

Notice of Nondiscrimination

Johns Hopkins US Family Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. US Family Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Johns Hopkins US Family Health Plan:

- Provides free aid 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, and other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need any of these services, please contact our Compliance Coordinator.

If you believe Johns Hopkins US Family Health Plan 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 in person or by mail, fax or email using the contact information immediately below.

Johns Hopkins HealthCare Corporate Compliance Department Attn: Compliance Grievance Coordinator, 723 I Parkway Dr., Suite 100, Hanover, MD 21076, phone: 1-844-422-6957 (TTY: 711) Monday – Friday 8 a.m. to 5 p.m., fax: 410-762-1527, hotline: 1-844-773-2528 (available 24/7), and email: compliance@jhhc.com.

If you need help filing a grievance, the Johns Hopkins HealthCare Compliance Grievance Coordinator is available to assist you.

Language Accessibility Statement

Interpreter Services Are Available for Free

English

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-808-7347 (TTY: 1-800-201-7165).

አማርኛ (Amharic)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-808-7347 (መስማት ለተሳናቸው፡ 1-800-201-7165)።

العربية (Arabic)

ملحوظة: إذا كنت تتحدث العربية فإن خدمات المساعدة اللغوية تتوافر لك مجاناً. اتصل برقم 1-800-808-7347 (رقم هاتف الصم والبكم: 1-800-201-1765).

繁體中文 (Chinese)

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 1-800-808-7347 (TTY: 1-800-201-1765)。

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-808-7347 (TTY: 1-800-201-1765) تماس بگیرید.

Tagalog (Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-808-7347 (TTY: 1-800-201-7165).

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-808-7347 (ATS : 1-800-201-7165).

ગુજરાતી (Gujarati)

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-808-7347 (TTY: 1-800-201-7165).

Kreyòl Ayisyen (Haitian Creole)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-808-7347 (TTY: 1-800-201-7165).

Igbo asusu (Ibo)

IGE NTI: Ọ bụrụ na ị na-asụ Igbo, ọrụ enyemaka asụsụ dịrị gị, n'efu. Kpọọ 1-800-808-7347 (TTY: 1-800-201-7165).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-808-7347 (TTY: 1-800-201-7165)번으로 전화해 주십시오.

Ɓàsɔ̀ɔ̀-wùdù-po-nyɔ̀ (Kru/Bassa)

Dè dɛ nià kɛ dyédé gbo: Ɔ jũ ké mè [Ɓàsɔ̀ɔ̀-wùdù-po-nyɔ̀] jũ ní, nií, à wuɖu kà kò dò po-poɔ̀ bɛ̀n m̀ gbo kpáa. Ɖá 1-800-808-7347 (TTY: 1-800-201-7165).

Português (Portuguese)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-808-7347 (TTY: 1-800-201-7165).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-808-7347 (телетайп: 1-800-201-7165).

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-808-7347 (TTY: 1-800-201-7165).

اُردُو (Urdu)

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-808-7347 (TTY: 1-800-201-7165)۔

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-808-7347 (TTY: 1-800-201-7165).

èdè Yorùbá (Yoruba)

AKIYESI: Bi o ba nsọ èdè Yorùbá ọfẹ ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ẹrọ-ibanisọrọ yi 1-800-808-7347 (TTY: 1-800-201-7165).