

Health Plan of San Mateo Nondiscrimination Notice

The Health Plan of San Mateo (HPSM) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HPSM does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

HPSM:

- 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.

If you believe that HPSM 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:

Member Services
801 Gateway Blvd., Suite 100
South San Francisco, CA 94080
Toll Free: 1-800-750-4776 Local: 650-616-2133
TTY: 1-800-735-2929
Fax: 650-616-8581

You can file a grievance in person or by mail, fax, or phone. If you need help filing a grievance, Member Services 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/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 other languages other than English, language assistances services, free of charge, are available to you. Call **1-800-750-4776** (TTY: **1-800-735-2929**).

Spanish:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-750-4776** (TTY: **1-800-855-3000**).

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 **1-800-750-4776** (TTY : **1-800-735-2929**) 。

Tagalog:

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-750-4776** (TTY: **1-800-735-2929**).

Russian:

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-750-4776** (телетайп: **1-800-735-2929**).

Arabic:

كل رفاوتت ةي وغلل ا ةدعاسم ا تامدخ نإف ، ةغلل ا ركذا ثدحتت تنك اذإ : ةظوح ل م: مكبل او مصل ا فتاه مقرر) **1-800-750-4776** مق رب لصتا . ن ا ج م ل اب **1-800-735-2929**).

Armenian:

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լրեզվական աջակցությունները: Ձանգահարեք **1-800-750-4776** (TTY (հեռատիպ)՝ **1-800-735-2929**):

Cambodian:

រ បយ គ្នា ៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្ទៃក្នុង ភាសា ដោយមិនគិតលុយគឺអាចមានសំរាប់ បំរើអ្នក។ ចូរទូរស័ព្ទ **1-800-750-4776** (TTY: **1-800-735-2929**) ។

Farsi:

توجه: اگر به زبانی غیر از زبان انگلیسی صحبت میکنید، خدمات زبانی رایگان برای شما فراهم است. با شماره **1-800-750-4776** تماس بگیرید. (TTY: **1-800-735-2929**)

Hmong:

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **1-800-750-4776** (TTY: **1-800-735-2929**).

Hindi:

ध्यान दें: यदि आप अंग्रेजी के अलावा कोई अन्य भाषा बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-750-4776 (TTY: 1-800-735-2929)** पर कॉल करें।

Japanese:

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

1-800-750-4776 (TTY: 1-800-735-2929) まで、お電話にてご連絡ください。

Korean:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-800-750-4776 (TTY: 1-800-735-2929) 번으로 전화해 주십시오.

Punjabi:

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਖੰਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਿੱ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-750-4776 (TTY: 1-800-735-2929)** 'ਤੇ ਕਾਲ ਕਰੋ।

Thai:

เรียน: ถ้า คุณพูดภาษาไทยคุณสามารถใช้ บริการช่วยเหลือทางภาษาได้ ฟรี โทร **1-800-750-4776 (TTY: 1-800-735-2929)**.

Vietnamese:

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-750-4776 (TTY: 1-800-735-2929)**.

Laotian:

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທສ **1-800-750-4776 (TTY: 1-800-735-2929)**.