



October 2016

Notice About Nondiscrimination and Accessibility Requirements

Dear Valued Member:

As a result of recently released regulations surrounding nondiscrimination within the Affordable Care Act for health programs and activities, Members Health Insurance Company is taking the actions outlined below to comply with these regulations.

The regulations require health plans to notify their members of their rights, and their obligations, regarding discrimination. This notice applies to any and all member materials you may receive regarding your health plan. Please keep this information with any other plan materials for future reference.

The following is a statement outlining nondiscrimination for Members Health Insurance Company and the services it provides to its clients and members:

We do not discriminate on the basis of race, color, national origin, age, disability, or sex in its health programs or activities.

We provide assistance free of charge to people with disabilities or whose primary language is not English. To request a document in another format such as large print or to get language assistance such as a qualified interpreter, please call the number located on the back of your ID card, TTY 711. You may contact us Monday through Friday from 7:00 a.m. to 5:00 p.m. Central Time.

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to:

Civil Rights Coordinator
P.O. Box 1801
Columbia, TN 38401-1801
Phone: 1-866-874-8323, TTY 711
Fax: 1-931-388-8326
Email: civilrights@mhinsurance.com



If you need help filing a complaint, please call the number located on the back of your ID card, TTY 711. You may contact us Monday through Friday from 7:00 a.m. to 5:00 p.m. Central Time.

You can also file a complaint directly with the U.S. Dept. of Health and Human Services online, by phone, or by mail:

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Phone: Toll-free 1-800-868-1019, 800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

This information is available in other formats like large print. To ask for another format, please call the telephone number listed on your health plan ID card.

Multi-language Interpreter Services

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Please call 1-844-708-7950, TTY 711. You may contact us Monday through Friday from 7:00 a.m. to 5:00 p.m. Central Time.

This letter is also available in other formats like large print. To request the document in another format, please call 1-844-708-7950, TTY 711.

(Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-708-7950, TTY 711.

(Arabic)

برقم اتصل بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة انكر تتحدث كنت إذا: ملحوظة -1-844-708-7950
والبكم الصم هاتف 711 TTY

(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1-844-708-7950, TTY 711



(Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-708-7950, TTY 711

(Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-708-7950, TTY 711번으로 전화해 주십시오.

(French)

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-708-7950, TTY 711

(Laotian)

ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອ ຮ້ອງນາຍພາສາ, ໂທຟຣີຫາຫມາຍເລກໂທລະສັບສາວັບສະມາຊິກທີ່ໄດ້ລະບຸໄວ້ໃນບັດສະມາຊິກຂອງທ່ານ, ກົດເລກ 1-844-708-7950, TTY 711

(German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-708-7950, TTY 711

(Gujarati)

તમને વિના મૂલ્યે મદદ અને તમારી ભાષામાં માહિતી મેળવવાનો અધિકાર છે. દુભાષણ માટે વિનાંતી કરી, તમારા િલ્થ પ્લાન ID કાર્ડ પરની સૂચીમાં આપેલ ટોલ-ફ્રી મેમ્બર ફોન નંબર ઉપર કોલ કરો, ૦ ૬૫૧-૮૪૪-૭૦૮-૭૯૫૦. 1-844-708-7950, TTY 711

(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。1-844-708-7950, TTY 711まで、お電話にてご連絡ください。

(Tagalog)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-708-7950, TTY 711

(Hindi)

आप के पास अपनी भाषा में सहायता एवं जानकारी ननःशुल्क प्राप्त करने का अधिकार है। दुभाषण के लिए अनुरोि करने के लिए, अपने हैल्थ प्िान ID कार्ड पर सूचीबद्ध टोि-फ्री नंबर पर फ़ोन करें, 0 दबाएं। 1-844-708-7950, TTY 711



(Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-708-7950, (телетайп: TTY711

(Turkish)

DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-844-708-7950, TTY 711 irtibat numaralarını arayın.

(Portuguese)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-708-7950, TTY 711

(Amharic)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግግዎት ተዘጋጅተዎልዎት ወደ ሚከተለው ቁጥር ይደውሉ 1-844-708-7950 (መስማት ለተሳናቸው: 711).

(French Creole)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-708-7950 (TTY: 711).

(Persian - Farsi)

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما با. باشد می فراهم (TTY: 711) 1-844-708-7950 بگیرد تماس.

(Pennsylvania Dutch)

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kansch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-844-708-7950 (TTY: 711).

(Burmese)

သတိပို့ရန် - အကယုၣ် သ္တုညှုမန္တစကား ကိုပျောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံစီမံကိန်းဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-844-708-7950 (TTY: 711) သို့မူ့ဆုပီ။

(Dutch)

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-844-708-7950 (TTY: 711).

(Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-844-708-7950 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।



(Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-844-708-7950 (TTY: 711).

(Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-844-708-7950 (TTY: 711).

(Urdu)

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-844-708-7950 (TTY: 711).

(Cherokee)

Hagsesda: iyuhno hyiwoniha [tsalagi gawonihisdi]. Call 1-844-708-7950 (TTY: 711)

(Ukrainian)

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-844-708-7950 (телетайп: 711).

(Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-844-708-7950 (TTY: 711)

Regards,
Members Health Insurance Company