



Nondiscrimination Notice

HAP Midwest 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. HAP Midwest does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

HAP Midwest provides:

- Free aids and services to help people communicate effectively with us
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, others)
- Free language services to people whose primary language is not English
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at (888) 654-2200.

If you believe that HAP Midwest has failed to provide these services or discriminated on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with HAP Midwest's director of grievance and appeals. Use the information below:

- **Mail:** P.O. Box 2578, Detroit, Michigan 48202
- **Phone:** (888) 654-2200 or TTY: 711
- **Fax:** (248) 663-3771
- **Online:** hap.org/Medicaid

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

- **Online:** Use the Office for Civil Rights' Complaint Portal Assistant at:
ocrportal.hhs.gov/ocr/portal/lobby.jsf.
- **Mail:** U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201.
- **Phone:** (800) 368-1019 or TTY: (800) 537-7697.

Complaint forms are also available at www.hhs.gov/ocr/filing-with-ocr/.



Empowered

Get Help in Your Language

ATTENTION: If English is not your primary language, free language assistance services are available to you. Call (888) 654-2200 or TTY: 711.

VINI RE: Nëse gjuaj juaj e parë nuk është anglishtja, ju ofrohen shërbime ndihme gjuhësore pa pagesë. Telefononi numrin (888) 654-2200 ose TTY: 711.

تنبيه: إذا كانت اللغة الإنجليزية ليست لغتك الأولى، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل على الرقم (888) 654-2200 أو الهاتف النصي: 711.

दृष्टि आकर्षण: यदि आपनार प्राथमिक भाषा इंग्लेजि ना हय तहले बिनामूल्यर भाषा सहायता परिषेबा आपनार जन्य उपलब्ध रयेछे। फोन करून: (888) 654-2200 वा TTY: 711।

請注意: 如果英文不是您的主要語言，我們可提供免費的語言協助服務。請致電 (888) 654-2200 或 TTY: 711。

HINWEIS: Wenn Englisch nicht Ihre Muttersprache ist, stehen für Sie kostenlos Sprachassistentendienste zur Verfügung. Wählen Sie die Rufnummer (888) 654-2200 oder TTY: 711.

ATTENZIONE: Se la lingua che lei parla non è l'inglese, ha a disposizione servizi di assistenza linguistica gratuiti. Chiama il numero (888) 654-2200 (il numero TTY è 711).

注記: 英語が主要な言語でない場合、無料の言語支援サービスをご利用いただけます。(888) 654-2200 または TTY:711 までお電話ください。

주의: 영어가 주로 사용하는 언어가 아닌 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (888) 654-2200 번 또는 TTY: 711 번으로 전화해 주십시오.

UWAGA! Jeśli język angielski nie jest Twoim głównym językiem, udostępniamy bezpłatne usługi tłumaczeniowe. Zadzwoń pod nr (888) 654-2200 lub TTY: 711.

ВНИМАНИЕ! Если английский не является вашим родным языком, вы можете бесплатно воспользоваться услугами переводчика. Звоните по телефону (888) 654-2200 (телетайп: 711).

NAPOMENA: Ako engleski nije Vaš prvi jezik, dostupna Vam je besplatna jezična podrška. Nazovite (888) 654-2200 ili tekstualni telefon za osobe oštećenog sluha: 711.

ATENCIÓN: Si el inglés no es su idioma natal, los servicios de asistencia de idioma gratuitos están disponibles para usted. Llame al (888) 654-2200 o TTY: 711.

تنبیه: اگر انگلیسی زبان شما کی مادری زبان ناهے، تو آپ کو مفت زبان کی مدد کی سہولتیں دستیاب ہیں۔ (888) 654-2200 پر یا TTY: 711 پر۔

PAUNAWA: Kung hindi Ingles ang iyong pangunahing wika, may magagamit kang mga librong serbisyo ng tulong sa wika. Tumawag sa (888) 654-2200 o TTY: 711.

CHÚ Ý: Nếu tiếng Anh không phải là ngôn ngữ chính của quý vị, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi (888) 654-2200 hoặc TTY: 711.