

Nondiscrimination Statement

Johns Hopkins US Family Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. US Family Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Johns Hopkins US Family Health Plan:

- 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 and information written in other languages.

If you need these services, contact our Compliance Grievance Coordinator.

If you believe Johns Hopkins US Family Health Plan 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 in person or by mail, fax, or email using the contact information immediately below.

Johns Hopkins HealthCare Compliance Department Attn: Compliance Grievance Coordinator
6704 Curtis Court, Glen Burnie, MD 21060, Phone: 1-844-422-6957 Monday – Friday 8 a.m. to 5 pm TTY: 711
Fax: 410-762-1527 Email: compliance@jhhc.com. Hotline: 1-844-773-2528 (24/7)

If you need help filing a grievance the Johns Hopkins HealthCare Compliance Grievance Coordinator is available to assist you.

Language Accessibility Statement

Interpreter Services Are Available for Free

Español/Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-808-7347 (TTY: 1-800-201-7165).

አማርኛ/Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-808-7347 (መስማት ለተሳናቸው፡ (TTY)1-800-201-7165)።

العربية/Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-654-9728 (رقم هاتف الصم والبكم:

1-800-808-7347 (TTY 1-800-201-7165).

Bàsòò-wùdù-po-nyò /Bassa

Dè dè nià ke dyédé gbo: Ǿ jù ké m [Bàsò ò -wùdù-po-nyò] jù ní, ní, à wudù kà kò dò po-poò b́é in m gbo kpáa. Dá 1-800-808-7347 (TTY:1-800-201-7165).

中文/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1-800-808-7347 (TTY: 1-800-201-7165)。

فارسی/Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما بگنجد تماس. (1-800-808-7347 (TTY: 1-800-201-7165) با. باشد فر

Français/French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-808-7347 (ATS : 1-800-201-7165).

ગુજરાતી /Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.

ફોન કરો

1-800-808-7347 (TTY: 1-800-201-7165).

kreyòl ayisyen/Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-808-7347 (TTY: 1-800-201-7165).

Igbo

Ntị: Ọ bụrụ na asụ lbo, asụsụ aka ọasụ n'efu, defu, aka. Call 1-800-654-9728 (TTY: 1-800-201-7165).

한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-654-9728 (TTY: 1-800-201-7165.)번으로 전화해 주십시오.

Português/Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-808-7347 (TTY: 1-800-201-7165).

Русский/Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-808-7347 (телетайп: 1-800-201-7165).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-808-7347 (TTY: 1-800-201-7165).

اردو/Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال

کریں。(1-800-808-7347 (TTY: 1-800-201-716

Tiếng Việt/Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-808-7347 (TTY: 1-800-201-7165).

Yorùbá/Yoruba

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfẹ ni iranlọwọ lori èdè wa fun yin o. E pe ẹrọ-ibanisọrọ yi 1-800-808-7347 (TTY: 1-800-201-7165).