

Discrimination is Against the Law

CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst CHPDC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CareFirst CHPDC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CareFirst CHPDC:

- 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 Aika Mallya.

If you believe that CareFirst CHPDC 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:

Aika Mallya Human Resources VP/Civil Rights Coordinator, 1100 New Jersey Avenue SE, Suite 840, Washington, DC 20003, (202) 821-1076, (855) 326-4831 (TTY: 711),

Fax: (202) 821-1098,

cfdhumanrights@carefirstchpdc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aika Mallya Human Resources VP/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, D.C.
20201 1-800-368-1019, 800-537-7697
(TDD)

Interpreter Services Are Available at No Cost.

This notice has important information from CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst CHPDC).

If you need help understanding, this information is available in your language at no cost.

English

“If you do not speak and/or read English, please call 202-821-1100 or 855-326-4831 (TTY: 711) between 8:00am – 5:30pm, Monday- Friday. A representative will assist you.”

Español (Spanish)

“Si no habla y / o no lee inglés, llame al 202-821-1100 o al 855-326-4831 (TTY: 711) entre las 8:00 a.m. y las 5:30 p.m., de lunes a viernes. Un representante lo ayudará.

Tiếng Việt (Vietnamese)

Nếu bạn không nói và / hoặc đọc tiếng Anh, vui lòng gọi 202-821-1100 hoặc 855-326-4831 (TTY: 711) trong khoảng thời gian từ 8:00 sáng - 5:30 chiều, Thứ Hai - Thứ Sáu. Một đại diện sẽ hỗ trợ bạn.

한국어 (Korean)

“영어로 말하거나 읽지 못하는 경우 월요일-금요일 오전 8시에서 오후 5시 30 분 사이에 202-821-1100 또는 855-326-4831 (TTY: 711) 로 전화하십시오. 담당자가 도와 드릴 것입니다.”

Français (French)

«Si vous ne parlez pas et / ou ne lisez pas l'anglais, veuillez appeler le 202-821-1100 ou le 855-326-4831 (ATS: 711) entre 8h00 et 17h30, du lundi au vendredi. Un représentant vous assistera. »

(Arabic) عربي

بين (TTY: 711) إذا كنت لا تتحدث و / أو تقرأ الإنجليزية ، فيرجى الاتصال برقم 1100-821-202 أو 4831-326-855 الساعة 8:00 صباحًا - 5:30 مساءً ، من الاثنين إلى الجمعة . سوف يساعدك مندوب

普通話 (Mandarin)

“如果您不會說和/或不會讀英語，請在周一至週五的8:00 am – 5:30 pm之間致電202-821-1100或855-326-4831 (TTY: 711)。代表將為您提供幫助。”

Русский (Russian)

«Если вы не говорите и / или не читаете по-английски, звоните по номеру 202-821-1100 или 855-326-4831 (TTY: 711) с 8:00 до 17:30 с понедельника по пятницу. Представитель поможет вам.

ဗမာ (Burmese)

အကယ်၍ သင်သည်အင်္ဂလိပ်စကားမပြောတတ်လျှင်နှင့် / သို့မဟုတ်စာမဖတ်လျှင်၊ နံနက် ၈ ၊ ၀၀ နာရီမှညနေ ၅ ၊ ၃၀ နာရီ၊ တနင်္လာနေ့မှသောကြာနေ့အထိ 202-821-1100 သို့မဟုတ် 855-326-4831 (TTY: 711) သို့ခေါ်ဆိုပါ။ ကိုယ်စားလှယ်ကသင့်ကိုကူညီလိမ့်မယ်။

Guǎngdōng huà (Cantonese)

“Rúguǒ nín bù huì shuō he/huò bù huì dú yīngyǔ, qǐng zài zhōuyī zhì zhōu wǔ de 8:00 Am – 5:30 Pm zhī jiān zhìdiàn 202-821-1100 huò 855-326-4831(TTY:711). Dàibiǎo jiāng wèi nín tíngōng bāngzhù.”

(Farsi)فارسی

اگر زبان انگلیسی صحبت نمی کنید و یا انگلیسی خوانده اید ، لطفاً از ساعت 8 صبح - 5:30 بعد از ظهر ، دوشنبه تا جمعه با 4831-326-855 یا 1100-821-202 (TTY: 711) شماره تماس بگیرید . یک نماینده به شما کمک می کند ."

Polskie (Polish)

„Jeśli nie mówisz i / lub nie czytasz po angielsku, zadzwoń pod numer 202-821-1100 lub 855-326-4831 (TTY: 711) w godzinach od 8:00 do 17:30, od poniedziałku do piątku. Przedstawiciel będzie Ci pomagał ”.

Português (Portuguese)

“Se você não fala e / ou lê inglês, ligue para 202-821-1100 ou 855-326-4831 (TTY: 711) entre as 8:00 e as 17:30, de segunda a sexta-feira. Um representante o ajudará.

ਪੰਜਾਬੀ (Punjabi)

“ਜੇ ਤੁਸੀਂ ਅੰਗ੍ਰੇਜ਼ੀ ਨਹੀਂ ਬੋਲਦੇ ਜਾਂ / ਜਾਂ ਨਹੀਂ ਪੜ੍ਹਦੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੋਮਵਾਰ-ਸ਼ੁੱਕਰਵਾਰ ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 5:30 ਵਜੇ ਦੇ ਵਿਚਕਾਰ 202-821-1100 ਜਾਂ 855-326-4831 (ਟੀਟੀਵਾਈ: 711) ਨੂੰ ਕਾਲ ਕਰੋ। ਇੱਕ ਨੁਮਾਇੰਦਾ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰੇਗਾ. ”

Kreyòl Ayisyen (Haitian Creole)

“Si ou pa pale ak / oswa li angle, tanpri rele 202-821-1100 oswa 855-326-4831 (TTY: 711) ant 8:00 am - 5:30 pm, lendi-vandredi. Yon reprezantan pral ede ou. ”

हिन्दी (Hindi)

"यदि आप अंग्रेजी नहीं बोलते हैं और / या पढ़ते हैं, तो कृपया सुबह 8:00 - 5:30 बजे, सोमवार- शुक्रवार के बीच 202-821-1100 या 855-326-4831 (TTY: 711) पर कॉल करें। एक प्रतिनिधि आपकी सहायता करेगा।

Soomaali (Somali)

"Haddii aadan ku hadlin ama / ama aqrin Ingiriisiga, fadlan soo wac 202-821-1100 ama 855-326-4831 (TTY: 711) inta u dhexeysa 8:00 aroor - 5:30 pm, Isniinta-Jimcaha. Wakiil ayaa ku caawin doona. "

Hmoob (Hmong)

"Yog koj tsis hais lus thiab/los yog nyeem lus Askiv, thov hu rau 202-8210-1100 los sis 855-326-4831 (TTY: 711) ntawm 8:00 am – 5:30 pm, Hnub Monday--Friday. Tus neeg sawv cev yuav pab koj."HmongItalian

Tagalog

"Kung hindi ka nagsasalita at / o magbasa ng Ingles, mangyaring tumawag sa 202-821-1100 o 855-326-4831 (TTY: 711) sa pagitan ng 8:00 am - 5:30 pm, Lunes-Biyernes. Tutulongan ka ng isang kinatawan. "

日本人(Japanese)

英語を話せない、または読まない場合は、月曜日から金曜日の午前8時から午後5時30分までに202-821-1100または855-326-4831（TTY：711）に電話してください。担当者がお手伝いします。