



## **Brown & Toland Physicians Nondiscrimination Notice**

Brown & Toland Physicians (Brown & Toland) complies with applicable Federal civil rights laws and does not discriminate based on Member enrollment in a Health Benefit Plan, race, color, creed, national origin, ancestry, religion, marital status, age, disability, sex, payment source, state of health, need for Health Services, status as a litigant, status as a Medicare or Medicaid beneficiary, sexual orientation, gender identity, or any other basis prohibited by law.

Brown & Toland does not exclude people or treat them differently because of Member enrollment in a Health Benefit Plan, race, color, creed, national origin, ancestry, religion, marital status, age, disability, sex, payment source, state of health, need for Health Services, status as a litigant, status as a Medicare or Medicaid beneficiary, sexual orientation, gender identity, or any other basis prohibited by law.

### **Brown & Toland:**

- 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, contact Customer Service.

If you believe that Brown & Toland 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:

Customer Service  
1221 Broadway, Suite 700  
Oakland, CA 94612  
Toll Free: 1-800-225-5637  
Local: 415-972-6002  
TTY: 1-800-735-2929

You can file a grievance in by mail or by phone. If you need help filing a grievance, Customer Service staff 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, 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 other languages other than English, language assistances services, free of charge, are available to you. Call **1-800-225-5637** (TTY: **1-800-735-2929**).

**Spanish:**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-225-5637** (TTY: **1-800-855-3000**).

**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 **1-800-225-5637** (TTY : **1-800-735-2929**) 。

**Tagalog:**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-225-5637** (TTY: **1-800-735-2929**).

**Russian:**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-225-5637** (телетайп: **1-800-735-2929**).

**Arabic:**

كل رفاوتت ةيوعلل ةدعاسملا تامدخ نإف ، ةوعلل ركذا ثدحتت تنك اذا : ةظوح لم  
مكبلاو مصللا فتاه مقر) . 1-800-225-5637 مقرب لصتا . ن اجم لاب  
**1-800-735-2929**).

**Armenian:**

ՈՒՇԱԴՐՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար  
կարող են տրամադրվել լի էզ վսկան աջակց ու թյան ծառայու  
թյու ննե ր: Ջանգահարե ք **1-800-225-5637** (TTY (հեռատիպ)  
**1-800-735-2929**):

**Cambodian:**

របស់ គ្នា ៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្លូវភាសា  
ដោយមិនគិតល្អលក្ខណ៍អាចមានសំរាប់ ប្រើអ្នកកម្ពុជា  
លេខ **1-800-225-5637** (TTY: **1-800-735-2929**) ។

**Farsi:**

توجه: اگر به زبانی غیر از زبان انگلیسی صحبت میکنید، خدمات زبانی رایگان برای شما فراهم است. با شماره  
**1-800-225-5637**. TTY: **1-800-735-2929** تماس بگیرید.

**Hmong:**

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab  
dawb rau koj. Hu rau **1-800-225-5637** (TTY: **1-800-735-2929**).

**Hindi:**

ध्यान दें: यदि आप अंग्रेजी के अलावा कोई अन्य भाषा बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-225-5637. (TTY: 1-800-735-2929) पर कॉल करें।

**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。

1-800-225-5637 TTY: 1-800-735-2929) まで、お電話にてご連絡ください。

**Korean:**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-800-225-5637 (TTY: 1-800-735-2929) 번으로 전화해 주십시오.

**Punjabi:**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-225-5637 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ।

**Thai:**

เรียน: ถ้า คุณพูดภาษาไทยคุณสามารถใช้ บริการช่วยเหลือทางภาษาได้ ฟรี โทร

1-800-225-5637 (TTY: 1-800-735-2929).

**Vietnamese:**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-225-5637 (TTY: 1-800-735-2929).

**Laotian:**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-225-5637. (TTY: 1-800-735-2929).