

# NOTICE OF NONDISCRIMINATION



## JOHNS HOPKINS M E D I C I N E

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### US FAMILY HEALTH PLAN

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 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 and information written in other languages.

#### **If you need these services, 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 Compliance Department Attn: Compliance Grievance Coordinator  
6704 Curtis Court, Glen Burnie, MD 21060, Phone: 1-844-422-6957 Monday – Friday 8 a.m. to 5 pm TTY: 711  
Fax: 410-762-1527 Email: [compliance@jhhc.com](mailto:compliance@jhhc.com).

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

**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).

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

**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: 1-800-201-7165)。

**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).

**Arabic:** 1-800-808-7347 متاحة بدون تكلفة، متعلق باللغة، بدون تكلفة، متاحة  
(الهاتف النصي: 1-800-201-7165)

**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).

**French 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).

**Tagalog:** 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).

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

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

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

**Persian:** شما فراهم می باشد. یا توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای  
1-800-808-7347 (TTY: 1-800-201-7165). تماس بگیرید.

**Amharic:** ማስታወሻ: የ ማና ገ ፋ ት ቋን ቋ አ ማር ፍ ከ ሆነ የ ትርጉም አገልግሎት ድርጅቶች፣ በ ገ ጸ  
ሊያ ግዝቀት ተዘጋጅተዋል፡ ወደ ማስተላለፊያ ድድድሩ 1-800-808-7347 ማስማት ለተሰናቸው፡ 1-800-201-7165).

**Kru:** Dè dè nià ke dyédé gbo: ɔ jũ ké m̄ [Bàsòò-wùdù-po-nyɔ] jũ ní, níí, à wuɖu kà kò dò po-poɔ̀ bɛ́n m̄ gbo kpáa.  
Dá 1-800-808-7347 (TTY: 1-800-201-7165).

**Ibo:** Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-800-808-7347 (TTY: 1-800-201-7165).

**Yoruba:** AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o.

E pe ero ibanisoro yi 1-800-808-7347 (TTY: 1-800-201-7165).