

## ***NOTICE TO THE PUBLIC***

### **NON-DISCRIMINATION STATEMENT AND ACCESSIBILITY REQUIREMENTS**

Priority Partners and The Maryland Department of Health (the Department) comply with applicable Federal civil rights laws and do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex.

Priority Partners, upon request:

- Provides free aids and services to people with disabilities to communicate effectively with Department staff, such as, but not limited to:
  - Qualified sign language interpreters
  - Writing information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides **NO COST, FREE** language services to people whose primary language is not English, such as, but not limited to:
  - Qualified interpreters
  - Information written in other languages

**If you need these services, please contact the Department's health program, service, local health department or health insurance marketplace directly.**

If you believe that the Department 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: Johns Hopkins Health Plans Corporate Compliance Department, 7231 Parkway Dr., Suite 100, Hanover, MD 21076, phone: 1-844-422-6957, fax: 1-410-762-1527, or email: [compliance@jhhp.org](mailto:compliance@jhhp.org), or The Maryland Department of Health, Office of Equal Opportunity Programs, Equal Access Compliance Unit (EACU), 201 West Preston Street, Room 422, Baltimore, Maryland 21201, 410-767-6600 (Voice) 410-333-5337 (Fax), [mdh.oeop@maryland.gov](mailto:mdh.oeop@maryland.gov) (email). Deaf and hard of hearing individuals may use MD Relay 7-1-1.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, staff are 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/smartscreen/main.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, 1-800-868-1019, 800-537-7697(TDD).

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

Language Accessibility Statement

If you speak English, language assistance services, free of charge, are available to you.

Call: 1-877-463-3464 (TTY: 7-1-1).

Español/Spanish

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: 1-877-463-3464 (TTY: 7-1-1).

አማርኛ/Amharic

የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-877-463-3464 (መስማት ለተሳናቸው፡ TTY: 7-1-1).

.Arabic/العربية

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-463-3464 (رقم هاتف الصم والبكم: 7-1-1).

Bàsòó`-wùdù-po-nyò(Bassa)

Dè dɛ nià kɛ dyédé gbo: ɔ jù kè m̀ [Bàsòó`-wùdù-po-nyò] jù ní, níí, à wuɖu kà kò d̀ò po-poòbèin` m̀ gbo kpáa. Dá 1-877-463-3464 (TTY:7-1-1)

中文/Chinese

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 1-877-463-3464 (TTY: 7-1-1)。

Farsi/فارسی

توجه: اگر به زبان فارسی گفتگو می کنی د، تسهی لات زبان ی بصورت رای گان برای شما دا ری بگی تماس 877-463-3464 (TTY: 7-1-1) با .باشد ی م فراهم

Français/French

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le: 1-877-463-3464 (ATS: 7- 1-1).

ગુજરાતી/Gujarati

જો તમે ગુજરાતી બોલો છો, તો તમારા માટે ભાષા સહાય સેવાઓ મફતમાં ઉપલબ્ધ છે. કોલ કરો: 1-800-385-4104 (TTY: 711).

kreyòl ayisyen/Haitian Creole

Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-463-3464 (TTY: 7-1-11).

Igbo

O buru na asu Ibo asusu, enyemaka diri gi site na call 1-877-463-3464 (TTY: 7-1-1)

한국어/Korean

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-463-3464

(TTY: 7-1-1)번으로 전화해 주십시오.

Português/Portuguese

Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-463-3464 (TTY: 7-1-1)

Русский/Russian

Помощь доступна на вашем языке: 1-877-463-3464 (TTY: 7-1-1). Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa iyong wika: 1-877-463-3464 (TTY: 7-1-1). Ang mga serbisyong ito ay libre.

Urdu/اردو

877-463-3464 ن کری کال۔ ی ہ اب ی دست ن می مفت خدمات کی مدد کی زبان کو آپ تو، ی ہ بولتے اردو آپ اگر: خبردار (TTY: 7-1-1)

Tiếng Việt/Vietnamese

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-463-3464 (TTY: 7-1-1).

Yorùbá/Yoruba

Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 877-463-3464 (TTY: 7-1-1)