

## **Discrimination is Against the Law**

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

### **First Choice VIP Care Plus:**

- 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 First Choice VIP Care Plus Member Services at 1-888-978-0862 (TDD/TTY: 711). We are available from 8 am to 8 pm, 7 days a week.

If you believe that First Choice VIP Care Plus 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:

- First Choice VIP Care Plus Appeals & Grievances Department, P.O. Box 337, Essington, PA 19029, Phone: 1-888-978-0862 (TDD/TTY: 711), Fax: 1-855-221-0046.
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, First Choice VIP Care Plus Member Services 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>.

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**Multi-language Interpreter Services**

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-978-0862 (TTY: 711).

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-978-0862 (TTY: 711).

**Arabic:** ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم 1-888-978-0862 (TTY: 711).

**Portuguese:** ATENÇÃO: Se fala português, encontra-se disponível serviço gratuito de intérprete pelo telefone 1-888-978-0862 (TTY: 711).

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-978-0862 (телетайп: 711).

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-978-0862 (TTY: 711).

**Brazilian Portuguese:** ATENÇÃO: Se você fala português brasileiro, oferecemos serviço gratuito de intérprete no seu idioma pelo telefone 1-888-978-0862 (TTY: 711).

**Chinese Mandarin:** 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: 1-888-978-0862 (TTY: 711)。

**Falam:** THEIHTERNAK: Falam tawng thiamtu na si le tawng letnak a si mi 1-888-978-0862 (TTY: 711) ah tangka pek tullo in na ko thei.

**Hindi:** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-978-0862 (TTY: 711) पर कॉल करें।

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-978-0862 (TTY: 711) 번으로 전화해 주십시오.

**Chin:** THEIHTERNAK: Hakha holh a hmangmi na si ahcun holh lettu chawnhnak 1-888-978-0862 (TTY: 711) ah manlo in auh khawh a si.

**French:** ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-978-0862 (ATS: 711).

**Karen:** ဟံသုဂ်ဟံသး-နမ့ၢ်ကတိၤ ကညီ ကျိၣ်အယိ, နမ့ၢ်ကျိၣ်အတၢ်မၤစၢၤလၢ တလၢာ်ဘျုးလၢာ်စ့ၤ နီတံၤဘၣ်သ့ၣ်န့ၣ်လီၤ. ကိ: 1-888-978-0862 (TTY: 711).

**Amharic:** ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚክተለው ቁጥር ይደውሉ 1-888-978-0862 (TTY: 711)።

**Burmese:** သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-888-978-0862 (TTY: 711) သို့ ခေါ်ဆိုပါ။

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