

2024 Oregon Application for Individual & Family Insurance

Thank you for choosing Providence Health Plan for your individual health insurance coverage.

THIS FORM IS FOR NEW ENROLLMENT ONLY. DO NOT USE THIS FORM IF:

- **You currently have an active Providence Health Plan Individual & Family insurance plan in the state of Oregon. To learn how to make changes to your existing plan, please see the attached Additional Information page.**
- **You want to enroll with the Marketplace and/or need financial assistance to help lower your monthly premium or out-of-pocket costs (like deductibles, copayments and coinsurance). Our Sales team is available to help determine if you qualify for financial assistance and to help you apply for coverage at [HealthCare.gov](https://www.healthcare.gov). Contact the Providence Health Plan Sales team at the number below to learn more.**
- **You're entitled to Medicare Part A and/or enrolled in Medicare Part B. For information about Providence Medicare plans, please visit [ProvidenceHealthPlan.com/Medicare](https://www.providencehealthplan.com/medicare).**

For assistance completing your application, please contact the Providence Health Plan Sales team at 503-574-5000 or 800-988-0088 (TTY: 711), 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday. You may also contact your insurance agent/producer for assistance.

Before You Begin

Here's some important information about this form.

Everyone listed on this form will be enrolled in the same single plan. A separate application is required for any family members who want coverage on different plans.

All plans purchased using this application will expire December 31, 2024. All plans under the Affordable Care Act (ACA) are considered to be guaranteed renewable. Providence Health Plan will send you information at the end of the plan year regarding your eligibility for coverage in 2025.

Learn about different plans, compare coverage and check rates at [ProvidenceHealthPlan.com](https://www.providencehealthplan.com).

This form does NOT cancel any active coverage you might already have. To avoid paying two premiums or having overlapping coverage, you need to cancel any currently active coverage you might have on a plan from either the Marketplace or an employer, even if the policy is with Providence Health Plan.

Once you've completed this form, submit pages 1-8 to Providence Health Plan. If the form isn't signed, dated, fully completed, or if we need additional information, the date your coverage starts may be delayed. Your application will expire 60 days after the signature date, and we will not accept any postdated applications.

Step 1 of 5: Select Enrollment Period

Select one of the following enrollment options:

Option 1:

- I'm enrolling for new coverage during the **Open Enrollment Period (11/1/2023 - 1/15/2024)**.

Open Enrollment is your opportunity to enroll for coverage without requiring a qualifying event. For your coverage to be effective January 1, 2024, Providence Health Plan must receive your completed application no later than 12/31/2023.

Applications received between 1/1/2024 - 1/15/2024 will have coverage effective February 1, 2024. To initiate coverage, you must submit your initial premium payment by the due date listed in Providence Health Plan's offer of coverage.

Option 2:

- I'm enrolling for new coverage during a **Special Enrollment Period (1/1/2024 - 12/31/2024)**.

You must have experienced one of the qualifying events listed below and submit your application and required documentation. Providence Health Plan must receive this completed application and required documentation **within 60 days** of the qualifying event.

Your effective date will be determined based on the type of qualifying event and the date Providence Health Plan receives your completed application, conditioned on timely receipt of your initial premium payment. Your effective date cannot be prior to the qualifying event. Please see the attached **Additional Information page** to learn more.

____ / ____ / ____

DATE OF QUALIFYING EVENT

If you're applying outside of the Open Enrollment Period you must select a qualifying event:

- | | |
|--|---|
| <input type="checkbox"/> Involuntary loss of individual or group coverage except for failure to pay the premium | <input type="checkbox"/> Loss of coverage due to end of marriage or domestic partnership* |
| <input type="checkbox"/> Marriage or domestic partnership* | <input type="checkbox"/> Involuntary loss of Medicaid or CHIP coverage |
| <input type="checkbox"/> Birth, adoption, placement for adoption or foster care of a child | <input type="checkbox"/> Newly eligible for a state- or federally-sponsored premium assistance program |
| <input type="checkbox"/> Qualified Medical Child Support Order (QMCSO) or acquisition of legal guardianship | <input type="checkbox"/> Loss of Advance Premium Tax Credit (APTC), Cost Sharing Reductions (CSR), or cessation of employer contribution to COBRA |
| <input type="checkbox"/> Permanent move to a new Providence Health Plan service area that offers different health plan options | <input type="checkbox"/> Newly gains access to an individual coverage HRA (ICHRA) or is newly provided a qualified small employer health reimbursement arrangement (QSEHRA) |
| <input type="checkbox"/> Loss of coverage as a dependent due to age | <input type="checkbox"/> Survivor of domestic abuse/violence or spousal abandonment and wants to enroll in a health plan separate from the abuser or abandoner |

*A Domestic Partner must be a member of the Policyholder's same sex, 18 years of age or older, and must have legally registered a Declaration of Domestic Partnership and obtained a Certificate of Registered Domestic Partnership in accordance with Oregon state law.

Step 2 of 5: Provide Member Information

Who is this application for? (Select one)

- Myself only:** You must be at least 18 years old and reside in our service area.
- Myself and my spouse/domestic partner:*** Includes you and your spouse or domestic partner. Both must reside in our service area.
- Myself and my children:** Includes you, your dependent children age 25 or younger, and disabled dependents. You, the Policyholder, must reside in our service area.
- Myself and my family:** Includes you, your spouse or domestic partner, your dependent children age 25 or younger, and disabled dependents. Both you and your spouse/domestic partner must reside in our service area.
- My child/children only:** Includes your dependent children age 20 or younger. The responsible parent or legal guardian is the Policyholder. All enrolled dependent children must reside in our service area.

*A Domestic Partner must be a member of the Policyholder's same sex, 18 years of age or older, and must have legally registered a Declaration of Domestic Partnership and obtained a Certificate of Registered Domestic Partnership in accordance with Oregon state law.

Applicant/Policyholder Information

The policyholder must be at least 18 years old, is financially responsible for the policy and is the person authorized to make changes to the plan.

| | | | |
|------------------------|---------------|-------|--------------------------|
| _____ | _____ | _____ | ____/____/____ |
| LAST NAME | FIRST NAME | MI | DATE OF BIRTH MM/DD/YYYY |
| _____ | _____ | _____ | _____ |
| SOCIAL SECURITY NUMBER | EMAIL ADDRESS | PHONE | |

Gender (check one) Male Female Other

How do you identify? (These fields are optional. Your response will help us to better serve all communities.)

Male Female Non-binary Transgender Male Transgender Female Decline to answer

Have you used any tobacco products in the last six months? Yes No

(Tobacco use is defined as an average of at least four times per week in the last six months, except for religious or ceremonial purposes.)

| | |
|---|-----------------------|
| _____ | _____ |
| PHYSICAL ADDRESS (NO P.O. BOX OR RETAIL/BUSINESS ADDRESSES) | APARTMENT/UNIT NUMBER |

| | | | |
|-------|-------|-------|--------|
| _____ | _____ | _____ | _____ |
| CITY | STATE | ZIP | COUNTY |

| | |
|--|-----------------------|
| _____ | _____ |
| MAILING ADDRESS (IF DIFFERENT FROM HOME ADDRESS) | APARTMENT/UNIT NUMBER |

| | | | |
|-------|-------|-------|--------|
| _____ | _____ | _____ | _____ |
| CITY | STATE | ZIP | COUNTY |

Step 3 of 5: List Dependents

Dependent Information

Please include full, legal names. For a child-only plan, children must be age 20 or younger as of their effective date. For all other plans, children must be age 25 or younger as of their effective date.

1 _____ /_____/_____
 LAST NAME FIRST NAME MI DATE OF BIRTH
 _____ - _____
 RELATIONSHIP* SOCIAL SECURITY # GENDER: M F Other
 HOW DO YOU IDENTIFY?*** Male Female Non-binary USES TOBACCO?** Yes No
 Transgender Male Transgender Female Decline to answer
 LIVES WITH POLICYHOLDER? Yes No **IF NO, INCLUDE THE DEPENDENT'S PHYSICAL ADDRESS BELOW.**

 DEPENDENT'S PHYSICAL ADDRESS APARTMENT/UNIT NUMBER

 CITY STATE ZIP COUNTY

2 _____ /_____/_____
 LAST NAME FIRST NAME MI DATE OF BIRTH
 _____ - _____
 RELATIONSHIP* SOCIAL SECURITY # GENDER: M F Other
 HOW DO YOU IDENTIFY?*** Male Female Non-binary USES TOBACCO?** Yes No
 Transgender Male Transgender Female Decline to answer
 LIVES WITH POLICYHOLDER? Yes No **IF NO, INCLUDE THE DEPENDENT'S PHYSICAL ADDRESS BELOW.**

 DEPENDENT'S PHYSICAL ADDRESS APARTMENT/UNIT NUMBER

 CITY STATE ZIP COUNTY

3 _____ /_____/_____
 LAST NAME FIRST NAME MI DATE OF BIRTH
 _____ - _____
 RELATIONSHIP* SOCIAL SECURITY # GENDER: M F Other
 HOW DO YOU IDENTIFY?*** Male Female Non-binary USES TOBACCO?** Yes No
 Transgender Male Transgender Female Decline to answer
 LIVES WITH POLICYHOLDER? Yes No **IF NO, INCLUDE THE DEPENDENT'S PHYSICAL ADDRESS BELOW.**

 DEPENDENT'S PHYSICAL ADDRESS APARTMENT/UNIT NUMBER

 CITY STATE ZIP COUNTY

*A Domestic Partner must be a member of the Policyholder's same sex, 18 years of age or older, and must have legally registered a Declaration of Domestic Partnership and obtained a Certificate of Registered Domestic Partnership in accordance with Oregon state law.

**Tobacco use is defined as an average of a least four times per week, except for religious or ceremonial purposes.

***These fields are optional. Your response will help us to better serve all communities.

Step 3 of 5: List Dependents

Dependent Information (Continued)

Please include full, legal names. For a child-only plan, children must be age 20 or younger as of their effective date. For all other plans, children must be age 25 or younger as of their effective date. If you have additional dependents to be enrolled, please include them on a separate sheet with this enrollment application.

4 _____ /_____/_____
 LAST NAME FIRST NAME MI DATE OF BIRTH

 RELATIONSHIP* SOCIAL SECURITY #

 HOW DO YOU IDENTIFY?*** Male Female Non-binary Transgender Male Transgender Female Decline to answer

 LIVES WITH POLICYHOLDER? Yes No **IF NO, INCLUDE THE DEPENDENT'S PHYSICAL ADDRESS BELOW.**

 DEPENDENT'S PHYSICAL ADDRESS APARTMENT/UNIT NUMBER

 CITY STATE ZIP COUNTY

5 _____ /_____/_____
 LAST NAME FIRST NAME MI DATE OF BIRTH

 RELATIONSHIP* SOCIAL SECURITY #

 HOW DO YOU IDENTIFY?*** Male Female Non-binary Transgender Male Transgender Female Decline to answer

 LIVES WITH POLICYHOLDER? Yes No **IF NO, INCLUDE THE DEPENDENT'S PHYSICAL ADDRESS BELOW.**

 DEPENDENT'S PHYSICAL ADDRESS APARTMENT/UNIT NUMBER

 CITY STATE ZIP COUNTY

6 _____ /_____/_____
 LAST NAME FIRST NAME MI DATE OF BIRTH

 RELATIONSHIP* SOCIAL SECURITY #

 HOW DO YOU IDENTIFY?*** Male Female Non-binary Transgender Male Transgender Female Decline to answer

 LIVES WITH POLICYHOLDER? Yes No **IF NO, INCLUDE THE DEPENDENT'S PHYSICAL ADDRESS BELOW.**

 DEPENDENT'S PHYSICAL ADDRESS APARTMENT/UNIT NUMBER

 CITY STATE ZIP COUNTY

*A Domestic Partner must be a member of the Policyholder's same sex, 18 years of age or older, and must have legally registered a Declaration of Domestic Partnership and obtained a Certificate of Registered Domestic Partnership in accordance with Oregon state law.

**Tobacco use is defined as an average of a least four times per week, except for religious or ceremonial purposes.

***These fields are optional. Your response will help us to better serve all communities.

Step 4 of 5: Select a Plan

Medical Plans:

You can learn more about each of the medical plans listed below by reading their corresponding Summary of Benefits and Coverage (SBC) at [ProvidenceHealthPlan.com/SBC](https://www.providencehealthplan.com/SBC).

| APPLICABLE COUNTIES | NETWORK | MEDICAL PLAN (CHECK ONE) |
|--|------------------|--|
| Clackamas, Hood River, Multnomah, Washington, Yamhill (Zip codes 97123 and 97132 only) | Connect* | <input type="checkbox"/> Connect 1500 Gold <input type="checkbox"/> Connect 5000 Silver <input type="checkbox"/> Connect Direct 5000 Silver <input type="checkbox"/> Connect 9450 Bronze |
| Benton, Clackamas, Clatsop, Crook, Deschutes, Douglas, Hood River, Jackson, Jefferson, Lane, Lincoln, Linn, Marion, Multnomah, Polk, Washington, Yamhill | Choice* | <input type="checkbox"/> Providence Oregon Standard Gold (Choice Network) <input type="checkbox"/> Providence Oregon Standard Silver (Choice Network) <input type="checkbox"/> Providence Oregon Direct Silver (Choice Network) <input type="checkbox"/> Providence Oregon Standard Bronze (Choice Network) <input type="checkbox"/> HSA Qualified 7100 Bronze (Choice Network) |
| All Oregon counties | Signature | <input type="checkbox"/> Providence Oregon Standard Gold (Signature Network) <input type="checkbox"/> Providence Oregon Standard Silver (Signature Network) <input type="checkbox"/> Providence Oregon Direct Silver (Signature Network) <input type="checkbox"/> Providence Oregon Standard Bronze (Signature Network) <input type="checkbox"/> HSA Qualified 7100 Bronze (Signature Network) |

*If you choose a Connect or Choice network plan, you'll need to choose a Medical Home and a Primary Care Provider (PCP) after you enroll. Find a participating Providence Health Plan provider at [ProvidenceHealthPlan.com/FindAProvider](https://www.providencehealthplan.com/FindAProvider). To learn about Medical Homes, please see the attached **Additional Information page**.

Dental Plans:

To purchase a dental plan, you must also purchase one of the medical plans listed above. For more information about the Individual & Family Dental plan, visit [ProvidenceHealthPlan.com/INDDental2024](https://www.providencehealthplan.com/INDDental2024).

| APPLICABLE COUNTIES | DENTAL PLAN (CHECK TO ENROLL) |
|---------------------|--|
| All Oregon counties | <input type="checkbox"/> Individual & Family Dental plan |

Individual & Family Dental plan:

- All covered members on the plan will be enrolled.
- There is an additional premium of \$34 applied to each covered member on the policy.
- **Connect Plans:** Coverage for children 18 or younger will be supplemental to the pediatric dental coverage already included under the medical plan.

Pediatric Dental Disclaimer:

Our Standard, HSA, and Providence Oregon Direct medical plans DO NOT include pediatric dental coverage. Under the health care reform law (the Affordable Care Act or ACA), if you purchase one of these plans outside of the Marketplace, we must have reasonable assurance that you have obtained separate pediatric dental coverage through a Marketplace-certified pediatric dental plan. This requirement applies whether you obtain coverage for children or adults. Marketplace-certified pediatric dental plans can be found through the Federal Health Insurance Marketplace at [HealthCare.gov](https://www.healthcare.gov).

Step 5 of 5: Read, Sign & Submit

Certification of Completion and Correctness

I affirm that the answers given in this Application for Coverage are complete and correct. I am providing these answers as part of the application procedure required by Providence Health Plan to enroll for insurance coverage.

I understand that if this application contains any intentional material misstatements or omissions, other than misstatements or omissions related to the use of tobacco products, Providence Health Plan may rescind, modify or cancel the contract, and/or take any other legal action available to it by law. I understand that misstatements or omissions related to tobacco use may result in rate modification, to the extent permissible under state and federal law. I will promptly inform Providence Health Plan in writing if anything

changes before my coverage takes effect that makes this application incomplete or incorrect.

I understand and agree that no coverage shall be in force until the effective date determined by Providence Health Plan and that Providence Health Plan may contact me to clarify answers on this application.

As the applicant, I understand I have the right to inspect the information in my file. I understand that I can visit [ProvidenceHealthPlan.com](https://www.providencehealthplan.com) to educate myself about Providence Health Plan's privacy practices. I understand that I can get a copy of Providence Health Plan's Notice of Privacy Practices by going to [ProvidenceHealthPlan.com/NOPP](https://www.providencehealthplan.com/NOPP) or by calling Customer Service at 503-574-7500 or 800-878-4445 (TTY: 711).

Communications: By signing this form, I authorize Providence Health Plan and its affiliates and vendors to communicate health plan information to me via text message and/or email, using my associated contact information provided on this form. I understand that these communications will not include marketing, advertising, or promotional material, and I may rescind this authorization at any time by submitting my request to Providence Health Plan.

I do not wish to receive e-mail or text messages from Providence Health Plan.

Signature

1. I understand that this is an individual health insurance contract and I verify that neither my employer nor any third party will be paying the premium on this policy except as permitted by state or federal regulation.
2. I verify that neither I nor any of my enrolled dependents are entitled to Medicare Part A and/or enrolled in Medicare Part B. (The federal government does not allow health plans to issue Individual coverage that duplicates coverage available through Medicare.)
3. I am the parent or legal guardian of all dependent children listed on this application.
4. I verify that the physical address I provided on this application for myself is accurate, as well as any other address provided by me for any dependents included on this application.
5. I understand that I must update my information with Providence Health Plan anytime there are changes from what I wrote on this application.
6. I affirm that if I choose a medical plan without pediatric dental coverage, I will obtain pediatric dental coverage through a separate Marketplace-certified pediatric dental plan, and that I will notify Providence Health Plan if I do not obtain coverage.
7. I understand that:
 - Providence Health Plan will send me an offer of coverage containing the terms for initial premium payment.
 - I need to pay my initial premium payment by the due date specified on my offer of coverage to initiate my policy.
 - After my policy has been initiated, Providence Health Plan will send me a legal contract.
8. I understand that this application does not terminate other coverage through the Marketplace, Providence Health Plan or other carriers.

Sign on next page →

By signing, I agree to the above conditions. Policyholder signature and date required.

Signature is considered valid only if it is hand written ("wet") or e-signed.

A copy of legal guardianship or power of attorney must accompany this form if not signed by the Policyholder.

SIGNATURE OF POLICYHOLDER, LEGAL GUARDIAN OR POWER OF ATTORNEY

_____/_____/_____
DATE MM/DD/YYYY

PRINT NAME

Signed by Policyholder Applicant for Spouse or Domestic Partner

SIGNATURE OF SPOUSE OR DOMESTIC PARTNER (IF APPLICABLE)

For Producer Use Only

I, (the producer) certify I have explained the eligibility provisions to the applicant. I have not made any statements about benefits, conditions or limitations of the contract except through written material furnished by Providence Health Plan.

I have informed the applicant that the effective date of coverage is assigned only by Providence Health Plan and provided the Oregon Disclosure Information required. I certify that the information supplied to me by the applicant has been truly and accurately recorded here. **All fields are required.**

PRODUCER NAME

AGENCY NAME

PRODUCER NPN

EMAIL ADDRESS

_____/_____/_____
DATE

MM/DD/YYYY

PRODUCER SIGNATURE

Submission Instructions

01 Review your completed application to make sure you didn't miss anything.

Important reminder: if your application is incomplete, lacks a signature or signature date, or if additional information is required, your effective date may be delayed. Your application will expire 60 days after the signature date, and we do not accept any postdated applications.

02 Mail pages 1-8 to: or Fax pages 1-8 to:

Providence Health Plan 503-574-8131
P.O. Box 4649
Portland, OR 97208-4649

03 What happens now?

- Providence Health Plan will send you an offer of coverage that will include the amount of your initial premium payment and when it's due.
- In order for your coverage to take effect, Providence Health Plan must receive your initial premium payment by the due date listed in our offer of coverage.
- Please save a copy of this completed application for your records.

Race/Ethnicity Questionnaire

The following questions are optional. Your responses will help us to better serve all communities.

Which of the following describes your racial or ethnic identity? Please check all that apply.

Hispanic and Latino/a/x

- Hispanic or Latino/a/x Central American
- Hispanic or Latino/a/x Mexican
- Hispanic or Latino/a/x South American
- Other Hispanic or Latino/a/x

Native Hawaiian or Pacific Islander

- Guamanian or Chamorro
- Marshallese
- Communities of the Micronesian Region
- Native Hawaiian
- Samoan
- Tongan
- Other Pacific Islander

Other

- Other
- I don't know.
- I don't want to answer.

American Indian or Alaska Native

- American Indian
- Alaska Native
- Canadian Inuit, Metis, or First Nation
- Indigenous Mexican, Central American, or South American

White

- Caucasian/White (no national affiliation)
- Eastern European/Slavic
- Western European
- Other White (African, Australian, New Zealand descent)

Middle Eastern or North African

- Middle Eastern
- North African

Black or African American

- African American
- Afro-Caribbean
- Ethiopian
- Somali
- Other African (Black)
- Afro-Latinx/Bi-racial/Other
- Other Black

Asian

- Asian Indian
- Cambodian
- Chinese
- Communities of Myanmar
- Filipino/a
- Hmong
- Japanese
- Korean
- Laotian
- South Asian
- Vietnamese
- Other Asian

If you checked more than one category above, is there one you think of as your primary racial or ethnic identity?

Yes (please specify): _____

No: I do not have just one primary racial or ethnic identity.

No: I identify as Biracial or Multiracial.

N/A: I only checked one category above.

N/A: I don't know.

N/A: I don't want to answer.

What is your preferred spoken language?

- | | | | |
|--|-------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> English | <input type="checkbox"/> Cantonese | <input type="checkbox"/> French | <input type="checkbox"/> Arabic |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Tagalog | <input type="checkbox"/> Decline/Unknown |
| <input type="checkbox"/> Chinese - Other | <input type="checkbox"/> Russian | <input type="checkbox"/> Japanese | <input type="checkbox"/> Other |
| <input type="checkbox"/> Mandarin | <input type="checkbox"/> German | <input type="checkbox"/> Korean | |

What is your preferred written language?

- | | | | |
|----------------------------------|---|----------------------------------|--|
| <input type="checkbox"/> English | <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Russian | <input type="checkbox"/> N/A: I don't know. |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Simplified Chinese | <input type="checkbox"/> Other | <input type="checkbox"/> N/A: I don't want to answer. |

Additional Information

What is a Medical Home?

When you enroll in a Connect or Choice plan, you are required to choose a Medical Home. A Medical Home is a cooperative, patient-centered clinic made up of providers and staff who work with you to address your physical and behavioral health needs and goals. The Medical Home you choose coordinates all elements of your care across hospitals, specialists, pharmacies, home health services, and community resources to ensure greater accessibility, shorter wait times, and an integrative approach to your health.

I'm signing up during a Special Enrollment Period due to a qualifying event. When will my coverage take effect?

If the qualifying event is birth, adoption, placement for adoption or foster care of a child, or a court order, coverage will be effective from the date of the event. All other qualifying events will be effective on the first day of the month following Providence Health Plan's receipt of your completed application. If you would prefer a prospective effective date, please call Membership Accounting at 503-574-5791 or 888-816-1300 (TTY: 711) for further instructions. For further instructions and details related to a Special Enrollment Period, visit ProvidenceHealthPlan.com/QE.

How do I make changes to an existing plan?

If you are an active Individual & Family Plan policyholder in the state of Oregon and would like to make changes to your current plan, visit ProvidenceHealthPlan.com/Forms to complete an Individual & Family Plan Change Form.

This application form is only for new enrollment in an Individual & Family Plan purchased directly from Providence Health Plan. That means if you are an active member and submit this application for new enrollment, you will be enrolled in a new policy which will result in duplicate coverage and two premium payments.

Non-discrimination Statement

Providence Health Plan and Providence Health Assurance comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sexual orientation, religion, gender identity, marital status or sex. Providence Health Plan and Providence Health Assurance do not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation, religion, gender identity, marital status or sex.

Providence Health Plan and Providence Health Assurance:

Provide 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)

Provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If need these services, you can call us at **503-574-7500** or **800-878-4445 (TTY: 711)**.

If you believe that Providence Health Plan and Providence Health Assurance has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sexual orientation, religion, gender identity, marital status or sex, you can file a grievance with our Non-discrimination Coordinator by mail:

Providence Health Plan and Providence Health Assurance

Attn: Non-discrimination Coordinator

P.O. Box 4158

Portland, OR 97208-4158

Email: PHPAppealsandGrievances@providence.org

If need help filing a grievance, call us at **503-574-7500** or **800-878-4445 (TTY: 711)** for assistance.

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, DC 20201

Phone: **800-368-1019** or **800-537-7697**

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

Members of Oregon Plans may file a complaint with the Division of Financial Regulation at **888-877-4894** or visit <https://dfr.oregon.gov/Pages/index.aspx>.

Language Access Information

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-878-4445 (TTY: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-878-4445 (TTY: 711).

Russian: ВНИМАНИЕ: Если Вы говорите по-русски, то Вам доступны услуги бесплатной языковой поддержки. Звоните 1-800-878-4445 (телетайп: 711).

Vietnamese: CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin gọi số 1-800-878-4445 (TTY: 711).

Traditional Chinese: 注意：如果您說中文，您可以免費獲得語言支援服務。請致電 1-800-878-4445 (TTY: 711)。

Kushite: XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-878-4445 (TTY: 711).

Farsi:

توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی به صورت رایگان به شما ارائه می شود. با 1-800-878-4445 (TTY: 711) تماس بگیرید.

Ukrainian: УВАГА! Якщо Ви розмовляєте українською мовою, для Вас доступні безкоштовні послуги мовної підтримки. Телефонуйте за номером 1-800-878-4445 (телетайп: 711).

Japanese: お知らせ：日本語での通話をご希望の場合、言語支援サービスを無料でご利用いただけます。1-800-878-4445 (TTY: 711)まで、お電話ください。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-878-4445 (TTY: 711) 번으로 전화해 주십시오.

Nepali: ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंले निम्न भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छन् । 1-800-878-4445 (TTY: 711) मा फोन गर्नुहोस् ।

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii gratuite de asistență lingvistică. Sunați 1-800-878-4445 (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzen zur Verfügung. Rufnummer: 1-800-878-4445 (TTY: 711).

Hmong: LUS CEEB TOOM: Yog tias koj hais lus Hmoob, cov kev pab txhais lus, muaj kev pab dawb rau koj. Hu rau 1-800-878-4445 (TTY: 711).

Cambodian: កំណត់សម្គាល់: បើសិនជាអ្នកនិយាយភាសាខ្មែរ អាចមានសេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃពីលោកអ្នក។ សូមហៅទូរស័ព្ទលេខ 1-800-878-4445 (TTY: 711)។

Laotian: ເລິນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ຈະມີ ການຊ່ວຍເຫຼືອ ດ້ານພາສາ ໂດຍ ບໍ່ ເສຍຄ່າ ໃຫ້ທ່ານ. ໂທ 1-800-878-4445 (TTY: 711).