

Non-Discrimination Notice

PerformCare 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.

PerformCare 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.

PerformCare 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)

PerformCare 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 the PerformCare Member Services number for your county.

Capital Area (Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties)

Member Services: **1-888-722-8646**

TTY/TDD: **1-800-654-5984** or PA Relay **711**

North Central Area (Franklin-Fulton Counties)

Member Services (Franklin-Fulton): **1-866-773-7917**

TTY/TDD: **1-800-654-5984** or PA Relay **711**

If you believe that PerformCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

PerformCare
Complaint/Grievances
8040 Carlson Road
Harrisburg, PA 17112

Capital area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): **1-888-722-8646**,

North Central area(Franklin-Fulton Counties): **1-866-773-7917**

TTY/TDD: **1-800-654-5984** or PA Relay **711**,

Fax: **717-671-6555**, or

OCRComplaints@amerihealthcaritas.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, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, PerformCare and the Bureau of Equal Opportunity 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, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)
OCRMail@hhs.gov

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

Language Assistance Services

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids also available free of charge. Call: **Capital Area (Cumberland, Dauphin, Lancaster, Lebanon, and Perry Counties): 1-888-722-8646; North Central Area (Franklin-Fulton Counties): 1-866-773-7917 (TTY: (717) 787-1127).**

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: **Área de la capital (condados de Cumberland, Dauphin, Lancaster, Lebanon y Perry): 1-888-8646; Área centro-norte (condados de Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127)** 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: 首府地区 (Cumberland、Dauphin、Lancaster、Lebanon 和 Perry 县): 1-888-722-8646; 中北部地区 (Franklin-Fulton 县): 1-866-773-7917 (TTY: (717) 787-1127) 或咨询您的服务提供商。

Nepali: सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। कल गर्नुहोस्: **क्यापिटल एरिया (Cumberland, Dauphin, Lancaster, Lebanon, र Perry काउन्टीहरू): 1-888-722-8646; नर्थ सेन्ट्रल एरिया (Franklin-Fulton काउन्टीहरू): 1-866-773-7917 (TTY: (717) 787-1127)** मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian: ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону для столичного региона (округа Cumberland, Dauphin, Lancaster, Lebanon и Perry): 1-888-722-8646, для северного центрального региона (округа Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127) 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. لمنطقة العاصمة (مقاطعات Cumberland و Dauphin و Lancaster و Lebanon و Perry)، يُرجى الاتصال على الرقم: 1-888-722-8646؛ للمنطقة الشمالية الوسطى (مقاطعة Franklin-Fulton)، يُرجى الاتصال على الرقم: 1-866-773-7917 (TTY: (717) 787-1127) 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 fòm aksesib yo disponib gratis tou. Rele: zòn kapital la (konte Cumberland, Dauphin, Lancaster, Lebanon ak Perry): 1-888-722-8646; zòn Nò-Santral (konte Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127) 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 dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số: **Khu Vực Thủ Phủ (Các Quận Cumberland, Dauphin, Lancaster, Lebanon và Perry): 1-888-722-8646; Khu Vực Trung Bắc (Các Quận Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127)** hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian: УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за наступними номерами: **Столичний регіон (округи Cumberland, Dauphin, Lancaster, Lebanon та Perry): 1-888-722-8646; Північно-центральний регіон (округи Franklin та Fulton): 1-866-773-7917 (TTY: (717) 787-1127)** або зверніться до свого постачальника.

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。致電：首府地區（Cumberland、Dauphin、Lancaster、Lebanon 和 Perry 縣）：1-888-722-8646；中北部地區（Franklin-Fulton 縣）：1-866-773-7917 (TTY: (717) 787-1127) 或與您的提供者討論。

Portuguese: ATENÇÃO: Se você fala português, 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: **região da capital (condados de Cumberland, Dauphin, Lancaster, Lebanon e Perry): 1-888-722-8646; região centro-norte (condados de Franklin-Fulton): 1-866-773-7917 (TTY: (717) 787-1127)** ou fale com seu provedor.

Bengali: মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। ফোন করুন: **ক্যাপিটাল এলাকা (Cumberland, Dauphin, Lancaster, Lebanon, ও Perry কাউন্টি): 1-888-722-8646; নর্থ সেন্ট্রাল এলাকা (Franklin-Fulton কাউন্টি): 1-866-773-7917 (TTY: (717) 787-1127)** নথরে কল করুন অথবা আপনার প্রদানকারীর সাথে 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 : dans la zone de la capitale (**comtés de Cumberland, Dauphin, Lancaster, Lebanon et Perry**) : 1-888-722-8646 ; dans la zone Nord-centrale (**comtés de Franklin-Fulton**) : 1-866-773-7917 (TTY: (717) 787-1127) ou parlez à votre fournisseur.

Cambodian: សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ**តំបន់រដ្ឋធានី (Cumberland, Dauphin, Lancaster, Lebanon, និង Perry ខោនធី): 1-888-722-8646; តំបន់កណ្តាលភាគខាងជើង (Franklin-Fulton ខោនធី): 1-866-773-7917 (TTY: (717) 787-1127)** ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Korean: 주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. **캐피털 지역(Cumberland, Dauphin, Lancaster, Lebanon, 및 Perry 카운티)**은 1-888-722-8646, **노스 센트럴 지역(Franklin-Fulton 카운티)**은 1-866-773-7917(TTY: (717) 787-1127)번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. કેપિટલ એરિયા (Cumberland, Dauphin, Lancaster, Lebanon, અને Perry કાઉન્ટીઓ): 1-888-722-8646; નોર્થ સેન્ટ્રલ એરિયા (Franklin-Fulton કાઉન્ટીઓ): 1-866-773-7917 (TTY: (717) 787-1127) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.