



Non-Discrimination Notice

PerformCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

PerformCare 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)

PerformCare 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 the PerformCare Member Services number for your county.

Capital Area (Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties)

Member Services: **1-888-722-8646**

TTY/TDD: **1-800-654-5984** or PA Relay **711**

North Central Area (Franklin-Fulton Counties)

Member Services (Franklin-Fulton): **1-866-773-7917**

TTY/TDD: **1-800-654-5984** or PA Relay **711**

We are available 24 hours a day, 7 days a week.

If you believe that PerformCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

PerformCare

Complaint/Grievances

8040 Carlson Road

Harrisburg, PA 17112

Capital area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): **1-888-722-8646**,

North Central area(Franklin-Fulton Counties): **1-866-773-7917**

TTY/TDD: **1-800-654-5984** or PA Relay **711**,

Fax: **717-671-6555**, or

OCRComplaints@amerihealthcaritas.com

The Bureau of Equal Opportunity,

Room 223, Health and Welfare Building,

P.O. Box 2675,

Harrisburg, PA 17105-2675,

Phone: (717) 787-1127, TTY/PA Relay 711, Fax: (717) 772-4366, or

Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, PerformCare and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://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, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)
OCRMail@hhs.gov

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

Multi-language interpreter services

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: **[Capital Area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area(Franklin-Fulton Counties): 1-866-773-7917] (TTY: (717) 787-1127).**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **[Capital Area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area(Franklin-Fulton Counties): 1-866-773-7917] (TTY: (717) 787-1127).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **[Capital Area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area(Franklin-Fulton Counties): 1-866-773-7917] (телетайп:(717 787-1127).**

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[Capital Area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area(Franklin-Fulton Counties): 1-866-773-7917] (TTY: 717 787-1127)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **[Capital Area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area(Franklin-Fulton Counties): 1-866-773-7917](TTY: 717 787-1127).**

[Capital Area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area(Franklin-Fulton Counties): 1-866-773-7917] (TTY: 717 787-1127)) ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم هاتف الصم والبكم

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको दनमति भाषा सहायता सेवाहरू दनि: शुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **[Capital Area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area(Franklin-Fulton Counties): 1-866-773-7917] (टिस्टवाइ: TTY: 717 787-1127)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **[Capital Area(Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area(Franklin-Fulton Counties): 1-866-773-7917] (TTY: 717 787-1127) 번으로 전화해 주십시오.**

