



## Nondiscrimination Statement

MedStar Family Choice District of Columbia (“We”) do not discriminate on the basis of race, color, national origin, sex, gender identity, age, disability (physical or mental), religion or political beliefs (“discrimination”). We comply with applicable federal civil rights laws. We do not exclude people or treat them differently on the basis of discrimination.

We provide free communication aids and services to people with disabilities, such as:

- Qualified sign language interpreters
- Written information in other formats (e.g. large print, audio, accessible electronic, other)

We provide free language services to those whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these aids or services, contact Enrollee Services at **888-404-3549 (TTY: 7-1-1)**.

We have a grievance procedure to resolve complaints alleging discrimination. If you believe we have failed to provide these services or discriminated in another way, you can file a grievance in the following ways:

- By phone: **888-404-3549 (TTY: 7-1-1)**
- By e-mail: [MFCDC1557Coordinator@medstar.net](mailto:MFCDC1557Coordinator@medstar.net)
- By mail: Section 1557 Coordinator, 3007 Tilden Street, NW, POD 3N, Washington, DC 20008

Enrollee Services or the Section 1557 Coordinator can help you file a grievance.

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 web portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>;
- By mail at U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201; or
- By phone at **800-368-1019, 800-537-7697 (TDD)**

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

## Interpreter Services Are Available for Free

**Help is available in your language:  
888-404-3549 (TTY: 7-1-1).**

### Spanish/Español

Atención: Si no habla y/o lee inglés, llame al 888-404-3549 entre las 8:00 a.m. y las 5:30 p.m. Un representante lo asistirá.

### Amharic/አማርኛ

ማሳሰቢያ፡ ኢንግሊዝኛ የማይናገሩ እና/ወይም የማያነቡ ከሆነ፣ እባክዎ ከጧት 8:00 እስከ አመሻሽ 5:30 ባሉ ሰዓታት ውስጥ ወደ 888-404-3549 ይደውሉ። ተወካይ ያግዝዎታል።

### Arabic/العربية

تنبيه: إذا كنت تقرأ اللغة الإنجليزية، يرجى الاتصال بـ 888-404-3549 بين الساعة 8:00 صباحاً و5:30 مساءً. أحد مندوبينا سيقوم بمساعدتك.

### Bassa/Bàsɔ̀

DE DE NIÀ KE DYÉDÉ GBO: Ǿ Jũ ké m̄ se Xwi-wùdù poe dyuò mɔɔ wuɔ̀uún zàà dyuò ní, dǎ nɔ̀bà nià ke 888-404-3549 sòin 8:00 AM ké 5:30 PM gbo muε. À ké-baɔ̀a-nyò dó mu m̄ gbo kpáun.

### Burmese/ မာဘာသာစကား

သတိပြုရန်- အကယ်၍ သင်သည် အင်္ဂလိပ်စကား မပြောတတ်၊ မဖတ်တတ်လျှင် ကျေးဇူးပြု၍ နံနက် ၈:၀၀ နာရီနှင့် ညနေ ၅:၃၀ နာရီ အကြားတွင် ၈၈၈-၄၀၄-၃၅၄၉ သို့ ဖုန်းခေါ်ဆိုပါ။ ကိုယ်စားလှယ်တစ်ဦးက သင့်ကို ကူညီလိမ့်မည်။

### Chinese (Traditional)/粵語

請注意：如果您不會說英文和/或不會閱讀英文，請在早上 8 時至下午 5 時半之間撥打 (888) 404-3549，會有代表為您提供協助。

### Chinese (Simplified)/普通话

请注意：如果您不会说英语和/或不认识英文，请在早上 8 点至下午 5:30 之间拨打 (888) 404-3549，会有代表为您提供协助。

### Farsi/فارسی

توجه: اگر قادر به صحبت کردن و/یا خواندن به انگلیسی نیستید، لطفاً بین ساعات 8.00 صبح تا 5.30 عصر با شماره 888-404-3549 تماس بگیرید. نماینده‌ای به شما کمک خواهد کرد.

### French/Français

Attention : Si vous ne parlez pas et / ou ne lisez pas l'anglais, veuillez appeler le 888-404-3549 entre 8h00 et 17h30. Un représentant vous répondra.

### Gujarati/ગુજરાતી

ધ્યાન આપો: જો તમે અંગ્રેજી બોલી અને/અથવા વાંચી શકતા ન હોય તો, કૃપા કરીને 888-404-3549 નંબર પર 8:00 a.m. થી 5:30 p.m. વચ્ચે કોલ કરો. પ્રતિનિધિ તમારી મદદ કરશે.

### Haitian Creole/Kreyòl Ayisyen

Atansyon: Si ou pa pale ak/oswa li anglè, tanpri rele 888-404-3549 ant 8:00 a.m. ak 5:30 p.m. Yon reprezantan pral ede ou.

### Hindi/हिन्दी

ध्यान दें: यदि आप अंग्रेजी नहीं बोलते हैं और/या पढ़ नहीं सकते हैं, तो कृपया 888-404-3549 पर सुबह 8 बजे से शाम 5:30 बजे के बीच कॉल करें। प्रतिनिधि आपकी सहायता करेगा।

### Hmong/Hmong

Nco ntsoov: Yog tias koj tsis hais thiab / los sis tsis nyeem As Kiv, thov hu rau 888-404-3549 thaum 8:00 sawv ntxov thiab 5:30 tsaus ntuj. Ib tus sawv cev yuav pab koj.

### Igbo/Igbò

Gee ntị: O buru na i naghị asụ ma/màọbụ agụ Bekee, biko kpọọ 888-404-3549 ihe dikà ebe 8:00 nke ututu ruo 5:30 nke mgbede. Onye nnọchị anya ga-enyere gi aka.

### Italian/Italiano

Attenzione: Se non parla e/o legge inglese, chiama il numero 888-404-3549 tra le 8:00 e le 17:30. Un rappresentante vi assisterà.

### Japanese/日本語

注意: 英語が話せないまたは読めない場合は、888-404-3549 までご連絡をお入れください。受付の営業時間は朝8時から昼5時半まででございます。係員がお手伝い致します。

### Korean/한국어

알림: 영어를 읽거나 말할 수 없는 경우, 오전 8 시에서 오후 5 시 30 분에 888-404-3549 로 문의하십시오. 담당 직원이 도와드릴 것입니다.

### Polish/Polski

Uwaga: Jeśli nie mówisz i/lub nie czytasz po Angielski, zadzwoń pod numer 888-404-3549 między 8:00 a 17:30. Nasz przedstawiciel będzie mógł Ci pomóc.

### Portuguese/Português

Atenção: Se você não fala ou lê Inglês, ligue para 888-404-3549; horário de atendimento das 08:00 às 17:00. Nosso representante irá ajudá-lo.

### Punjabi/ਪੰਜਾਬੀ

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲ ਅਤੇ/ਜਾਂ ਪੜ੍ਹ ਨਹੀਂ ਸਕਦੇ ਹੋ, ਕਿਰਪਾ ਕਰਕੇ ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 5:30 ਵਜੇ ਦੇ ਵਿਚਕਾਰ 888-404-3549 'ਤੇ ਕਾਲ ਕਰੋ। ਇੱਕ ਨੁਮਾਇੰਦਾ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰੇਗਾ।

### Russian / русский

Внимание: Если вы не говорите и/или не можете читать на английский языке, позвоните по телефону 888-404-3549 с 8:00 до 17:30. Представитель поможет вам.

### Somali/Soomaaliga

Ogeysiis: Haddii aadan ku hadlin iyo/ama aadan Akhriyi karin Ingiriisi, fadlan wac lambarkaan 888-404-3549 inta u dhexeysa 8:00 subaxnimo iyo 5:30 galabnimo waxaa ku caawin doona qof wakiil ka ah.

### Tagalog/Tagalog

Paunawa: Kung hindi ka nagsasalita at/o nagbabasa ng Ingles, pakitawagan ang 888-404-3549 sa pagitan ng 8:00 a.m. at 5:30 p.m. May kinatawan na tutulong sa iyo.

### Urdu/اردو

توجہ فرمائیں: اگر آپ انگریزی بولتے اور/یا پڑھتے نہیں ہیں تو براہ کرم 888-404-3549 پر صبح 8:00 بجے سے شام 5:30 بجے کے درمیان کال کریں۔ ایک نمائندہ آپ کی مدد کرے گا۔

### Vietnamese/Tiếng Việt

Chú ý: Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi tới số 888-404-3549, từ 8 giờ sáng đến 5 giờ 30 chiều. Một người đại diện sẽ hỗ trợ quý vị.

### Yoruba/Yorùbá

Àkiyèsí: Bí o ko bá sọ àti/tàbí ka èdè Gẹ̀ẹ̀sì, jò wọ́ pẹ 888-404-3549 láàárín 8:00 òwúrọ̀ àti 5:30 ìrọ̀lẹ̀. Asojú kan yòò ràn ọ̀ lọ̀wọ̀.