

Notice of Nondiscrimination

CalOptima PACE complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. CalOptima PACE does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

CalOptima PACE:

- 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 CalOptima PACE Customer Service toll-free at **1-855-785-2584**, 24 hours a day, 7 days a week. TDD/TTY users can call toll-free at **1-714-468-1063**. If you believe that CalOptima PACE 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:

CalOptima PACE Quality Improvement — Grievance and Appeals

13300 Garden Grove Boulevard, Garden Grove, CA 92843

Phone number: **1-855-785-2584**

TDD/TTY number: **1-714-468-1063**

Fax: **1-714-468-1065**

Email: PACEQuality@caloptima.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, CalOptima PACE Quality Improvement staff are 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, 1-800-537-7697 (TDD)

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



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English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-855-785-2584** (TTY: **1-714-468-1063**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-785-2584** (TTY: **1-714-468-1063**).

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 **1-855-785-2584** (TTY: **1-714-468-1063**)。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-855-785-2584** (TTY: **1-714-468-1063**).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-855-785-2584** (TTY: **1-714-468-1063**).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-855-785-2584** (TTY: **1-714-468-1063**) 번으로 전화해 주십시오.

Armenian: Ուշադրանք: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգախարհք **1-855-785-2584** (TTY (հեռատիպ) **1-714-468-1063**).

Farsi:

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. باشماره **1-855-785-2584** (TTY: **1-714-468-1063**) تماس بگیرید.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-855-785-2584** (телетайп: **1-714-468-1063**).

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。**1-855-785-2584** (TTY: **1-714-468-1063**) まで、お電話にてご連絡ください。

Arabic:

ملحوظة: إذا كنت تتحدث بلغة أخرى غير الإنجليزية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل علي الرقم **1-855-785-2584** (الهاتف النصي/خط الاتصال لضعاف السمع TTY: **1-714-468-1063**).

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-855-785-2584** (TTY: **1-714-468-1063**) 'ਤੇ ਕਾਲ ਕਰੋ।

Cambodian: ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្មើល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ **1-855-785-2584** (TTY: **1-714-468-1063**).

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **1-855-785-2584** (TTY: **1-714-468-1063**).

Hindi: ध्यान दें: यदि आप बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-855-785-2584** (TTY: **1-714-468-1063**) पर कॉल करें।

Thai: ระวัง: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-855-785-2584** (TTY: **1-714-468-1063**).



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