

Meridian Nondiscrimination Notice

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

Meridian:

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)

Provides 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 Meridian’s Grievance Coordinator. If you believe that Meridian has 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 Meridian’s Grievance Coordinator. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Meridian’s Grievance Coordinator is available to help you.

Mail:

Meridian
Attn: Grievance Coordinator
PO Box 10353
Van Nuys, CA 90410-0353

Telephone: 866-606-3700 (TTY users should call 711)

Fax: 833-669-1734

Email: medicaidgrievances@mhplan.com

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 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
800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/complaints/index.html.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 866-606-3700 (TTY: 711).

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 866-606-3700 (TTY: 711).

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 866-606-3700 (TTY: 711)。

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 866-606-3700 (TTY: 711) 번으로 전화해 주십시오.

Tagalog (Tagalog-Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 866-606-3700 (TTY: 711).

العربية (Arabic): ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 866-606-3700 (رقم هاتف الصم والبكم: 711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 866-606-3700 (телетайп: 711).

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 866-606-3700 (TTY: 711).

أردو (Urdu): خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 866-606-3700 (TTY: 711)۔

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 866-606-3700 (TTY: 711).

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l’italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 866-606-3700 (TTY: 711).

हिंदी (Hindi): ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 866-606-3700 (TTY: 711) पर कॉल करें।

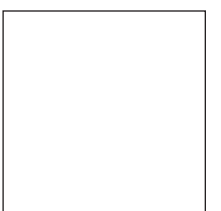
Français (French): ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 866-606-3700 (ATS: 711).

λληνικά (Greek): ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 866-606-3700 (TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 866-606-3700 (TTY: 711).



1333 Burr Ridge Parkway
Suite 100
Burr Ridge, IL 60527



First Name Last Name
1234 Address Here Street
Second Address Line Here
City, State ZIP

In this issue

- **Why preventive care can be rewarding**
- **How to get free rides to appointments**
- **What you can do to prevent the flu**
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plan to end the year
strong.



bright times
fall 2023
a quarterly newsletter for a healthier you.



prevention
protects
the whole
family.

The seasons are changing. We know that keeping your family healthier matters all year. Here are some tips to help you stay on top of preventive care.

You're covered for your annual checkup. Schedule this basic preventive care with your provider. When you call, remember to ask about recommended screenings and immunizations. Need help getting to your appointment? With your transportation benefits, you can request a free ride.

This time of year marks the beginning of flu season. Find out about getting the current flu vaccine.

And be sure you're ready to renew your Medicaid, if you haven't already. Keep reading to learn more.

We're glad to be here for you and your family. Call Member Services with your questions, Monday through Friday, 8:00 a.m. to 5:00 p.m.



Get news about health and benefits. Sign up for our monthly e-newsletter at [ILmeridian.com/FallSignup23](https://www.ILmeridian.com/FallSignup23).

is it your *time* to renew?

Watch our short video to learn what you need to know about renewing your Medicaid coverage, including how to find your due date. See the video at [ILmeridian.com/Fall23Renew](https://www.ILmeridian.com/Fall23Renew) or in Spanish at [ILmeridian.com/Fall23RenewEsp](https://www.ILmeridian.com/Fall23RenewEsp). Call Member Services or your Care Coordinator for personal support.

Beware of scams. **Illinois will never ask you for money to renew or apply for Medicaid.** Report scams to the fraud report website at bit.ly/41lz3KN or the Medicaid Fraud Hotline at 1-844-453-7283/1-844-ILFRAUD.

stay current with your care.

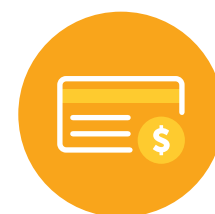
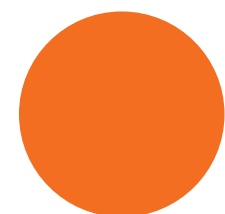
Make sure you're up to date with preventive care like checkups, screenings & immunizations.

As the year draws to its end, put time on your calendar for preventive care. Start with annual physicals. They can make a difference. They help you and your provider keep track of your health concerns over time.

Like your annual physical, recommended screenings and vaccines help you stay on top of your health. Screenings can help diagnose a disease early on. That's when it's easier to treat. The schedule of screenings depends on your age and other factors. Ask your provider which screenings are right for you.

Routine vaccines protect kids from many kinds of sickness. Families and communities stay healthier when children get their routine vaccines. Learn more at [ILmeridian.com/FallKidsVaccines](https://www.ILmeridian.com/FallKidsVaccines).

We can help you schedule your next annual appointment. Use our Provider Finder tool to find a provider near you who speaks your language. Find the tool at [ILmeridian.com/FallProviderFinder](https://www.ILmeridian.com/FallProviderFinder). For help scheduling and managing appointments, call Member Services and ask about care coordination.



You might be eligible to earn Healthy Rewards for some checkups, screenings, and vaccines. Go to [ILmeridian.com/Fall23Rewards](https://www.ILmeridian.com/Fall23Rewards) to find out more.



it's the season for Fluvention.

Every autumn, flu season arrives. Flu can be a serious illness. That's especially true for:

Young children (including infants)

Older people (age 65 years+)

Those who are pregnant

Anyone with a weakened immune system or certain health conditions

Help your family prevent illness with the current flu vaccine. The flu is different every year, which is why vaccines are updated. Plus the protection the vaccine gives can weaken over time. That's another reason why a yearly flu vaccine is needed to keep you from getting sick.

Your Meridian benefits include your flu vaccines. You and your children can get your vaccines at your providers' offices and many pharmacies.

Read our flu page to learn more. Go to [ILmeridian.com/Fluvention23](https://www.ILmeridian.com/Fluvention23).



get free *rides* to appointments.

At Meridian, we want to help you get access to the care you need. We provide free rides to the locations where you get your care services.

Your benefits take you to medical and mental health provider offices, durable medical equipment vendors, Family Case Management sites, and Women, Infants, and Children (WIC) offices.

We can pick you up in a car or van. Or you can choose a free bus ticket. Or get reimbursed for your gas if you decide to drive yourself.

Call the transportation line at least three days before your appointment. That number is 866-796-1165. Or visit the transportation page at [ILmeridian.com/FreeRides23](https://www.ILmeridian.com/FreeRides23) for more information.

This benefit is for non-emergency care services. You should always call 911 in emergencies.



Meridian Member Services
866-606-3700 (TTY: 711)

Monday–Friday,
8:00 a.m. to 5:00 p.m.



24/7 Nurse Advice Line
Get answers to health questions 24/7 by calling 866-606-3700.



Social Media
Facebook, X (Twitter), and Instagram: @ILMeridian