

Discrimination is Against the Law

FirstCarolinaCare Insurance Company complies with applicable Federal Civil Rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

FirstCarolinaCare Insurance Company does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

- FirstCarolinaCare Insurance Company 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 the Civil Rights Coordinator for FirstCarolinaCare Insurance Company. If you believe that FirstCarolinaCare Insurance Company 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:

FCC Civil Rights Coordinator
FirstCarolinaCare Insurance Company
42 Memorial Drive
Pinehurst, NC 28374
Telephone: 1-855-367-8184
Fax number: 1-910-235-7854
Email: fccFMD@firstcarolinacare.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the FCC Civil Rights Coordinator 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, HHS Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-201-4957 (TTY 711).

繁體中文 (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 1-844-201-4957 (TTY 711)。

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-201-4957 (TTY 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1- 844-201-4957 (TTY 711)번으로 전화해 주십시오.

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-201-4957 (ATS 711).

العربي (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-201-4957

TTY: -711 رقم هاتف الصم والبكم)

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-844-201-4957 (TTY 711).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-201-4957 (телетайп: 711).

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-201-4957 (TTY 711).

■ જરાતી (Gujarati)

ચના: જો તમે ■ જરાતી બોલતા હો, તો િન: ક ભાષા સહાય સેવાઓ તમારા માટ

ઉપલ ધ છે. ફોન કરો 1-844-201-4957 (TTY 711).

ខែ្មម (Cambodian)

របៀប: 10 ប្រើសិទ្ធិអនុញ្ញាត ភាសាខែ្មម, 10 សវនករ វេជ្ជសាស្ត្រ វេជ្ជសាស្ត្រ
10 ដោយមិនគិតថ្លៃ

គេហទំព័រ: សំរាប់ ភាសា ខែ្មម 1-844-201-4957 (TTY 711)។
0 បំណែង

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche
Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-201-4957 (TTY 711).

िहदी (Hindi)

यान द : यदि आप िहदी बोलते ह तो आपके िलए मु त म भाषा सहायता सेवाएं उपल ध ह। 1-844-
201-4957 (TTY 711) पर कॉल कर ।

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້ າວ າ ທ່ ານເວົ້ າພາສາລາວ, ການບໍ ລິການຊ່ ວຍເຫຼ ອດ້ ານພາສາ, ໂດຍບໍ ບໍ ລິ
ຊ່ າ, ແມ່ ນມ ພໍ ອມໃຫ້ ທ່ ານ. ໂທ 1-844-201-4957 (TTY 711).

日本語 (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。1-844-201-
4957 (TTY:711) まで、お電話にてご連絡ください。