

Multi-Language Insert Multi-Language Interpreter Services

<p>Spanish</p> <p>ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.855.645.8448 (TTY 711).</p>	<p>Vietnamese</p> <p>CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.855.645.8448 (TTY 711).</p>
<p>Arabic</p> <p>ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 8448.546.558.1 (رقم هاتف الصم والبكم: 117).</p>	<p>Japanese</p> <p>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。1.855.645.8448 (TTY 711) まで、お電話にてご連絡ください。</p>
<p>Cantonese Chinese</p> <p>注意：如果您說廣東話，您可以免費獲得語言援助服務。請致電 1.855.645.8448 (TTY 711)。</p>	<p>Korean</p> <p>주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.855.645.8448 (TTY 711) 번으로 전화해 주십시오.</p>
<p>Mandarin Chinese</p> <p>注意：如果您说普通话，您可以免费获得语言援助服务。请致电 1.855.645.8448 (TTY 711)。</p>	<p>Laotian</p> <p>ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1.855.645.8448 (TTY 711).</p>
<p>French</p> <p>ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.855.645.8448 (ATS 711).</p>	<p>Farsi</p> <p>توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با تماس بگیرد 1.855.645.8448 (TTY 711)</p>
<p>German</p> <p>ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.855.645.8448 (TTY 711).</p>	<p>Russian</p> <p>ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.855.645.8448 (телетайп 711).</p>
<p>Gujarati</p> <p>સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1.855.645.8448 (TTY 711).</p>	<p>Tagalog</p> <p>PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.855.645.8448 (TTY: 711).</p>
<p>Hindi</p> <p>ध्यान दें: यदि आप हृदि बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1.855.645.8448 (TTY 711) पर कॉल करें।</p>	<p>Urdu</p> <p>خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1.855.645.8448 (TTY 711).</p>

<p>ATTENTION: Texas Relay Services are available for the hearing impaired at (711).</p>	<p>Resources are available for the visually impaired, please call 1.855.645.8448 (711).</p>
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Memorial Hermann *Advantage* complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Memorial Hermann *Advantage* does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Memorial Hermann *Advantage*:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact Customer Service at the number below.

If you believe that Memorial Hermann *Advantage* 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:

Civil Rights Coordinator
Memorial Hermann Health Plan
929 Gessner Road, Suite 1500
Houston, TX 77024

HMO 1.855.645.8448 (TTY: 711)
8 a.m. to 8 p.m. Central Time, daily (Oct. 1 – March 31)
8 a.m. to 8 p.m. Central Time, Monday – Friday (April 1 – Sept. 30)

Fax 713.338.6487
Email MHHealthAppeals@memorialhermann.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights 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 or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1.800.368.1019 (1.800.537.7697 TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.