



Non-Discrimination Notice

It's important we treat you fairly

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call Member Services for help (TTY: 711).

If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to:

Compliance Coordinator
CareMore Health Plan
12900 Park Plaza Drive, Suite 150, Mailstop 6150
Cerritos, California 90703-9329
Email: caremore.a&gunit@caremore.com

Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TTY: 1- 800-537-7697).

Get help in your language

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call Member Services.

Spanish:

Tiene el derecho de obtener esta información y ayuda en su idioma de forma gratuita. Llame al número de Servicios para Miembros para obtener ayuda. (TTY/TDD: 711)

Amharic:

ይህንን መረጃ የማግኘትና በቋንቋዎ እርዳታ የማግኘት መብት አለዎት። እርዳታ ለማግኘት የደንበኞች አገልግሎት ይደውሉ። (TTY/TDD: 711)

Arabic

(للمساعدة: TTY/TDD) يحق لك الحصول على هذه المعلومات والمساعدة بلغتك مجاناً. اتصل بخدمة العملاء للمساعدة.
711)



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Armenian:

Դուք իրավունք ունեք Ձեր լեզվով ստանալու այս տեղեկատվությունը և ցանկացած օգնություն՝ անվճար: Օգնություն ստանալու համար զանգահարեք հաճախորդների սպասարկման կենտրոն: (TTY/TDD: 711)

Chinese:

您有權使用您的語言免費獲得該資訊和協助。請致電客戶服務部尋求協助。(TTY/TDD: 711)>]

Farsi:

شما این حق را دارید که این اطلاعات و کمکها را به صورت رایگان به زبان خودتان دریافت کنید. برای دریافت کمک با مرکز خدمات مشتریان تماس بگیرید. (711). دیریگ تماس، است شده درج تان یی شناسا کارت یرو (TTY/TDD: 711)

French:

Vous avez le droit d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour obtenir de l'aide, veuillez appeler le service client. (TTY/TDD: 711)

German:

Sie haben das Recht, diese Informationen und Unterstützung kostenfrei in Ihrer eigenen Sprache zu erhalten. Bitte rufen Sie den Kundendienst an, um Hilfe anzufordern. (TTY/TDD: 711)

Hindi:

आपके पास इस जानकारी और सहायता को अपनी भाषा में निःशुल्क प्राप्त करने का अधिकार है। सहायता के लिए सदस्य सेवा पर कॉल करें। (TTY/TDD: 711)

Hmong:

Koj muaj cai tau txais cov ntaub ntawv no thiab tau txais kev pab txhais ua koj hom lus pub dawb rau koj. Yog xav tau kev pab hu rau Lub Chaw Muab Kev Pabcuam Rau Cov Neeg Tuaj Siv Peb Qhov Kev Pab (Customer Service). (TTY/TDD: 711)

Japanese:

この情報と支援を希望する言語で無料で受けることができます。サポートが必要な場合はカスタマー サービスにお電話ください。(TTY/TDD: 711)

Khmer:

លោកអ្នកមានសិទ្ធិទទួលបានព័ត៌មាននិងជំនួយជាភាសារបស់លោកអ្នក ដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅសេវាអតិថិជន ដើម្បីសុំជំនួយ។ (TTY/TDD: 711)



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Vietnamese:

Bạn có quyền được biết về thông tin này và được hỗ trợ bằng ngôn ngữ của bạn miễn phí. Hãy liên hệ với Dịch vụ khách hàng để được hỗ trợ. (TTY/TDD: 711)