

Unlawful Discrimination

Choice Physicians Network (HMO) (HMO SNP) complies with Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (as defined in 45 CFR § 92.101(a)(2)) (or sex, gender identity, including transgender expressions; pregnancy or related conditions; sexual orientation; gender identity, and gender stereotypes). Choice Physicians Network does not exclude anyone or treat them unfairly because of race, color, national origin, age, disability, or sex

Choice Physicians Network:

- Allows people with disabilities to make reasonable accommodations, free of charge, to communicate effectively with us, such as:
 - Quality sign language interpretation
 - Providing information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose first language is not English, which may include:
 - Quality interpretation
 - Information written in other languages.

If you need reasonable accommodations, basic service assistance, or language assistance, please contact Member Services at 1760 242 4800 (TDD/TTY) or 1 844 203 2025.

If you believe that Choice Physicians Network 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 raise your concern with: Sharla Greiner, CHC, CRC, Compliance Director, Compliance Officer, 19111 Town Center Drive, Apple Valley, CA 92308, 1 760 242 7777, 1 760 242 4800 (TDD/TTY), 1 760 370 4271 (Fax), sgreiner@choicemg.com. You can raise your concern in person or by mail, fax, or email. If you need assistance raising your concern, Sharla Greiner, Compliance Officer, is available to help you.

You may also file a human rights complaint with the U.S. Department of Health and Human Services, Office of Human Rights, electronically through the Human Rights Complaint Portal <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 (Disabled)

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

NOTICE OF AVAILABILITY

Notice of availability of language assistance services and auxiliary aids and services

English	Our Medicare and appropriate auxiliary aids and services free of charge. For assistance, please call 1-760-242-4800 (TDD/TTY) or 1-844-203-2025.
Hindi	हमारा माडि के येरा एकां के जे संगठन भाषा सहायता संवि ए और उचि ज्ञा सहायके उपकरण और संवि ए डिन: शुल्क देता है। सहायता के चि के पया 1-760-242-4800 (TDD/TTY) or 1-844-203-2025.
Italian	La nostra Medicare Advantage Organization fornisce gratuitamente servizi di assistenza linguistica e altri servizi e strumenti ausiliari a seconda delle necessità. Per ricevere assistenza, contattare il numero 1-760-242-4800 (TDD/TTY) or 1-844-203-2025. परा को केरां।
Arabic	تق Medicare Advantage Organization بلع لوصحلل. اناجم ةبسانلما ةيفاضلا تادعاسلماو تامدلخاو ةيوغلا ةدعاسلما تامدخ مقرلا بلع (اصتلا ح ر) ةدعاسلما 1-760-242-4800 (TDD/TTY) or 1-844-203-2025
German	Unsere Medicare Advantage Organization bietet kostenlos Sprachassistenzen und passende zusätzliche Hilfen und Services. Rufen Sie uns unter 1-760-242-4800 (TDD/TTY) or 1-844-203-2025. an, um Unterstützung zu erhalten.
French	L'organisme Medicare Advantage propose gratuitement des services d'assistance linguistique ainsi que les aides et services auxiliaires appropriés. Pour toute assistance, veuillez appeler le 1-760-242-4800 (TDD/TTY) or 1-844-203-2025.
Vietnamese	Tổ chức Medicare Advantage Organization của chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ về mặt ngôn ngữ cũng như những dịch vụ và phương tiện hỗ trợ phù hợp. Vui lòng gọi số 1-760-242-4800 (TDD/TTY) or 1-844-203-2025. để được trợ giúp.
Thai	องค์กรประกันสุขภาพแบบสิทธิประโยชน์ทางการแพทย์ (Medicare Advantage Organization) ของเรา ให้บริการช่วยเหลือด้านภาษา และอุปกรณ์เสริม เพื่อเหมาะสมโดยไม่มี ะค่าใช้จ่าย หากต้องการความช่วยเหลือ กรุณาโทรติดต่อได้ที่ 1-760-242-4800 (TDD/TTY) or 1-844-203-2025.
Spanish	Nuestra organización Medicare Advantage ofrece servicios de asistencia lingüística y apoyos y servicios complementarios apropiados gratuitos. Para recibir asistencia, llame al 1-760-242-4800 (TDD/TTY) or 1-844-203-2025.
Tagalog	Ang aming Medicare Advantage Organization ay nagkakaloob ng mga serbisyo para sa tulong sa wika at mga angkop na pantulong na kagamitan at serbisyo nang walang bayad. Para sa tulong, mangyaring tumawag sa 1-760-242-4800 (TDD/TTY) or 1-844-203-2025.
Russian	Наша организация, обеспечивающая страховое покрытие по программе Medicare Advantage, бесплатно предоставляет услуги перевода и надлежащие вспомогательные средства и услуги. Если вам нужна помощь, звоните на номер 1-760-242-4800 (TDD/TTY) or 1-844-203-2025.
Korean	저희의 메디케어 어드밴티지 조직(Medicare Advantage Organization)은 언어지원 서비스, 적절한 보조기구 및 서비스를 무료로 제공하고 있습니다. 도움이 필요하신 경우, 1-760-242-4800 (TDD/TTY) or 1-844-203-2025. 번으로 전화해 주십시오.
Portuguese	Nossa organização Medicare Advantage oferece, gratuitamente, serviços de assistência linguística e recursos auxiliares adequados. Para obter assistência, ligue para 1-760-242-4800 (TDD/TTY) or 1-844-203-2025.
Polish	Nasza organizacja Medicare Advantage zapewnia bezpłatnie usługi pomocy językowej oraz odpowiednie środki i usługi pomocnicze. W celu uzyskania pomocy należy dzwonić pod numer 1-760-242-4800 (TDD/TTY) or 1-844-203-2025.

Japanese 私たちのメディケアアドヴァンテージ組織(Medicare Advantage Organization) 語支援サービス、1-適切な補助器具およびサービスを無料で提供しています。支援をご希望の場合は760-242-4800 (TDD/TTY) or 1-844-203-2025番までお電話ください。

Traditional Chinese 我們的 Medicare Advantage Organization 免費提供語言協助服務及適當的輔助工具與服務。如需協助，請致電1-760-242-4800 (TDD/TTY) or 1-844-203-2025 。
