

Nondiscrimination Language

Molina Healthcare of Iowa (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy, and sex stereotyping.

Communicating with you is important to us. To help you talk with us, Molina provides the following services free of charge:

- Aids and services to people with disabilities
 - o Skilled sign language interpreters
 - o 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
 - o Skilled interpreters
 - o Written material translated in your language
 - o Material that is simply written in plain language

If you need these services, contact Molina at our toll-free number (844) 236-0894 (TTY: 711).

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person by mail, or email. You can file a grievance with:

Civil Rights Coordinator
200 Oceangate, Suite 100
Long Beach, CA 90802
Toll Free: (866) 606-3889
TTY/TDD: 711
Online: [MolinaHealthcare.AlertLine.com](https://www.molinahealthcare.com/alertline)
Email: 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 electronically through the Office for Civil Rights Complaint Portal, available at [Ocrportal.hhs.gov/ocr/portal/lobby.jsf](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
Phone: (800) 368-1019, (800) 537-7697 (TDD)
Complaint forms are available at www.hhs.gov/ocr/index.html

Language Assistance

Molina Healthcare of Iowa Member Services: (844) 236-0894 (TTY: 711).

English: Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.

English (Large Font): Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.

Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

中文 (Chinese): 可以免费为您提供语言协助服务、辅助用具和服务、较大的字体、口译以及其他格式。如有需要请拨打上述电话号码。

Tiếng Việt (Vietnamese): Các dịch vụ trợ giúp về ngôn ngữ, các trợ cụ và dịch vụ phụ thuộc, phông chữ khổ lớn, thông dịch bằng lời nói, và các dạng thức thay thế khác hiện có cho quý vị miễn phí. Để có được những dịch vụ này, xin gọi số điện thoại nêu trên.

Srpsko-Hrvatski (Serbo-Croatian): Nna raspolaganju su vam besplatne jezičke podrške, dodatna pomoć i usluge, krupniji font, usmeni prevod kao i drugi alternativni formati. Da biste sve ovo dobili, molimo vas da nas nazovete na gornji broj.

Deutsch (German): Sprachunterstützung, Hilfen und Dienste für Hörbehinderte und Gehörlose, eine größere Schriftart, eine mündliche Übersetzung sowie weitere alternative Formate werden Ihnen kostenlos zur Verfügung gestellt. Um eines dieser Serviceangebote zu nutzen, wählen Sie die o. a. Rufnummer.

ايفهفو تريبك فرحاب تيفاضلا تادعاسملاو تانااعلاو تيوغلا ءدعاسملا تامدخ كل رفوتت هلاعأ (Arabic): مقررلاب لصنا، تامدخلا هذه بلع لوصحلل. اناجم ءليديبلا لاكشلا نم اهرىغو

ລາວ (Lao): ບໍລິການໃຫ້ຄວາມຊ່ວຍເຫຼືອດ້ານພາສາ, ບໍລິການ ແລະ ຄວາມຊ່ວຍເຫຼືອຕ່າງໆ, ແລະ ຮູບແບບທາງເລືອກອື່ນໆ ມີໃຫ້ເຈົ້າ ພວີ. ຫາກຕ້ອງການຮັບຂໍ້ມູນ ກະລຸນາໃບທໍ້ໝາຍເລກຂ້າງເທິງ.

한국어 (Korean): 언어 지원 서비스, 보조 지원 및 서비스, 대형 활자본, 통역, 기타 대체 형식을 무료로 이용하실 수 있습니다. 이를 위해 위의 전화번호로 연락해 십시오.

हिंदी (Hindi): आप या जिसकी आप मदद कर रहे हैं उनके के बारे में कोई सवाल हों, तो आपको बिना किसी खर्च के अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। किसी दुभाषिये से बात करने के लिए

Français (French): Des services gratuits d'assistance linguistique, ainsi que des services d'assistance complémentaires, des polices de caractères plus grosses, de la traduction orale et d'autres formats sont à votre disposition. Pour y accéder, appelez le numéro ci-dessus.

Pennsylvanian Deitsh (Pennsylvanian Dutch): Du kansht hilf greeya mitt dee shprohch, adda annah hilf un services in diffahndi vayya un es kosht dich nix. Fa hilf greeya adda may ausfinna, kaw! da phone number do ovvah droh.

ไทย (Thai): บริการความช่วยเหลือด้านภาษา อุปกรณ์และบริการเสริม แบบ อักษรขนาดใหญ่
การแปลด้วยปากเปล่า รวมทั้ง ารรูปแบบทางเลือกอื่น ๆ มีให้ ุณใช้ได้โดยไม่เสียค่าใช้จ่าย
หากต้องการใช้บริการนี้ กรุณาโทรศัพท์ติดต่อ ที่หมายเลขข้างต้น

Tagalog (Tagalog): May available na libreng mga serbisyo sa tulong sa wika, auxiliary na tulong at serbisyo, mas malaking font, pasalitang pagsasalin, at iba pang alternatibong format para sa iyo. Para kunin ito, pakitawagan ang numero sa itaas.

ကဠီ (Karen): ကျိအတၢ်ဆိၣ်ဝဲၣ်မၤတၢ်မၤ (Language assistance services),
တၢ်မၤတၢ်ဝဲၣ်တၢ်လၢအကဲထီၣ်တၢ်မၤတၢ်သ့တဖၣ်, လံာ်မဲၣ်ဖျါအိၣ်, တၢ်ကတိၤကျိးထံ,
ဒီးတၢ်အက့ၢ်ဂီၤဒိလၢတၢ်ဃုထၢမၤအိၣ်သ့တဖၣ်အိၣ်ဝဲလၢန့ၢ်လၢတလၢအပူၤကလံာ်န့ၣ်လီၤ.
လၢကဒီးန့ၣ်တၢ်သ့တဖၣ်အံၤအဂီၢ်, ဝံသးစူၤကိးတၢ်လီၤဝဲၣ်နီၣ်ကံၢ်ဒိအဖျါလၢထးအသိးတက့ၢ်.

Русский язык (Russian): Услуги по переводу, вспомогательные средства и услуги, материалы, напечатанные более крупным шрифтом, услуги устного перевода, а также материалы в других, альтернативных, форматах предоставляются Вам совершенно бесплатно. Чтобы получить их, позвоните по указанному выше номеру телефона