Statement of Non-Discrimination

PA Health & Wellness complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation. PA Health & Wellness does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

PA Health & Wellness:

- 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 PA Health & Wellness at 1-844-626-6813 (TTY 711).

If you believe that PA Health & Wellness has failed to provide these services or discriminated in another way on the basis of race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, gender identity, language, MA status, income, status, program participation, health status, disease or pre-existing condition, anticipated need for healthcare or physical or mental handicap, you can file a grievance with:

1557 Coordinator
PA Health & Wellness
1700 Bent Creek Blvd. Ste. 200
Mechanicsburg, PA 17050
(833) 236-9679 (TTY 711)
Fax: 866-388-1769
PHWComplaintsandGrievances@PaHealthWellness.com

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-1127, TTY/PA Relay 711
Fax: (717) 772-4366
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator 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, phone, or email 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)
OCRMail@hhs.gov

Complaint forms are available at *https://www.hhs.gov/ocr/complaints/index.html*.
This notice is available at PA Health & Wellness website: *https://www.pahealthwellness.com/non-discrimination-notice.html.*

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-844-626-6813 (TTY: 711) or speak to your provider.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-844-626-6813 (TTY: 711) o hable con su proveedor.

Chinese; Mandarin

注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-844-626-6813 (TTY: 711) 或咨询您的服务提供商。

Nepali

ध्यान दिनुहोस्: यदि तपाईं अङ्ग्रेजी बाहेक अन्य भाषा बोल्नुहुन्छ भने, निःशुल्क भाषा सहायता सेवाहरू तपाईंका लागि उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायक सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-844-626-6813 (TTY: 711) मा कल गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian

ВНИМАНИЕ! Если Вы говорите по-русски, Вам доступны бесплатные услуги языковой поддержки. Вам также бесплатно предоставят соответствующие вспомогательные средства и услуги для предоставления информации в доступных форматах. Позвоните по телефону 1-844-626-6813 (TTY: 711) или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-844-626-6813 (TTY: 711) أو تحدث إلى مقدم الخدمة

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòma aksesib yo disponib gratis tou. Rele nan 1-844-626-6813 (TTY: 711) oswa pale avèk founisè w la.

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phụ trợ thích hợp để cung cấp thông tin ở các định dạng có thể tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-844-626-6813 (TTY: 711) hoặc trao đổi với nhà cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо Ви розмовляєте українською, Вам безкоштовно доступні послуги мовної підтримки. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також надаються безкоштовно. Зателефонуйте за номером 1-844-626-6813 (TTY: 711) або зверніться до свого постачальника медичних послуг.

Chinese; Cantonese

注意：如果您說中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-844-626-6813 (TTY: 711) 或與您的提供者討論。

Portuguese

ATENÇÃO: Se você fala português do Brasil, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-844-626-6813 (TTY: 711) ou fale com seu provedor.

Bengali

মনোযোগ দিন: আপনি যদি ইংরেজি ছাড়া অন্য কোনও ভাষায় কথা বলেন, তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা পাওয়া যায়। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত যোগাযোগ সহায়তা এবং পরিষেবাগুলিও বিনামূল্যে পাওয়া যায়। 1-844-626-6813 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সঙ্গে কথা বলুন।

French

ATTENTION : Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-844-626-6813 (TTY: 711) ou parlez à votre fournisseur.

Cambodian

សូមយកចិត្តទុកដាក់៖ប្រសិនបើអ្នកនិយាយភាសាខ្មែរសេវាជំនួយភាសាឥតគិតថ្លៃមានសម្រាប់អ្នក។
ជំនួយ និងសេវាកម្មដែលសមរម្យសម្រាប់ផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើបាន
ក៏អាចរកបានដោយឥតគិតថ្លៃដងដែរ។ សូមទូរស័ព្ទទៅលេខ 1-844-626-6813 (TTY: 711)
ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Korean

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-844-626-6813 (TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati

ધ્યાન આપો: જો તમે અંગ્રેજી સિવાય બીજી ભાષા બોલતા હો, તો તમારા માટે મફત ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. માહિતી સુલભ સ્વરૂપમાં આપવા માટે યોગ્ય સહાયક સાધનો અને સેવાઓ પણ મફતમાં ઉપલબ્ધ છે. 1-844-626-6813 (TTY: 711) પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.