



Healthmap Nondiscrimination and Language Assistance Services Policy

Healthmap Solutions Inc. ("Healthmap") complies with applicable Federal Civil Rights laws and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, sex, sexual orientation, gender identity, or religion. Healthmap does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion.

Healthmap provides reasonable modifications and appropriate auxiliary aids and services, including qualified interpreters, braille or large print written materials, and access to TTY services to individuals with disabilities. Auxiliary aids and services are available free of charge and will be provided in a timely manner when necessary to ensure accessibility and provide equal opportunity to participate for individuals with disabilities.

Healthmap provides language assistance services, including electronic and written translated documents and oral interpretation, free of charge in a timely manner, when such services are a reasonable step to provide meaningful access to an individual with limited English proficiency.

If you need these reasonable modifications, auxiliary aids and services, or language assistance services, call 1-800-398-9319 or if you use a **TTY**, call **711**. If you need to contact Healthmap's Section 1557 Coordinator, call 800-441-4259 or email compliance@healthmapsolutions.com.

If you believe that Healthmap has failed to provide these services or discriminated in another way on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, sex, sexual orientation, gender identity, or religion, you can file a grievance with: Complaints, Healthmap Solutions Inc., 4631 Woodland Corporate Blvd, Suite 201, Tampa, FL 33614 or via email to **complaints@healthmapsolutions.com**. If you need help filing a grievance, call 1-800-398-9319 or if you use a **TTY**, call **711**.

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, 800-537-7697 (TDD). Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

Healthmap's website, containing an electric copy of Healthmap's Discrimination Policy, is available at <https://healthmapsolutions.com/>.

Tampa, FL | 877-546-7004
www.healthmapsolutions.com

4631 Woodland Corporate Blvd., Suite 201
Tampa, FL 33614



Guaynabo, PR | 787-476-9251
www.healthmapsolutions.com

City View Plaza, Building I, Suite 401
#48 PR State Road 165, Guaynabo, PR 00968-8000

For Washington plan members: the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/online services/cc/pub/complaintinformation.aspx>.

Multi-Language Interpreter Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-398-9319 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-398-9319 (TTY: 711).

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 1-800-398-9319 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-398-9319 (TTY: 711)번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-398-9319 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 9319-398-800 (رقم (TTY: 711): هاتف الصم والبكم).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-398-9319 (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-398-9319 (ATS : 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-398-9319 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-398-9319 (TTY: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-398-9319 (TTY: 711) पर कॉल करें।



OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-398-9319 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-800-398-9319 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-398-9319 (TTY: 711).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-398-9319 (TTY: 711).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-398-9319 (TTY: 711).

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-398-9319 (TTY: 711).

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-398-9319 (TTY: 711)។

ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-398-9319 (መስማት ለተሳናቸው: 711)፡

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-398-9319 (TTY: 711) ‘ਤੇ ਕਾਲ ਕਰੋ।

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-800-398-9319 (TTY: 711).

ANOMPA PA PISAH: [Chahta] makilla ish anompoli hokma, kvna hosh Nahollo Anompa ya pipilla hosh chi tosholahinla. Atoko, hattak yvmma im anompoli chi bvnnakmvt, holhtina pa payah: 1-800-398-9319 (TTY: 711)

Dè dɛ nìà kɛ dyédé gbo: ɔ jũ ké m̀ [Bàsɔ́ɔ̀-wùdù-po-nyɔ] jũ ní, nìí, à wuɖu kà kò dò po-poɔ̀ b́éìn m̀ gbo kpáa. Ɖá 1-800-398-9319 (TTY: 711)

Ige nti: O buru na asu lbo asusu, enyemaka diri gi site na call 1-800-398-9319 (TTY: 711)

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-800-398-9319 (TTY: 711)



ՈՒՇԱԴՐՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարեք 1-800-398-9319 (TTY: 711) (հեռատիպ)

ATENCIÓ: Si parleu Català, teniu disponible un servei d'ajuda lingüística sense cap càrrec. Truqueu al 1-800-398-9319 (TTY o teletip: 711)

LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbal in jipañ ilo kajin ñe aṃ ejjeļok wōñāñ. Kaalok 1-800-398-9319 (TTY: 711)

ymol.ymo;= erh>uwdRAunD
AusdmtCd<AerRM>Ausdmtw>rRpXRvXAwvXmbl.vXmphRAeDwrHRb.ohM. vDRIAud; 1-800-398-9319 (TTY: 711)

ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆرای، بۆ تۆ بکە (TTY: 711) بەر دەستە. پەیوەندی بە 1-800-398-9319

PERHATIAN: Jika Anda berbicara dalam Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis. Hubungi 1-800-398-9319 (TTY: 711)

သတိပို့ရန် - အကယ့်၍ သတ္တု ဖုန်စကား ကို ဝေဟပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံကို စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-398-9319 (TTY: 711) သို့မူ ဝေငှဆိုပါ။

శ్రద్ధ పెట్టండి: ఒకవేళ మీరు తెలుగు భాష మాట్లాడుతున్నట్లయితే, మీ కొరకు తెలుగు భాషా సహాయక సేవలు ఉచితంగా లభిస్తాయి. 1-800-398-9319 (TTY: 711) కు కాల్ చేయండి.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-398-9319 (TTY: 711)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-398-9319 टिटिवाइ: (TTY: 711)

ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-800-398-9319 (TTY: 711)

אויפֿמערקזאם: אויב איר רעדט אידיש, זענען פֿארהאן פֿאר אייך שפראך הילף סערוויסעס פֿרי פֿון אפצאל. רופט 1-800-398-9319 (TTY: 711)



লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা
উপলব্ধ আছে। ফোন করুন ১-1-800-398-9319 (TTY: ১ 711)

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں۔ 1-398-800-398-9319 (TTY: 711)

Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus
Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call
1-800-398-9319 (TTY: 711)

