

Discrimination is Against the Law

Care1st Health Plan Arizona, Inc. (Care1st) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Care1st does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Care1st:

- Provides aids and services at no cost to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, Braille, accessible electronic formats, other formats)
- Provides language services at no cost to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Care1st toll-free at **1-866-560-4042** (TTY: **711**), Monday–Friday from 8 a.m. to 5 p.m.

If you believe that Care1st 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:

Care1st Health Plan Arizona, Inc., Attn: Grievance Coordinator, 1870 West Rio Salado Parkway, Tempe, AZ 85281; Telephone: **1-866-560-4042**; TTY number: **711**; Fax: **1-602-778-1814**; **<https://care1staz.com/az/aboutus/contact.asp>**. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Care1st Grievance Coordinator 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, DC 20201, **1-800-368-1019**, **1-800-537-7697** (TDD).

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

ATTENTION: If you speak English, language assistance services are available to you at no cost. Call **1-866-560-4042** (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística sin ningún costo. Llame al **1-866-560-4042** (TTY: **711**).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiił'eh, éí ná hóló, koji' hódíłnih **1-866-560-4042** (TTY: **711**).

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 **1-866-560-4042** (TTY: **711**)。

CHÚ Ý: Nếu quý vị nói tiếng Việt, quý vị sẽ được cung cấp các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng gọi số **1-866-560-4042** (TTY: **711**).

تذبيھ: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متوفرة لك مجاناً. اتصل بالرقم **1-866-560-4042** (TTY: **711**).

PAALALA: Kung nagsasalita ka ng Tagalog, may mga serbisyong tulong sa wika na magagamit mo nang libre. Tumawag sa **1-866-560-4042** (TTY: **711**).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 제공해 드립니다. **1-866-560-4042** (TTY: **711**) 번으로 전화해 주십시오.

ATTENTION: Si vous parlez français, des services d'assistance à la langue vous sont offerts sans frais. Composez le **1-866-560-4042** (TTY: **711**).

ACHTUNG: Falls Sie Deutsch sprechen, werden Ihnen Sprachunterstützungsdienste kostenfrei zur Verfügung gestellt. Rufen Sie **1-866-560-4042** an (TTY: **711**).

ВНИМАНИЕ: Если вы говорите на русском языке, то услуги перевода доступны для Вас бесплатно. Звоните **1-866-560-4042** (TTY: **711**).

注意：日本語をご希望の場合は、無料で言語サポートサービスがご利用いただけます。 **1-866-560-4042** (TTY: **711**) までお電話ください。

توجه: اگر به فارسی صحبت میکنید، خدمات زبانی به صورت رایگان
به شما ارائه میشود. با شماره **1-866-560-4042** (TTY: 711)
تماس بگیرید.

توجه: اگر به فارسی صحبت میکنید، خدمات زبانی به صورت رایگان
به شما ارائه میشود. با شماره **1-866-560-4042** (TTY: 711)
تماس بگیرید.

PAŽNJA: Ako govorite srpski, usluge jezičke pomoći dostupne su
Vam besplatno. Nazovite **1-866-560-4042** (TTY: 711).

โปรดทราบ: หากคุณพูดภาษาไทย เรามีบริการให้ความช่วยเหลือด้าน
ภาษาให้คุณโดยไม่มีค่าใช้จ่าย โทร **1-866-560-4042** (TTY: 711).