

Availability of Assistance

- Written materials are provided in English and Spanish.
- Translations of written materials into the following languages are available upon request at no charge: English and Spanish. You may request a translation by calling 1-833-253-7721 and speaking to a Customer Care Representative.
- Oral or American Sign Language interpretation of written materials is available upon request at no charge. Note that oral interpretation is available for any language other than English. You may request oral or American Sign Language interpretation by calling 1-833-253-7721 and speaking to a Customer Care Representative.
- Auxiliary aids and services are available upon request at no charge for persons with disabilities. You may access our TTY/TDY services by calling 1-888-984-0128. You may request other assistance by calling 1-833-253-7721 and speaking to a Customer Care Representative.

Rights of Enrollees

- Right to receive information, in a manner and format that may be easily understood and is readily accessible, with assistance of oral interpretation for enrollees with limited proficiency in English or Spanish languages, and auxiliary aids and services for enrollees with disabilities, such as TTY/TDY and American sign language, upon request;
- Right to be treated with respect and with due consideration for the Enrollee's dignity and privacy;
- Right to have all records and medical personal information remain confidential;
- Right to be free from any form of restraint or seclusion as a means of coercion, discipline, convenience or retaliation;
- Right to choose an authorized representative to be involved as appropriate in making care decisions;

- Right to freely exercise his or her rights, including those related to filing a grievance or appeal, and that the exercise of these rights will not adversely affect the way the enrollee is treated; and
- Right to receive information about covered services and how to access covered services and network providers.