



**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 section1557@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 **801-709-1557** (dial "0" (voice/TDD) for operator and request "Section 1557 Coordinator") or send an email to section1557@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: Los servicios de asistencia lingüística están disponibles para usted sin cargo.

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

CHINESE

注意：我們為您提供免費的語言協助服務。

請撥打 1-855-921-6284 (TTY 7-1-1)。

VIETNAMESE

Lưu ý: Dịch vụ hỗ trợ ngôn ngữ, miễn phí, có sẵn cho quý vị.

Gọi 1-855-921-6284 (TTY 7-1-1).

KOREAN

참고: 무료 언어 지원 서비스를 이용하실 수 있습니다.

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

TAGALOG

Pansinin: May mga libreng serbisyo ng tulong sa wika na magagamit mo.

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

RUSSIAN

Внимание! Вам доступны бесплатные услуги языковой помощи.

Звоните по номеру: 1-855-921-6284 (телетайп: 7-1-1).

ARABIC

تنبيه: تتوفر لكم خدمات المساعدة اللغوية مجانًا.
اتصلوا على الرقم 1-855-921-6284 (TTY 7-1-1).

FRENCH

Attention : Des services d'assistance linguistique, gratuits, sont disponibles pour vous.

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

PORTUGUESE

Atenção: Oferecemos serviços de assistência em idiomas gratuitamente.

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

POLISH

Dostępne są bezpłatne usługi pomocy językowej.

Zadzwoń pod numer 1-855-921-6284 (TTY 7-1-1).

Dell Children's Health Plan
1345 Philomena St., Ste. 305
Austin, TX 78723

dellchildrenshealthplan.com

JAPANESE

注意:無料の言語支援サービスをご利用いただけます。
1-855-921-6284 (TTY 7-1-1) にお電話ください。

ITALIAN

Attenzione: Sono a sua disposizione servizi di assistenza linguistica gratuiti.
Chiami il numero 1-855-921-6284 (TTY 7-1-1).

GERMAN

Achtung: Kostenlose Sprachunterstützungsdienste stehen Ihnen zur Verfügung.
Rufen Sie 1-855-921-6284 (TTY 7-1-1) an.

PERSIAN (FARSI)

توجه: خدمات کمک زبانی به صورت رایگان در دسترس شما قرار دارد.
با شماره (1-855-921-6284 (TTY 7-1-1 تماس بگیرید.

GUYANESE

Tek Notis: Wi gat Langwij Hep fuh yuh an yuh nah gat fuh Pee nottin fuh ih.
Gih wi a call pun 1-855-921-6284 (TTY 7-1-1).