

Blue MedicareRxSM (PDP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue MedicareRx does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue MedicareRx:

- 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
 - Information written in other languages

If you need these services, call the number on the back of your Member ID Card. TTY/TDD users should call 711.

If you believe that Blue MedicareRx 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 with:

Blue MedicareRx (PDP)
Grievance Department Coordinator
P.O. Box 53991
Phoenix, AZ 85072-3991

Phone: 1-866-884-9478
Fax: 1-866-217-3353

You can file a grievance in person, by mail, or fax. If you need help filing a grievance, Blue MedicareRx Grievance Department is 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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your Member ID Card. TTY: 711.

ARABIC

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل بالرقم المبين على ظهر بطاقة العضوية الخاصة بك. للصم والبكم: 711.

CHINESE

小贴士: 如果您说中文, 欢迎使用免费语言协助服务。请拨打您会员身份证上的电话号码。(TTY: 711)。

FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le numéro figurant au verso de votre Carte de membre. TTY: 711.

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou do Kat ID Manm ou an. TTY: 711.

GREEK

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχει διαθέσιμη υπηρεσία γλωσσικής υποστήριξης, η οποία παρέχεται δωρεάν. Καλέστε τον αριθμό στο πίσω μέρος της κάρτας μέλους (Αριθμός για άτομα με προβλήματα ακοής/ομιλίας: 711).

HINDI

ध्यान दीजिए : अगर आप हिंदी बोलते हैं तो आपके लिए भाषा सहायता सेवाएं मुफ्त उपलब्ध हैं। आपके सदस्य ID कार्ड के पीछे दिए गए नम्बर पर कॉल करें। TTY: 711.

ITALIAN

ATTENZIONE: Se lei parla italiano, sono disponibili servizi gratuiti di assistenza linguistica nella sua lingua. Chiami il numero che si trova sul retro della sua tessera (Member ID Card). TTY: 711.

KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 회원 카드 뒷면에 표시된 전화번호(TTY: 711)로 연락주시기 바랍니다.

MON-KHMER, CAMBODIAN

ប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាដោយមិនគិតលុយ គឺអាចរកបានសំរាប់អ្នក។

ចូរទូរស័ព្ទទៅលេខនៅខាងខ្នងនៃប័ណ្ណសម្គាល់ខ្លួនសមាជិករបស់អ្នក។ TTY: 711។

POLISH

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer podany na odwrocie Twojej Członkowskiej karty ident. Tel. tekst.: 711.

PORTUGUESE

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para o número no verso do seu Cartão de Identificação de Membro. TTY: 711.

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону, указанному на обороте вашей идентификационной карты участника. Телетайп: 711.

SPANISH

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al número que aparece al reverso de su tarjeta de membresía. TTY: 711.

TAGALOG

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang numero sa likod ng iyong ID card ng Miyembro. TTY: 711.

VIETNAMESE

LƯU Ý: Nếu quý vị nói tiếng Việt, thì có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi tới số ở mặt sau Thẻ ID Thành Viên của quý vị. TTY: 711.