



**Uniform  
Medical Plan**

## **Uniform Medical Plan Nondiscrimination Notice and Language Access Services**

Uniform Medical Plan (UMP) and its contracted vendors comply with applicable federal civil rights laws and do not discriminate (exclude people or treat them differently) on the basis of race, color, national origin, age, disability, or sex.

UMP also complies with applicable state civil rights laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or disability.

UMP provides free aids and services for people whose primary language is not English and 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).
- Free language services such as qualified interpreters and information written in other languages.

**If you believe one of the below organizations has failed to provide language access services or discriminated in another way, you can file a grievance by using the contact information below.**

### **Regence BlueShield**

*For discrimination concerns about all UMP plans, except UMP Plus*

#### **Regence BlueShield Civil Rights Coordinator**

Attn: UMP Appeals and Grievances

Regence BlueShield

PO Box 1106

Lewiston, ID 83501-1106

PEBB members: 1-888-849-3681 (TRS: 711)

SEBB members: 1-800-628-3481 (TRS: 711)

Fax: 1-877-663-7526

**UMPcivilrights@regence.com**

*For UMP Plus – UW Medicine ACN members only*

#### **Embright**

Attn: UMP Plus – UW Medicine ACN Appeals and Grievances

1037 NE 65th St.

Seattle, WA PMB 259

*For UMP Plus – Puget Sound High Value Network only*

Phone: 1-855-776-9503

### **Washington State Rx Services**

*For discrimination concerns about prescription drug benefits for any UMP plan*

#### **Washington State Rx Services**

Attn: Appeals Unit

PO Box 40168

Portland, OR 97240-0168

1-855-232-9111 (TRS: 711) | Fax 1-866-923-0412

**compliance@modahealth.com**

### **Public Employees Benefits Board (PEBB) Program or School Employees Benefits Board (SEBB) Program**

*For discrimination concerns about eligibility and enrollment*

#### **Health Care Authority**

#### **Enterprise Risk Management Office**

Attn: ADA/Nondiscrimination Coordinator

PO Box 42704

Olympia, WA 98504-2704

1-855-682-0787 (TRS: 711) | Fax 360-507-9234

**compliance@hca.wa.gov**

Visit HCA's nondiscrimination statement webpage at

**[hca.wa.gov/about-hca/non-discrimination-statement](http://hca.wa.gov/about-hca/non-discrimination-statement)** to file a grievance online.

### **U.S. Department of Health and Human Services, Office for Civil Rights**

*You can also file a civils rights complaint with:*

#### **Centralized Case Management Operations**

#### **U.S. Department of Health and Human Services**

200 Independence Avenue, S.W.

Room 509F HHH Bldg.

Washington, D.C. 20201

1-800-368-1019 (TDD: 1-800-537-7697)

**OCRComplaint@hhs.gov**

To submit complaints electronically, visit the Complaint Portal Assistant webpage at **[ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf)**.

To find information on filing a complaint, visit the Office for Civil Rights webpage at **[hhs.gov/ocr/complaints/index.html](http://hhs.gov/ocr/complaints/index.html)**.

UMP is administered by Regence BlueShield and Washington State Rx Services under contract with the Washington State Health Care Authority.

[English] Language assistance services, including interpreters and translation of printed materials, are available free of charge. Employees: Contact your payroll or benefits office. PEBB Retirees, PEBB and SEBB Continuation Coverage members: Call the Health Care Authority at 1-800-200-1004 (TRS: 711).

[Amharic] የድምጽ እገዛ አገልግሎት፣ ተርጓሚዎችን እና የተተረጎሙ የታተሙ ጽሁፎችን ጨምሮ፣ በገጽ እዚህ ይገኛል። ስራተኞች፡ የደመወዝዎን ወይም የጥቅማ ጥቅምን ጽ/ቤትን ያነጋግሩ። የመንግሥት ሠራተኞች ጥቅሞች ቦርድ ጡረተኞች (PEBB), የመንግሥት ሠራተኞች ጥቅሞች ቦርድ እና የትምህርት ቤት ስራተኞች ጥቅሞች ቦርድ (SEBB) ቀጣይነት ሽፋን አባላት፡ የHealth Care Authority በ 1-800-200-1004 (TRS: 711) ይደውሉ።

[Arabic] تتوفر خدمات المساعدة اللغوية، بما فيها المترجمون الفوريون وترجمة المواد المطبوعة، مجاناً. الموظفون: اتصلوا بمكتب كشوف المرتبات أو المستحقات الخاص بكم. متقاعدو مجلس استحقاقات الموظفين العموميين (PEBB)، وأعضاء PEBB ومجلس استحقاقات موظفي المدارس (SEBB) المشاركين في التغطية المستمرة: اتصلوا بـ Health Care Authority على الرقم 1-800-200-1004 (خدمة ترحيل الاتصالات 711) (TRS: 711).

[Burmese] စကားပြန်များ၊ ပုံနှိပ်ထားသည့် စာရွက်စာတမ်းများကို ဘာသာပြန်ဆွဲပေးမှုများ အပါအဝင် ဘာသာစကား အထောက်အကူပြု ဝန်ဆောင်မှုများကို အခမဲ့ စီစဉ်ဆောင်ရွက်ပေးနေပါသည်။ ဝန်ထမ်းများ- မိမိအား လူစာထုတ်ပေးသည့် ရုံး သို့မဟုတ် အကျိုးခံစားခွင့်များ စီစဉ်ပေးသည့်ရုံးကို ဆက်သွယ်ပါ။ အားရ ဝန်ထမ်းများ အကျိုးခံစားခွင့် ဘုတ်အဖွဲ့ (PEBB) PEBB နှင့် ကျောင်းဝန်ထမ်းများ အကျိုးခံစားခွင့် ဘုတ်အဖွဲ့ (SEBB) အား ဆက်သွယ်ခံစားရုံး အဖွဲ့ဝင်များ- Health Care Authority ထံ 1-800-200-1004 (TRS: 711) တွင် ဆက်သွယ်ပါ။

[Cambodian] សេវាជំនួយផ្នែកភាសា រួមទាំងអ្នកបកស្រាយ និងការបកប្រែឯកសារដែលបានបោះពុម្ព មានផ្តល់ជូនដោយឥតគិតថ្លៃ។ និយោជិត៖ ទាក់ទងការិយាល័យបើកប្រាក់ខែ ឬអគ្គប្រយោជន៍របស់អ្នក។ អ្នកចូលនិវត្តន៍នៃក្រុមប្រឹក្សាភិបាលអគ្គប្រយោជន៍របស់និយោជិតសាធារណៈ (PEBB), សមាជិកសេវាវិប័នបន្តពីក្រុមប្រឹក្សាភិបាលអគ្គប្រយោជន៍របស់និយោជិតសាធារណៈ (PEBB) និងក្រុមប្រឹក្សាភិបាលផ្តល់អគ្គប្រយោជន៍ដល់និយោជិតរបស់សាលា (SEBB)៖ ទូរស័ព្ទទៅ Health Care Authority តាមរយៈលេខ 1-800-200-1004 (TRS: 711)។

[Chinese] 可免費提供語言援助服務，包括口譯服務和列印資料翻譯服務。僱員：請聯絡薪資部或福利辦公室。公職人員福利委員會 (PEBB) 退休人員、PEBB 及學校職工福利委員會 (SEBB) 續保會員：請致電 1-800-200-1004 (TRS : 711) 聯絡 Health Care Authority。

[Korean] 통역 및 인쇄물 번역을 포함한 언어 지원 서비스를 무료로 제공해 드리고 있습니다. 직원: 경리과 또는 복리후생과에 문의하십시오. 공무원 복지 혜택 위원회(PEBB) 은퇴자 및 PEBB 와 교직원 복지 혜택 위원회(SEBB) 연속 보장 회원: Health Care Authority 1-800-200-1004 (TRS: 711)로 전화하십시오.

[Laotian] ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ລວມທັງງາຍພາສາ ແລະ ການແປເອກະສານທີ່ພິມແມ່ນມີໃຫ້ໂດຍບໍ່ເສຍຄ່າ. ພະນັກງານ: ຕິດຕໍ່ຫ້ອງການເງິນເດືອນ ຫຼື ຫ້ອງການຊ່ວຍເຫຼືອຂອງທ່ານ. ສະມາຊິກບ້ານນາຂອງຄະນະກຳມະການດ້ານສິດທິຜົນປະໂຫຍດຂອງພະນັກງານສາທາລະນະ (PEBB), PEBB ແລະ ຄະນະກຳມະການດ້ານສິດທິຜົນປະໂຫຍດຂອງພະນັກງານໃນໂຮງຮຽນ (SEBB) ສືບຕໍ່ການຄຸ້ມຄອງ: Health Care Authority ເບີ 1-800-200-1004 (TRS: 711).

[Oromo] Tajaajila deeggarsa afaanii, afaan hiikuu fi waraqawwan afaan barbaachisetti hiikuu, kaffaltii kamiyu malee ni jiru. Qaccaramtoota: Kutaa kaffaltii keessan yookiin biroo deeggarsa keessan qunnaama. Gabatee faayidaa hojjetoota hawaasa (PEBB) Sooramaa ba'aan, Gabatee faayidaa hojjetoota hawaasa (PEBB) fi Gabatee Faayidaa hojjetoota mana barumsa (School employees benefit board SEBB) miseensota hirmaatan walitti aansun: Garaa Health care Authority bilbilaa karaa 1-800-200-1004 (TRS: 711).

[Persian] خدمات کمک زبانی، شامل مترجم شفاهی و ترجمه مطالب چاپی، به صورت رایگان ارائه می‌شود. کارمندان: با دفتر حسابداری یا مزایای خود تماس بگیرید. بازنشستگان هیئت عمومی مزایای کارمندان (PEBB)، اعضای پوشش مستمر PEBB و هیئت مزایای کارمندان مدرسه (SEBB): با Health Care Authority به شماره 1-800-200-1004 (TRS: 711) تماس بگیرید.

[Punjabi] ਭਾਸ਼ਾ ਸਬੰਧੀ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ, ਜਿੰਨਾਂ ਵਿੱਚ ਦੁਬਾਰਾ ਅਤੇ ਪ੍ਰਿੰਟ ਕੀਤੀ ਹੋਈ ਸਮੱਗਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨਾ ਸ਼ਾਮਲ ਹੈ, ਮੁਫ਼ਤ ਉਪਲੱਬਧ ਹਨ। ਕਰਮਚਾਰੀ: ਆਪਣੇ ਤਨਖ਼ਾਹ ਜਾਂ ਫ਼ਾਇਦੀਆਂ ਦੇ ਦਫ਼ਤਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਜਨਤਕ ਕਰਮਚਾਰੀ ਫ਼ਾਇਦਾ ਬੋਰਡ (PEBB) ਤੋਂ ਰਿਟਾਇਰ ਹੋ ਚੁੱਕੇ ਕਰਮਚਾਰੀ, ਜਨਤਕ ਕਰਮਚਾਰੀ ਫ਼ਾਇਦਾ ਬੋਰਡ (PEBB) ਅਤੇ ਸਕੂਲ ਕਰਮਚਾਰੀ ਫ਼ਾਇਦਾ ਬੋਰਡ (SEBB) ਜਾਰੀ ਰੱਖਣ ਵਾਲੇ ਕਵਰੇਜ਼ ਸਦੱਸ: ਹੈਲਥ ਕੇਅਰ ਆਥਾਰਿਟੀ (Health Care Authority) ਨੂੰ 1-800-200-1004 (TRS: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

[Romanian] Sunt disponibile în mod gratuit servicii de asistență lingvistică, inclusiv interpretii și traducerea materialelor tipărite. Angajați: contactați-vă biroul de plată a salariilor sau de beneficii. Pensionari ai Comisiei de beneficii pentru angajați publici (PEBB), membri ai Comisiei de beneficii pentru angajați publici (PEBB) și ai Comisiei de beneficii pentru angajați ai școlilor (SEBB) acoperiți în continuare: apelați Health Care Authority la numărul de telefon 1-800-200-1004 (TRS: 711).

[Russian] Услуги языковой поддержки, включая устных переводчиков и перевод печатных материалов, предоставляются бесплатно. Сотрудникам: свяжитесь с вашим отделом выплаты заработной платы или выплаты льгот и пособий. Пенсионеры, продление договора страхования для членов Совета по выплате льгот и помощи для государственных служащих (PEBB) и Совета по выплате льгот и помощи работникам школ (SEBB): свяжитесь с Health Care Authority по номеру 1-800-200-1004 (TRS: 711).

[Somali] Adeegyada kaalmada luuqada, waxaa kamid ah turjumaad iyo turjubaan wixii daabacan, waxaana lagu heli karaa bilaash. Shaqaalaha: La xidhiidha xafiska mushaharka ama gunooyinka. Hawlgabka Gudida Gunooyinka Shaqaalaha Shacabka (PEBB), Xubnaha Bixinta Sii Socota ee PEBB iyo Gudida Gunooyinka Shaqaalaha Dugsiga (SEBB): Kala Hadal Health Care Authority 1-800-200-1004 (TRS: 711).

[Spanish] Los servicios de asistencia lingüística, incluidos los intérpretes y la traducción de los materiales impresos, están disponibles de forma gratuita. Empleados: Comuníquense con su oficina de nómina o de beneficios. Jubilados de la Junta de Beneficios para Empleados Públicos (PEBB), miembros de la Cobertura de Continuación de la PEBB y de la Junta de Beneficios para Empleados Escolares (SEBB): Llamen a Health Care Authority al 1-800-200-1004 (TRS: 711).

[Swahili] Huduma za usaidizi wa lugha, ikiwemo wakalimani na tafsiri ya nyenzo zilizochapishwa, zinapatikana bila malipo. Wafanyakazi: Wasiliana na ofisi yako ya malipo au manufaa. Wastaafu wa Halmashauri ya Manufaa ya Wafanyakazi wa Umma (PEBB), Wanachama wa Halmashauri ya Manufaa ya Wafanyakazi wa Umma (PEBB) na Bima Endelevu ya Halmashauri ya Manufaa ya Wafanyakazi wa Shule (SEBB): Wasiliana na Health Care Authority kwa nambari 1-800-200-1004 (TRS: 711).

[Tagalog] Makakakuha ng walang bayad na mga serbisyo ng tulong sa wika, kasama ang mga interpreter at pagsasalinh-wika ng mga naka-print na materyal. Mga Empleyado: Makipag-ugnayan sa opisina ng inyong payroll o mga benepisyo. Para sa mga Retirado ng Lupon para sa Mga Benepisyo ng Mga Pamublikong Empleyado (PEBB), mga miyembro ng PEBB at Lupon para sa Mga Benepisyo ng mga Empleyado ng Paaralan (SEBB): Tawagan ang Health Care Authority sa 1-800-200-1004 (Mga Serbisyo sa Telepono para sa May Kapansanan (TRS: 711).

[Tigrigna] ናይ ቋንቋ ሓገዝ አገልግሎታት፣ ተርጓሚቲን ናይ ሕትመት ናውቲ ትርጉምን ሓዲሱ፣ ካብ ክፍሊት ነጻ ዝርከቡ እዮም። ስራ-ሕተኛታት፡ ናይ ስርዓት ክፍሊት ወይ ናይ ረብሓታት ቢሮ ኣዘራርቡ። ናይ ህዝቢ ስራ-ሕተኛታት ረብሓታት ቦርድ (PEBB) ጡረተኛታት፡ ናይ ናይ ህዝቢ ስራ-ሕተኛታት ረብሓታት ቦርድ (PEBB)ን ናይ ቤት ትምህርቲ ስራ-ሕተኛታት ረብሓታት ቦርድ (SEBB)ን ጠቐሻልታ ሽፋን ኣባላት፡ ናብ Health Care Authority ኣብ 1-800-200-1004 (TRS: 711) ይደውሉ።

[Ukrainian] Послуги мовної підтримки, включаючи усних перекладачів і переклад друкованих матеріалів, надаються безкоштовно. Співробітникам: зв'яжіться з вашим відділом виплати заробітної плати або виплати пільг і допомог. Пенсіонери, продовження договору страхування для членів Ради з виплати пільг та допомоги для державних службовців (PEBB) і Ради з виплати пільг та допомоги шкільним працівникам (SEBB): зв'яжіться з Health Care Authority за номером 1-800-200-1004 (TRS: 711).

[Vietnamese] Chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ, bao gồm thông dịch và biên dịch các tài liệu in. Nhân viên: Liên hệ với văn phòng phụ trách trả lương hoặc phúc lợi cho bạn. Người về hưu, hội viên hưởng Quyền Lợi Liên Tục của Ủy Ban Phúc Lợi Viên Chức (PEBB) và Ủy Ban Phúc Lợi Nhân Viên Giáo Dục (SEBB): Xin gọi đến Health Care Authority theo số 1-800-200-1004 (TRS: 711).