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University of Maryland Health Advantage, Inc.:

- 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 Member Services at 410-779-9932, or toll-free at 1-844-386-6762, 8 AM to 8 PM EST, 7 days a week from October 1 through March 31 and 8 AM to 8 PM EST, Monday through Friday from April 1 through September 30. TTY users should call 711.

If you believe that University of Maryland Health Advantage, Inc. 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:

University of Maryland Health Advantage  
c/o Appeals and Grievance Department  
1966 Greenspring Drive, Suite 100  
Timonium, MD 21093  
Phone: 410-779-9932 or toll-free at 1-844-386-6762  
Fax: 1-844-329-0831

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Appeals and Grievance Department 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, 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>

### **ENGLISH**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-386-6762 (TTY: 711).

### **SPANISH**

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-844-386-6762 (TTY: 711).

### **CHINESE**

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨1-844-386-6762 (TTY: 711)。

### **KOREAN**

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 1-844-386-6762 (TTY: 711)로 연락주시기 바랍니다.

### **VIETNAMESE**

CHÚ Ý: Nếu quý vị nói tiếng Việt, thì có sẵn các dịch vụ trợ giúp ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số 1-844-386-6762 (TTY: 711).

### **FRENCH**

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le 1-844-386-6762 (TTY: 711).

### **TAGALOG**

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang 1-844-386-6762 (TTY: 711).

### **RUSSIAN**

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: 1-844-386-6762 (телетайп: 711).

### **URDU**

1-844-386-6762 - سہیل بایتسد وک آپ آتفم، تام دخ تن واعم ن ابز، سہیل بایتسد وک آپ آتفم رگا: نہ جوت (711: یٹ او یٹ یٹ) - سہیل بایتسد وک آپ آتفم رگا: نہ جوت

### **PERSIAN**

سامت. دن تسه سرتسد رد ام ش ه ب، ن اگی ار، د ادم ا تام دخ ن ابز، سی لگن ان ابز ام ش رگا: نہ جوت  
1-844-386-6762 (TTY: 711).

## **FRENCH CREOLE**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-386-6762 (TTY: 711).

## **PORTUGUESE**

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para 1-844-386-6762 (TTY: 711).

## **ARABIC**

(الهاتف النصي: 1-844-386-6762 ملاحظة: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً من أجلك. اتصل بالرقم 711).

## **POLISH**

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer 1-844-386-6762 (TTY: 711).

## **ITALIAN**

ATTENZIONE: Se lei parla italiano, sono disponibili servizi gratuiti di assistenza linguistica nella sua lingua. Chiami 1-844-386-6762 (TTY: 711).

## **JAPANESE**

お知らせ: 日本語での対応を望まれる方には、無料で通訳サービスをご利用になれます。電話番号1-844-386-6762 (TTY: 711)までお問い合わせ下さい。

## **GERMAN**

BITTE BEACHTEN: Wenn Sie Deutsch sprechen, stehen Ihnen unsere Dolmetscher unter der Nummer 1-844-386-6762 (TTY: 711) kostenlos zur Verfügung.

## **FARSI**

توجه: چنانچه به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، به صورت رایگان، در اختیار شما قرار خواهد گرفت. تماس بگیرید. 1-844-386-6762 (TTY: 711) با شماره