipocream
Cardiovascular Therapy Agents	Lofibra
Cardiovascular Therapy Agents	Lopid
Dermatological	Loprox
Locomotor System	Lorzone
Cardiovascular Therapy Agents	Lovaza
Dermatological	Luliconzaole
Central Nervous System Agents	Lunesta
Dermatological	Luxiq
Dermatological	Luzu
Dermatological	Mentax
Gastrointestinal Therapy Agents	Mesalamine
Endocrine	Metaglip
Locomotor System	metaxalone
Endocrine	metformin hcl er

CATEGORY	DRUG NAME
Central Nervous System Agents	Methylin
Central Nervous System Agents	Methylphenidate Er
Dermatological	Metrocream
Dermatological	Metrogel
Dermatological	Metroloction
Central Nervous System Agents	Migranow
Anti-Infective Agents	Minocin
Dermatological	minocycline hcl
Gout and Hyperuricemia Therapy	Mitigare
Respiratory Therapy Agents	mometasone furoate
Anti-Infective Agents	Monodox
Central Nervous System Agents	Mydayis
Dermatological	naftifine hcl
Dermatological	Naftin
Analgesic, Anti-inflammatory or Antipyretic	Nalfon
Analgesic, Anti-inflammatory or Antipyretic	Naprelan
Respiratory Therapy Agents	Nasonex
Endocrine	Nesina
Gastrointestinal Therapy Agents	Nexium Rx
Dermatological	Nizoral
Dermatological	nolix
Dermatological	Noritate
Endocrine	Novolin 70-30
Endocrine	Novolin N
Endocrine	Novolin R
Endocrine	Novolog
Endocrine	Novolog Flexpen
Endocrine	Novolog Mix 70-30
Dermatological	Nucort
Dermatological	Nutriarx
Ophthalmic Agents	olopatadine hcl
Dermatological	Olux
Dermatological	Olux-E
Cardiovascular Therapy Agents	omega-3 acid ethyl esters
Gastrointestinal Therapy Agents	omeppi
Gastrointestinal Therapy Agents	omeprazole-sodium bicarbonate
Respiratory Therapy Agents	Omnaris
Endocrine	Onglyza
Central Nervous System Agents	Onzetra Xsail
Ophthalmic Agents	Optivar
Endocrine	Oseni

CATEGORY	DRUG NAME
Dermatological	oxiconazole nitrate
Dermatological	Oxistat
Genitourinary Therapy	Oxytrol
Genitourinary Therapy	Oxytrol For Women
Endocrine	Ozempic
Dermatological	Pacnex Hp
Dermatological	Pacnex Lp
Dermatological	Pacnex Mx
Gastrointestinal Therapy Agents	Pancrease
Dermatological	Pandel
Locomotor System	Parafon Forte Dsc
Ophthalmic Agents	Pataday
Ophthalmic Agents	Patanol
Central Nervous System Agents	Paxil
Central Nervous System Agents	Paxil Cr
Ophthalmic Agents	Pazeo
Dermatological	Penlac
Analgesic, Anti-inflammatory or Antipyretic	Pennsaid
Gastrointestinal Therapy Agents	Pertzye
Central Nervous System Agents	Pexeva
Genitourinary Therapy	Phoslo
Genitourinary Therapy	Phoslyra
Dermatological	Picato
Endocrine	pioglitazone hcl
Endocrine	pioglitazone-glimepiride
Endocrine	pioglitazone-metformin
Cardiovascular Therapy Agents	Pravachol
Dermatological	prednicarbate
Gastrointestinal Therapy Agents	Prevacid Rx
Gastrointestinal Therapy Agents	Prilosec Rx
Central Nervous System Agents	Pristiq
Dermatological	Proctocort
Genitourinary Therapy	Procysbi
Gastrointestinal Therapy Agents	Protonix
Dermatological	Protopic
Central Nervous System Agents	Prozac
Central Nervous System Agents	Prozac Weekly
Dermatological	Psorcon
Respiratory Therapy Agents	Pulmicort Flexhaler
Respiratory Therapy Agents	Qnasl
Endocrine	Qtern

CATEGORY	DRUG NAME
Central Nervous System Agents	Qudexy Xr
Central Nervous System Agents	Quillichew Er
Central Nervous System Agents	Quillivant Xr
Gastrointestinal Therapy Agents	rabeprazole sodium
Endocrine	Rayos
Multiple Sclerosis Agents	Rebif
Multiple Sclerosis Agents	Rebif Rebidose
Gastrointestinal Therapy Agents	Relistor
Central Nervous System Agents	Relpax
Genitourinary Therapy	Renagel
Genitourinary Therapy	Renvela
Dermatological	Retin-A Micro Pump
Central Nervous System Agents	Rexulti
Respiratory Therapy Agents	Rhinocort Aqua
Central Nervous System Agents	Risperdal
Central Nervous System Agents	Risperdal M-Tab
Locomotor System	Robaxin
Central Nervous System Agents	Rozerem
Genitourinary Therapy	Sanctura
Central Nervous System Agents	Saphris
Endocrine	Segluromet
Respiratory Therapy Agents	Semprex-D
Dermatological	Sernivo
Central Nervous System Agents	Seroquel
Central Nervous System Agents	Seroquel Xr
Central Nervous System Agents	Silenor
Cardiovascular Therapy Agents	Simcor
Locomotor System	Skelaxin
Endocrine	Soliqua 100-33
Dermatological	Solodyn
Anti-Infective Agents	Solosec
Locomotor System	Soma
Central Nervous System Agents	Sonata
Analgesic, Anti-inflammatory or Antipyretic	Sprix
Endocrine	Steglatro
Central Nervous System Agents	Sumavel Dosepro
Gastrointestinal Therapy Agents	Symproic
Dermatological	Synalar
Endocrine	Synjardy
Endocrine	Synjardy Xr
Dermatological	tacrolimus

CATEGORY	DRUG NAME
Endocrine	Tanzeum
Anti-Infective Agents	Targadox
Dermatological	Temovate
Dermatological	Texacort
Analgesic, Anti-inflammatory or Antipyretic	Tivorbex
Dermatological	Tolak
Endocrine	Tolazamide
Endocrine	Tolbutamide
Dermatological	Topicort
Central Nervous System Agents	Topiramate Er
Endocrine	Tradjenta
Endocrine	Tresiba Flextouch U-100
Endocrine	Tresiba Flextouch U-200
Dermatological	Tretin-X
Central Nervous System Agents	Treximet
Respiratory Therapy Agents	triamcinolone acetonide
Dermatological	trianex
Cardiovascular Therapy Agents	Tricor
Dermatological	triderm
Dermatological	Tridesilon
Cardiovascular Therapy Agents	Triglide
Cardiovascular Therapy Agents	triklo
Cardiovascular Therapy Agents	Trilipix
Central Nervous System Agents	Trintellix
Gastrointestinal Therapy Agents	Trulance
Endocrine	Trulicity
Gout and Hyperuricemia Therapy	Uloric
Dermatological	Ultravate
Respiratory Therapy Agents	Utibron Neohaler
Dermatological	Vanos
Cardiovascular Therapy Agents	Vascepa
Genitourinary Therapy	Velphoro
Dermatological	Veltin
Respiratory Therapy Agents	Veramyst
Dermatological	Verdeso
Anti-Infective Agents	Vibramycin
Endocrine	Victoza
Central Nervous System Agents	Viiibryd
Analgesic, Anti-inflammatory or Antipyretic	Vimovo
Analgesic, Anti-inflammatory or Antipyretic	Vivlodex
Analgesic, Anti-inflammatory or Antipyretic	Voltaren

CATEGORY	DRUG NAME
Central Nervous System Agents	Vraylar
Cardiovascular Therapy Agents	Vytorin
Central Nervous System Agents	Wellbutrin Sr
Central Nervous System Agents	Wellbutrin XI
Analgesic, Anti-inflammatory or Antipyretic	Xartemis Xr
Analgesic, Anti-inflammatory or Antipyretic	Xeltral
Respiratory Therapy Agents	Xhance
Endocrine	Xigduo Xr
Dermatological	Ximino
Analgesic, Anti-inflammatory or Antipyretic	Xrylix
Endocrine	Xultophy 100-3.6
Respiratory Therapy Agents	Xyzal
Central Nervous System Agents	zaleplon
Locomotor System	Zanaflex
Central Nervous System Agents	Zecuity
Gastrointestinal Therapy Agents	Zegerid Rx
Central Nervous System Agents	Zembrace Symtouch
Central Nervous System Agents	Zenzedi
Cardiovascular Therapy Agents	Zetia
Respiratory Therapy Agents	Zetonna
Dermatological	Ziana
Analgesic, Anti-inflammatory or Antipyretic	Zipsor
Cardiovascular Therapy Agents	Zocor
Central Nervous System Agents	Zoloft
Central Nervous System Agents	zolpidem tartrate
Central Nervous System Agents	zolpidem tartrate er
Central Nervous System Agents	Zolpimist
Central Nervous System Agents	Zomig
Central Nervous System Agents	Zomig Zmt
Analgesic, Anti-inflammatory or Antipyretic	Zorvolex
Dermatological	Zyclara
Cardiovascular Therapy Agents	Zypitamag
Central Nervous System Agents	Zyprexa
Central Nervous System Agents	Zyprexa Zydis

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LEGEND

PA = Prior Authorization. Some drugs need to be reviewed and approved before they're covered by your plan. This process is called prior authorization. It looks at drugs that may have harmful side effects, the potential for incorrect use or abuse, options that work better and cost less, and/or guidelines for use with certain conditions.

QL = Quantity Limits. Taking too much medicine or using it too often is dangerous and costly. That's why this program may limit how much of your medicine you can get each month. For example, a drug may have a limit of 30 pills for 30 days.

ST = Step Therapy. Step therapy means you try medicines in a step-by-step process. The program may require you to start with one medicine before another can be approved.

DO = Dose Optimization. This program may change the dosage of your medicine to make it more effective. For example, you may have to start taking a higher dosage once a day rather than a lower one twice a day.

Get help in your language

Curious to know what all this says? We would be too. Here's the English version:

You have the right to get this information and help in your language for free. Call the Member Services number on your ID card for help. (TTY/TDD: 711)

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the customer service telephone number on the back of your ID card.

Spanish

Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda. (TTY/TDD: 711)

Chinese

您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。(TTY/TDD: 711)

Vietnamese

Quý vị có quyền nhận miễn phí thông tin này và sự trợ giúp bằng ngôn ngữ của quý vị. Hãy gọi cho số Dịch Vụ Thành Viên trên thẻ ID của quý vị để được giúp đỡ. (TTY/TDD: 711)

Korean

귀하에게는 무료로 이 정보를 얻고 귀하의 언어로 도움을 받을 권리가 있습니다. 도움을 얻으려면 귀하의 ID 카드에 있는 회원 서비스 번호로 전화하십시오. (TTY/TDD: 711)

Tagalog

May karapatan kayong makuha ang impormasyon at tulong na ito sa ginagamit ninyong wika nang walang bayad. Tumawag sa numero ng Member Services na nasa inyong ID card para sa tulong. (TTY/TDD: 711)

Russian

Вы имеете право получить данную информацию и помощь на вашем языке бесплатно. Для получения помощи звоните в отдел обслуживания участников по номеру, указанному на вашей идентификационной карте. (TTY/TDD: 711)

Arabic

يحق لك الحصول على هذه المعلومات والمساعدة بلغتك مجاناً. اتصل برقم خدمات الأعضاء الموجود على بطاقة التعريف الخاصة بك للمساعدة. (TTY/TDD: 711)

Armenian

Ձեր իրավունք ունեք Ձեր լեզվով անվճար ստանալ այս տեղեկատվությունը և ցանկացած օգնություն: Օգնություն ստանալու համար զանգահարեք Անդամների սպասարկման կենտրոն՝ Ձեր ID քարտի վրա նշված համարով: (TTY/TDD: 711)

Farsi

شما این حق را دارید که این اطلاعات و کمکها را به صورت رایگان به زبان خودتان دریافت کنید. برای دریافت کمک به شماره مرکز خدمات اعضاء که بر روی کارت شناساییتان درج شده است، تماس بگیرید. (TTY/TDD: 711)

French

Vous avez le droit d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour cela, veuillez appeler le numéro des Services destinés aux membres qui figure sur votre carte d'identification. (TTY/TDD: 711)

Japanese

この情報と支援を希望する言語で無料で受けることができます。支援を受けるには、IDカードに記載されているメンバーサービス番号に電話してください。(TTY/TDD: 711)

Haitian

Ou gen dwa pou resevwa enfòmasyon sa a ak asistans nan lang ou pou gratis. Rele nimewo Manm Sèvis la ki sou kat idantifikasyon ou a pou jwenn èd. (TTY/TDD: 711)

Italian

Ha il diritto di ricevere queste informazioni ed eventuale assistenza nella sua lingua senza alcun costo aggiuntivo. Per assistenza, chiami il numero dedicato ai Servizi per i membri riportato sul suo libretto. (TTY/TDD: 711)

Polish

Masz prawo do bezpłatnego otrzymania niniejszych informacji oraz uzyskania pomocy w swoim języku. W tym celu skontaktuj się z Działem Obsługi Klienta pod numerem telefonu podanym na karcie identyfikacyjnej. (TTY/TDD: 711)

Punjabi

ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਇਹ ਜਾਣਕਾਰੀ ਅਤੇ ਮਦਦ ਮੁਫਤ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਮਦਦ ਲਈ ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਉੱਤੇ ਮੈਂਬਰ ਸੇਵਾ ਸੰਖਿਆ ਨੰਬਰ ਤੇ ਕਾਲ ਕਰੋ। (TTY/TDD: 711)

Navajo

Bee ná ahoót'í t'áá ni nizaad k'ehjí níká a'doowół t'áá jík'e. Naaltsoos bee atah nilínígíí bee né'cho'dólzingo nanitínígíí béésh bee hane'í bikáá' áájí' hodiílnih. Naaltsoos bee atah nilínígíí bee né'cho'dólzingo nanitínígíí béésh bee hane'í bikáá' áájí' hodiílnih. (TTY/TDD: 711)

It's important we treat you fairly

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1-800-537-7697) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.