



Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll-free at 1-855-921-6284 (TTY 7-1-1).

Discrimination is against the law.

Dell Children's Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, gender identity or expression, sexual orientation, disability, association, veteran or military status, or any other basis prohibited by federal, state, or local law.

Dell Children's Health Plan:

- 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 member services at the toll-free number shown on your ID card, and ask a member services representative for assistance.

If you believe that Dell Children's 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 by sending an email to TXSection1557Coordinator@ascension.org, or by writing to the following address:

Dell Children's Health Plan
Section 1557 Coordinator
1345 Philomena Street, Suite 305
Austin, TX 78723

If you need assistance filing a written grievance, please call **512-324-1000** (dial "0" (voice/TDD) for operator and request "Section 1557 Coordinator") or send an email to TXSection1557Coordinator@ascension.org.

You can also file a complaint with the State or Federal offices:

Texas Department of Insurance
P.O. Box 149104
Austin, TX 78714-9104
Fax: **(512) 475-1771**
Web: www.tdi.texas.gov
E-mail: ConsumerProtection@tdi.texas.gov
Phone Number: **1-800-252-3439**

Texas Department of State Health Services
Health Facility Compliance Division
1100 West 49th Street
Austin TX 78756
1-888-973-0022

U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at 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

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Proficiency of language assistance services

Attention: Language assistance services, free of charge, are available to you.

Call 1-855-921-6284 (TTY 7-1-1).

SPANISH

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-855-921-6284 (TTY 7-1-1).

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 1-855-921-6284 (TTY 7-1-1)。

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số

1-855-921-6284 (TTY 7-1-1).

KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-855-921-6284 (TTY 7-1-1). 번으로 전화해 주십시오.

TAGALOG

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-921-6284 (TTY 7-1-1).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-921-6284 (телетайп: 7-1-1).

ARABIC

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-921-6284 (رقم هواتف الصم والبكم: 7-1-1).

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-921-6284 (TTY 7-1-1).

FRENCH

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-921-6284 (TTY 7-1-1).

PORTUGUESE

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-921-6284 (TTY 7-1-1).

POLISH

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-921-6284 (TTY 7-1-1).

JAPANESE

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-855-921-6284 (TTY 7-1-1)。まで、お電話にてご連絡ください。

ITALIAN

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-921-6284 (TTY 7-1-1).

GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-921-6284 (TTY 7-1-1).

PERSIAN (FARSI)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-855-921-6284 (TTY 7-1-1).

تماس
بگیرید.