

Notice of Nondiscrimination

Passport Health Plan by Molina Healthcare meets all Federal civil rights laws related to health care services. Passport offers health care services to all members without regard to race, color, national origin, age, disability, or sex. Passport does not exclude people or treat them differently because of race, color, national origin, age, religion, disability, or sex. This includes gender identity, pregnancy, and sex stereotyping.

To help you talk with us, we offer these free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills.
This includes:
 - Skilled interpreters
 - Material translated in your language
 - Materials that are easy-to-read

If you need these services, call Passport Member Services at **(800) 578-0603**. TTY users may call 711.

If you think Passport did not provide these services or treated you differently based on your race, color, national origin, age, religion, disability, sex, sexual orientation, or gender identity, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at **(866) 606-3889**. TTY users can call 711.

Mail your complaint to:

**Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802**

Email your complaint to:

civil.rights@molinahealthcare.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. The form is available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

You can also send it through the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call **1-800-368-1019**; TTY **800-537-7697**.

You can get this handbook and other plan information in large print for free. To get materials in large print, call Member Services at **(800) 578-0603**.

We can help you if English is not your first language. We can also help if you are reading this on behalf of someone who does not read English. Call Member Services at **(800) 578-0603**. You can get this Handbook in your language. We have interpreters who can answer questions your language.

