

Notice of Non-Discrimination

First Choice by Select Health of South Carolina complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. First Choice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

First Choice provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, Braille, audio, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact First Choice at **1-888-276-2020** (TTY 1-888-765-9586). We are available:

- Monday Friday: 8 a.m. to 6 p.m.
- Saturday Sunday: Open only for members with pharmacy-related calls, 8:30 a.m. to 5 p.m.

If you believe that First Choice 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 file a grievance with:

- Grievance Supervisor First Choice Member Services P.O. Box 40849, Charleston, SC 29423-0849 1-888-276-2020 (TTY 1-888-765-9586) Fax: 1-800-575-0419
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, First Choice Member Services is available to help you.

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 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 (TDD: 1-800-537-7697)

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

SHSC_233260651-1







Language services

English: If your primary language is not English, language assistance services are available to you, free of charge. Call: 1-888-276-2020 (TTY: **1-888-765-9586**).

Spanish: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-276-2020 (TTY: 1-888-765-9586).

Arabic:

إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتو افر لك بالمجان. اتصل برقم 1-888-276-2020 (رقم هاتف الصم والبكم: TTY: 1-888-765-9586).

Portuguese: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-276-2020 (TTY: 1-888-765-9586).

Russian: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-276-2020 (TTY: 1-888-765-9586).

Vietnamese: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho ban. Goi số 1-888-276-2020 (TTY: 1-888-765-9586).

Brazilian Portuguese: Se você fala português do Brasil, os serviços de assistência em sua lingua estão disponíveis para você de forma gratuita. Chame 1-888-276-2020 (TTY: 1-888-765-9586).

Chinese: 如果您說中文, 您可以免費獲得語言援助服務。 請致電 1-888-276-2020 (TTY: 1-888-765-9586)。

Falam: Falam tawng thiam tu na si le tawng let nak asi mi 1-888-276-2020 (TTY: 1-888-765-9586) ah tang ka pek tul lo in

Hindi: यदि आप हिंदी बोलते हैं, तो आपके लिए मुफ़्त भाषा सहायता सेवाएँ उपलब्ध हैं। काल करें: 1-888-276-2020 (TTY: 1-888-765-9586) I

Korean: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-276-2020 (TTY: 1-888-765-9586) 번으로 전화해 주십시오.

Chin: Hakha holh a hmangmi na si ahcun man lo in holh leh piaknak lei bawmchanh khawh na si. Auh khawhnak:

1-888-276-2020 (TTY: 1-888-765-9586).

French: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-276-2020 (ATS: 1-888-765-9586).

Karen:

နမ့်ာကတိုး ကညီ ကျိဉ်အယိ, နမာနှုံ ကျိဉ်အတာမြာစားလာ တလၢၥ်ဘူဉ်လၢ၁်စ္နာ နီတမံး ဘဉ်သံ့နှဉ်လီး ကိုး

1-888-276-2020 (TTY: 1-888-765-9586).

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያባዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-888-276-2020 (መስጣት ለተሳናቸው: 1-888-765-9586)። Burmese: အကယ်၍ သင်သည်မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့် င့်အတွက်

စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနှံပါတ် **1**-888-276-2020 (TTY: **1-888-765-958**6) သို့ ခေါ်ဆိုပါ။

www.selecthealthofsc.com