



## Discrimination is Against the Law

Texas Children's Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Texas Children's Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Texas Children's Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Texas Children's Health Plan Member Services Department at 1-866-959-2555.

If you believe that Texas Children's Health Plan 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 Texas Children's Health Plan Member Services Department. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Member Services is available to help you at:

Texas Children's Health Plan  
1-866-959-2555  
[HealthPlan@texaschildrens.org](mailto:HealthPlan@texaschildrens.org)  
PO Box 301011, NB 8360  
Houston, TX 77230-1011

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, 800-537-7697 (TDD)

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

## La Discriminación es Contra la Ley

Texas Children's Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Texas Children's Health Plan no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

Texas Children's Health Plan:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
  - Intérpretes de lenguaje de señas capacitados.
  - Información escrita en otros formatos (letra grande de molde, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
  - Intérpretes capacitados.
  - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese a Texas Children's Member Services Department al tel. 1-866-959-2555.

Si usted considera que Texas Children's Health Plan ha fracasado en proveerle estos servicios o de alguna manera discriminado por motivos de raza, color, nacionalidad de origen, edad, discapacidad o sexo, usted puede presentar un agravio ante el Departamento de Member Services del Texas Children's Health Plan. Usted puede presentar un agravio ya sea en persona, por correo, fax o correo electrónico (email). Si usted necesita ayuda para presentar un agravio, El Departamento de Member Services está disponible para atenderle comunicándose a:

Texas Children's Health Plan  
1-866-959-2555  
[HealthPlan@texaschildrens.org](mailto:HealthPlan@texaschildrens.org)  
PO Box 301011, NB 8360  
Houston, TX 77230-1011

Usted también puede presentar un reclamo por derechos civiles, ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos (U.S. Department of Health and Human Services, Office for Civil Rights), vía electrónica a través de la Oficina de Acceso a Reclamos por Derechos Civiles (Office for Civil Rights Complaint Portal), disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo a la siguiente dirección o por teléfono a los números que aparecen a continuación:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Usted puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

Effective date: October 17, 2016