



Nondiscrimination Notice

Maryland Physicians Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Maryland Physicians Care does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Maryland Physicians Care:

- 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, such as large print in a manner that takes into consideration the special needs of those who are visually impaired, hearing-impaired or have limited reading proficiency
- 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 a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-953-8854**.

If you believe that Maryland Physicians Care 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 our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
1201 Winterson Road
Linthicum, MD 21090
Telephone: 1-800-953-8854, TTY 1-800-735-2258
Email: MPCCComplianceO@marylandphysicianscare.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our 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).

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

Alternate Language and Format (TTD/TTY) Services

If you have a hard time seeing or hearing, or do not speak or know English well, we can help. MPC offers language assistance services free of charge. Please call 1-800-953-8854 (TTY: 1-800-735-2258).

Multi-language Interpreter Services

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or 1-800-953-8854. **Help is available in your language: 1-800-953-8854 (TTY: 1-800-735-2258).** *These services are available for free.*

Español/Spanish

Hay ayuda disponible en su idioma: **1-800-953-8854 (TTY: 1-800-735-2258)**. Estos servicios están disponibles gratis.

አማርኛ/Amharic

እነዚህ አገልግሎቶች ያለክፍያ የሚገኙ ነጻ ናቸው። **1-800-953-8854 (TTY: 1-800-735-2258)**.

العربية/Arabic

المساعدة متوفرة في لغتك: اتصل على الرقم **1-800-953-8854 (للمعاقين سمعياً: 1-800-735-2258)** مجاناً. هذه الخدمات متوفرة مجاناً.

中文/Chinese

用您的语言为您提供帮助：**1-800-953-8854 (TTY: 1-800-735-2258)**。这些服务都是免费的。

فارسی/Farsi

خط تلفن کمک به زبانی که شما صحبت می کنید: **1-800-953-8854 (خط تماس افراد ناشنوا 1-800-735-2258)** دنتسه سرتسد رد ناگیار تروص هب تامدخ نی

Français/French

Vous pouvez disposer d'une assistance dans votre langue : **1-800-953-8854 (TTY: 1-800-735-2258)**. Ces services sont disponibles pour gratuitement.

ગુજરાતી/Gujarati

તમારી ભાષામાં મદદ ઉપલબ્ધ છે: **1-800-953-8854 (ટીટીવાય: 1-800-735-2258)**. સેવાઓ મફત ઉપલબ્ધ છે.

Kreyòl Ayisyen/Haitian Creole

Gen èd ki disponib nan lang ou: **1-800-953-8854 (TTY: 1-800-735-2258)**. Sèvis sa yo disponib gratis.

Igbo

Enyemaka di na asusu gi: **1-800-953-8854 (TTY: 1-800-735-2258)**. Ọrụ ndị a dị na enweghi ugwo i ga akwu maka ya.

한국어/Korean

사용하시는 언어로 지원해드립니다: **1-800-953-8854 (TTY: 1-800-735-2258)**. 무료로 제공 됩니다.

Português/Portuguese

A ajuda está disponível em seu idioma: **1-800-953-8854 (TTY: 1-800-735-2258)**. Estes serviços são oferecidos de graça.

Русский/Russian

Помощь доступна на вашем языке: **1-800-953-8854 (TTY: 1-800-735-2258)**. Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa iyong wika: **1-800-953-8854 (TTY: 1-800-735-2258)**. Ang mga serbisyong ito ay libre.

اردو/Urdu

آپ کی زبان میں مدد دستیاب ہے: **1-800-953-8854 (ٹی ٹی وائی: 1-800-735-2258)** کسی بھی تسمتسد ے ک تفم تامدخ

Tiếng Việt/Vietnamese

Hỗ trợ là có sẵn trong ngôn ngữ của quý vị **1-800-953-8854 (TTY: 1-800-735-2258)**. Những dịch vụ này có sẵn miễn phí.

Yorùbá/Yoruba

Ìrànlọ́wọ̀ wà ní àrọ̀wọ́tó ní èdè rẹ: **1-800-953-8854 (TTY: 1-800-735-2258)**. Awon ise yi wa fun o free.

Swahili

Usaidizi unapatikana katika lugha yako: **1-800-953-8854 (TTY: 1-800-735-2258)**. Huduma hizi zinapatikana bila malipo.

Nepali

मद्दत तपाईंको भाषामा उपलब्ध छ: **1-800-953-8854 (TTY: 1-800-735-2258)**। यी सेवाहरू ञःशुल्क उपलब्ध छन्।

Hindi

आपको भाषा में सहायता उपलब्ध है: **1-800-953-8854 (TTY: 1-800-735-2258)**। ये सेवाएँ ञःशुल्क उपलब्ध हैं।