



Neighborhood Health Plan of Rhode Island (Neighborhood) does not discriminate or treat people differently based on race, color, national origin, age, disability, or sex.

Neighborhood also provides free language assistance services so that we can communicate effectively with all members. We offer qualified interpreters and translation services for members whose primary language is not English, as well as providing information in formats such as large print or audio and qualified American sign language interpreters. If you need these services, contact Neighborhood Member Services:

- Medicaid Plans: 1-800-459-6019 (TTY 711)
- Neighborhood INTEGRITY (Medicare-Medicaid Plan): 1-844-812-6896 (TTY 711)
- Commercial Plans: 1-855-321-9244 (TTY 711)

If you believe that Neighborhood Health Plan of Rhode Island has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance in person or by phone, mail, fax or email listed below:

Phone: Contact Neighborhood Member Services at the phone numbers listed above.

Mail or in person: Neighborhood Health Plan of Rhode Island
Attn: Grievance and Appeals Coordinator
910 Douglas Pike
Smithfield, RI 02917

Fax: 1-401-709-7005

Email: GAUMailbox@nhpri.org

If you need help filing a grievance, Neighborhood Member Services is available to help you.

There are three ways to file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

1. **Online:** <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>
2. **By phone:** Call 1-800-368-1019. TTY users can call 1-800-537-7697.
3. **In writing:** Send information about your complaint to:

Office for Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Neighborhood Member Services.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicios para Miembros de Neighborhood.

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para os Serviços aos Membros de Neighborhood.

Chinese: 注意：如果您说中文，我们可免费为您提供语言协助服务。请致电 Neighborhood 会员服务部。

French Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis gratis asistans nan lang ki disponib pou w. Rele nan Sèvis Manm Neighborhood.

Khmer: សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសានឹងមានសម្រាប់អ្នកដោយឥតគិតថ្លៃ។ សូមហៅទូរសព្ទទៅកាន់សេវាកម្មសម្រាប់សមាជិករបស់ Neighborhood។

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez les services aux membres de Neighborhood.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Telefonare ai servizi per i membri di Neighborhood.

Lao: ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ Neighborhood Member Services.

Arabic: تنبيه هام: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بقسم خدمات الأعضاء.
(Neighborhood Member Services)

Russian: ВНИМАНИЕ! Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните в отдел обслуживания участников Neighborhood.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, dịch vụ hỗ trợ ngôn ngữ hoàn toàn miễn phí luôn sẵn sàng phục vụ. Vui lòng gọi đến Dịch vụ thành viên Neighborhood.

Kru: DÈ ÐE NÌÀ KE DYÉÐÉ GBO: Ɔ jũ ké m̄ dyi Bàsɔ̀-̀wùdù-po-nyò jũ ní, nìí, à bédé gbo-kpá-kpá bó wuɖu-dù kà kò dò po-nyò b̄é bì n̄ à gbo pídyi. Ða Neighborhood Member Services.

Ibo: NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, na akwughị ugwo, dịrị gị ịnweta. Kpọọ Ọrụ Onye Otu Agbataobi (Neighborhood Member Services).

Yoruba: ÌPÀKÍYÈSÍ: Tí o bá ń sọ èdè Yorùbá, ipèsè aṣẹ̀rànwọ̀ èdè wà nílẹ̀ fún ọ̀ lófẹ̀ẹ̀. Pé Aago Àwọ̀n ipèsè fún Ọmọ ẹgbẹ̀ Àdúgbò (Neighborhood Member Services).

Polish: UWAGA: jeżeli mówisz po polsku, możesz skorzystać z bezpłatnych usług pomocy językowej. Zadzwoń pod numer Usług dla Członków Neighborhood (Neighborhood Member Services).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. Neighborhood 가입자 서비스부로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Serbisyo sa Miyembro ng Pamayanan (Neighborhood Member Services).