

Non-Discrimination Notice

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan) 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.

Magellan 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.

Magellan 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)

Magellan 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 **Magellan** at **1-877-769-9784 (TTY: PA Relay 711)**.

If you believe that **Magellan** 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:

Magellan Healthcare, Inc.
Civil Rights Coordinator
Corporate Compliance Department
8621 Robert Fulton Drive
Columbia, MD 21046

Civil Rights Hotline (for civil rights complaints):
800-424-7721

Magellan Customer Service (for all other inquiries):
877-769-9784

TTY: PA Relay 711

Fax: 866-667-7744, or

Email: compliance@magellanhealth.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, Magellan 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, 800-537-7697 (TDD)
OCRMail@hhs.gov

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>

Language Assistance Services

Taglines in the top fifteen (15) prevalent languages in Pennsylvania, in addition to English tag line in large print, for all large significant publications and communications. Additionally, a tagline was added for a sixteenth (16) prevalent language based on county data and National Committee for Quality Assurance (NCQA) requirements.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-877-769-9784 (TTY: PA Relay 711).

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de Asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al -877-769-9784 (TTY: PA Relay 711) o hable con su proveedor.

Chinese; Mandarin

注意：如果您使用西班牙文，您可以免費獲得語言援助服務。此外，亦免費提供適當的輔助工具和服務，以無障礙格式提供資訊。請致電 1-877-769-9784 (聽障專線：PA Relay 711) 或諮詢您的提供者。

Nepali

ध्यान दिनुहोस्: यदि तपाईं Nepali [नेपाली] बोल्नुहुन्छ भने, भाषा सहायता सेवाहरू तपाईंको लागि निःशुल्क उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायक सहायताहरू र सेवाहरू पनि कुनै लागतमा उपलब्ध छन्। 1-877-769-9784 (TTY: PA रिले 711) मा कल गर्नुहोस् वा तपाईंको प्रदायकसँग कुरा गर्नुहोस्।

Russian

ВНИМАНИЕ! Если Вы говорите только по-русски, то Вы можете воспользоваться бесплатными услугами языкового сопровождения. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по номеру 1-877-769-9784 (TTY: PA Relay 711) или обратитесь к своему поставщику медицинских услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. كما تتوفر أيضًا الوسائل المساعدة والخدمات المساعدة المناسبة لتوفير المعلومات بصيغ يسهل الوصول إليها مجاناً. يمكنك الاتصال بالرقم 1-877-769-9784 (ويمكن لمستخدمي الهاتف النصي الاتصال بالرقم: فريق المناوبة في بنسلفانيا 711) أو تحدث مع مقدم الخدمة الذي تتعامل معه.

Haitian Creole

ATANSYON: Si w pale Kreyòl, gen sèvis asistans lengwistik ki disponib pou ou gratis. Gen aparèy ak sèvis oksilyè ki apwopriye pou bay enfòmasyon nan fòm ki aksesib ki disponib gratis tou. Rele nan 1-877-769-9784 (TTY: Relè PA 711) oswa pale avèk pwofesyonèl swen sante w la.

Vietnamese

CHÚ Ý: Nếu nói tiếng Việt thì quý vị sẽ được cung cấp miễn phí dịch vụ hỗ trợ ngôn ngữ. Các biện pháp hỗ trợ và dịch vụ thích hợp để cung cấp thông tin ở các định dạng có thể truy cập cũng được cung cấp miễn phí. Gọi số 1-877-769-9784 (TTY: Tiếp âm PA 711) hoặc trao đổi với nhà cung cấp dịch vụ chăm sóc sức khỏe của quý vị.

Ukrainian

УВАГА! Якщо ви розмовляєте іспанською мовою, послуги з мовної допомоги доступні вам безоплатно. Відповідні допоміжні засоби й послуги для надання інформації в доступних форматах також надаються безоплатно. Зателефонуйте на номер 1-877-769-9784 (TTY: PA Relay 711) або поговоріть зі своїм провайдером.

Chinese; Cantonese

注意：如果您使用中文，您可以免費獲得語言援助服務。此外，亦免費提供適當的輔助工具和服務，以無障礙格式提供資訊。請致電 1-877-769-9784（聽障專線：PA Relay 711）或諮詢您的提供者。

Portuguese

ATENÇÃO: se fala português, serviços de assistência de idioma estão disponíveis gratuitamente. Ajudas e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis mediante nenhum custo. Ligue para o número 1-877-769-9784 (TDD: PA Relay 711) ou fale com seu provedor.

Bengali

দৃষ্টি আকর্ষণ: আপনি যদি বাংলা ভাষায় কথা বলেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা আপনার জন্য রয়েছে। তথ্য সহজলভ্য বিন্যাসে সরবরাহ করার জন্য উপযুক্ত সহায়ক উপকরণ এবং পরিষেবা বিনামূল্যে পাওয়া যায়। 1-877-769-9784 নম্বরে (TTY: PA রিলে 711) কল করুন অথবা আপনার প্রোভাইডারের সাথে কথা বলুন।

French

ATTENTION: si vous parlez français, des services d'assistance linguistique sont à votre disposition gratuitement. Des aides et services auxiliaires appropriés permettant de fournir des informations dans des formats accessibles sont également disponibles gratuitement. Composez le 1-877-769-9784 (ATME: PA Relay 711) ou contactez votre prestataire.

Cambodian

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាអង់គ្លេស
នោះអ្នកនឹងទទួលបានជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ។ អ្នកក៏នឹងទទួលបានសេវាកម្ម
និងជំនួយបន្ថែមសមស្រប ដើម្បីផ្តល់ព័ត៌មានជាទម្រង់ដែលអាចប្រើប្រាស់បានដោយឥតគិតថ្លៃផងដែរ។
ហៅទូរសព្ទទៅលេខ 1-877-769-9784 (TTY: បណ្តាញបញ្ជូនបន្ត PA 711) ឬនិយាយជាមួយអ្នកផ្តល់សេវាបស់អ្នក។

Korean

주의: 한국어를 구사하는 경우 무료로 언어 지원 서비스를 이용하실 수 있습니다. 접근 가능한 형식으로 정보를 제공하기 위한 적절한 보조 도구와 서비스도 무료로 제공됩니다. 1-877-769-9784 (TTY: PA Relay 711)로 전화하거나 서비스 제공자에게 문의하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હોવ, તો તમારા માટે મફતમાં ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટ્સમાં માહિતી પૂરી પાડવા માટે યોગ્ય સહાયક સહાયો અને સેવાઓ પણ મફતમાં ઉપલબ્ધ છે. 1-877-769-9784 (TTY: PA રીલે 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

Thai

โปรดทราบ: หากคุณพูดภาษาไทย สามารถขอรับบริการช่วยเหลือด้านภาษาได้โดยไม่มีค่าใช้จ่ายใด ๆ นอกจากนี้ยังมีบริการช่วยเหลือเสริมที่เหมาะสมในการให้ข้อมูลในรูปแบบที่เข้าถึงได้ให้บริการโดยไม่มีค่าใช้จ่าย โทร 1-877-769-9784 (TTY: PA Relay 711) หรือพูดคุยกับผู้ให้บริการของคุณ