

Passport by Molina Healthcare meets federal civil rights laws that relate to health care services. Passport offers services to all members regardless of 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, sex and stereotyping.

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

- Aids and services for 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 Member Services at (800) 578-0603 (TTY: 711). You can call Monday - Friday, 7 a.m. to 7 p.m. EST.

If you think that Passport has not provided these services or treated you differently based on your race, color, national origin, age, religion, disability, or sex, you can file a complaint. This includes gender identity, pregnancy and sex stereotyping. You can file 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, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator  
200 Oceangate  
Long Beach, CA 90802

You can also email your complaint to [civil.rights@molinahealthcare.com](mailto:civil.rights@molinahealthcare.com). Or, fax your complaint to (877) 508-5738. You may also visit our website at <https://molinahealthcare.alertline.com>.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. To get a copy of the form, visit <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 (800) 368-1019. TTY users may call (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 (TTY: 711).

If English is not your first language (or if you are reading this on behalf of someone who doesn't read English), we can help. Call Member Services at (800) 578-0603 (TTY: 711). You can ask us for the information in this handbook in your language. We have access to interpreter services and can help answer your questions in your language.

## Non-Discrimination Tag Line

English	ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-578-0603 (TTY/TTD 711).
Spanish	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-578-0603 (TTY/TTD 711).
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 1-800-578-0603 (TTY/TTD 711)。
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-578-0603 (TTY/TTD 711).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-578-0603 (TTY/TTD 711).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم . (TTY/TTD 711) 1-800-578-0603
Croatian	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-578-0603 (TTY/TTD 711).
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。1-800-578-0603 (TTY/TTD 711) まで、お電話にてご連絡ください。
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-578-0603 (TTY/TTD 711).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-578-0603 (TTY/TTD 711) 번으로 전화해 주십시오.
Dutch	Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-578-0603 (TTY/TTD 711).
Hindi	ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको नान्त भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-800-578-0603 (TTY/TTD 711).
Cushite	XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-578-0603 (TTY/TTD 711).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-578-0603 (TTY/TTD 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-578-0603 (TTY/TTD 711).
Bantu	ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-800-578-0603 (TTY/TTD 711).