

Nondiscrimination Notice

Cox HealthPlans does not discriminate based on race, ethnicity, national origin, color, religion, sex, gender, age, sexual orientation, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. Cox HealthPlans must obey Federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.

Cox HealthPlans provides reasonable modifications for individuals with disabilities, and appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, such as braille or large print, free of charge and in a timely manner, when such modifications, aids, and services are necessary to ensure accessibility and an equal opportunity to participate to individuals with disabilities. Cox HealthPlans provides language assistance services, including electronic and written translated documents and oral interpretation, free of charge and in a timely manner, when such services are a reasonable step to provide meaningful access to an individual with limited English proficiency.

If you have a disability and need help with access to care or would like a copy of our Grievance procedure, please call us at the number on the back of your ID card. If you have a complaint, such as a problem with wheelchair access, please call us at the number on the back of your ID card.

You can also contact Cox HealthPlans Section 1557 Coordinator at compliancesiu@coxhealthplans.com.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' Office for Civil Rights at 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights. You can also review information from the Department of Health and Human Services' Office for Civil Rights at <https://www.hhs.gov/ocr/index>.

You can find this notice and others on our website.

Notice of Language Assistance

English

You can get an interpreter to talk to your doctor at the time of your appointment or with us. If you speak English, free language assistance services and free communications in other formats, such as large print, are available to you. Call the toll-free number on your member ID card. (TTY: 711).

Spanish

Puede conseguir un intérprete para hablar con su médico en el momento de su cita o con nosotros. Si habla español, tiene a su disposición servicios de asistencia lingüística gratuitos y comunicaciones gratuitas en otros formatos, como letra grande. Llame al número gratuito que figura en su tarjeta de identificación del afiliado. (TTY: 711).

Chinese Mandarin

您可以獲得口譯員服務，以在約診時與您的醫生交談或與我們交談。如果您講國語，我們可以為您提供免費語言協助服務以及其他格式（如大字體）的免費溝通服務。請撥打您會員 ID 卡上的免費電話號碼。(TTY: 711)。

Chinese Cantonese

您預約時，可以找口譯員與您的醫生交談或與我們談話。如果您會說廣東話，則可以獲得免費的語言協助服務和其他格式的免費通訊，例如大字體。請撥打您的會員 ID 卡背面的免費電話號碼。(TTY: 711)。

Vietnamese

Quý vị có thể tìm một phiên dịch viên để nói chuyện với bác sĩ tại buổi hẹn hoặc với chúng tôi. Nếu quý vị nói tiếng Việt, quý vị sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí và trao đổi thông tin ở các định dạng khác, chẳng hạn như chữ in cỡ lớn. Gọi số điện thoại miễn phí trên thẻ ID thành viên của quý vị. (TTY: 711).

Serbo-Croatian

Možete dobiti prevodioca koji će razgovarati sa vašim lekarom u vreme vašeg pregleda ili sa nama. Ako govorite srpsko-hrvatski, na raspolaganju su vam besplatne usluge jezičke pomoći i besplatna komunikacija u drugim formatima, kao što je velika štampa. Pozovite besplatni broj sa vaše članske karte. (TTY: 711).

German

Sie können einen Dolmetscher hinzuziehen, der Sie während Ihres Arzttermins oder bei der Kommunikation mit uns unterstützt. Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachunterstützungsdienste und kostenlose Kommunikationsmittel in anderen Formaten, wie z.B. in Großdruck, zur Verfügung. Rufen Sie die gebührenfreie Nummer auf Ihrer Versichertenkarte an. (TTY: 711).

Arabic

يمكنك الاستعانة بمترجم فوري للتحدث معنا أو مع طبيبك في وقت موعدك. وإذا كنت تتحدث العربية، فتتوفر لك مجاناً خدمات المساعدة اللغوية والمراسلات بتنسيقات أخرى، مثل الطباعة بأحرف كبيرة. اتصل على الرقم المجاني الموجود على بطاقة عضويتك. (TTY "هاتف النصي للصم وضعاف السمع": 711).

Korean

진료 예약 시간에 의사와 상담하거나 저희와 소통할 때 통역사를 이용하실 수 있습니다. 한국어를 구사하는 경우, 무료 언어 지원 서비스와 대형 인쇄물과 같은 다른 형식의 무료 의사소통 지원 서비스를 이용하실 수 있습니다. 회원 ID 카드에 표시된 수신자부담 전화번호로 전화하십시오. (TTY: 711).

Hindi

आप अपनी अपॉइंटमेंट के समय या हमारे साथ बात करते समय दुभाषिया ले सकते हैं, जो आपकी डॉक्टर से बात करने में मदद करेगा। अगर आप हिन्दी में बात करते हैं, तो आपके लिए मुफ्त भाषा सहायता सेवाएं और अन्य फॉर्मेट्स (जैसे बड़े अक्षरों में प्रिंट) में मुफ्त संचार सुविधाएं उपलब्ध हैं। अपने सदस्य आईडी कार्ड पर टोल-फ्री नंबर पर कॉल करें। (TTY: 711)।

French

Vous pouvez demander à un interprète de parler à votre médecin au moment de votre rendez-vous ou avec nous. Si vous parlez français, des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que les gros caractères, sont à votre disposition. Appelez le numéro gratuit figurant sur votre carte d'identification. (Télétype: 711).

Russian

Вы можете пользоваться услугами устного переводчика, чтобы разговаривать со своим врачом во время Вашего приема или с нами. Если Вы говорите на русском языке, Вам доступны бесплатные услуги языкового сопровождения и бесплатное предоставление информации в других форматах, например, напечатанной крупным шрифтом. Позвоните по бесплатному номеру, указанному в Вашей идентификационной карточке участника. (TTY: 711).

Japanese

予約の際、または当院で医師と話す際に通訳をつけることができます。日本語を話す場合は、無料の言語アシスタンス・サービスや、大活字など他のフォーマットでの無料コミュニケーションをご利用いただけます。会員証に記載されているフリーダイヤルにお電話ください。 (TTY: 711)。

Italian

Puoi richiedere un interprete per parlare con il tuo medico al momento dell'appuntamento o con noi. Se parli italiano, sono disponibili servizi di assistenza linguistica e comunicazioni gratuite in altri formati, come la stampa a caratteri grandi. Chiama il numero verde riportato sulla tua carta ID socio. (TTY: 711).

Polish

Możesz skorzystać z pomocy tłumacza podczas wizyty u lekarza lub w naszym ośrodku. Osobom mówiącym po polsku oferujemy bezpłatną pomoc językową oraz materiały w innych formatach, takich jak druk powiększony. Zadzwoń pod bezpłatny numer podany na Twojej karcie członkowskiej. (TTY: 711)

Portuguese

Podemos pedir um intérprete para falar com o médico na altura da consulta ou conosco. Se fala português, tem à sua disposição serviços gratuitos de apoio linguístico e comunicações gratuitas noutros formatos, tais como caracteres grandes. Ligue para o número gratuito indicado no seu cartão de ID de membro. (TTY: 711).