



Nondiscrimination Statement

Do you think PacificSource or a provider treated you unfairly? We must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's:

- Age
- Color
- Disability
- Gender Identity
- Marital Status
- National Origin
- Race
- Religion
- Sex
- Sexual Orientation

Everyone has a right to know about and use our programs and services. We give free help when you need it. Some examples of the free help we can give are:

- Sign language interpreters
- Spoken language interpreters for other languages
- Written materials in other languages
- Braille
- Large Print
- Audio and other formats

Everyone has a right to enter, exit and use buildings and services. They also have the right to get information in a way they understand. We will make reasonable changes to policies, practices and procedures by talking with you about your needs.

If You Need Help

If you need help or have a concern, please contact our Customer Service department or our Civil Rights manager toll-free Monday–Friday, 8:00 a.m.–5:00 p.m. at:

- Phone: (888) 977-9299
- TTY: (800) 735-2900
- Email: crc@pacificsource.com
- Fax: (541) 684-5264
- Mail: PO Box 7068
Springfield, OR 97475-0068

To File a Complaint

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

- Web: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
- Phone: (800) 368-1019, (800) 537-7697 (TDD)
- Email: OCRComplaint@hhs.gov
- Mail: Office for Civil Rights, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201

Oregon Health Authority (OHA) Civil Rights

- Web: www.oregon.gov/OHA/OEI | Email: OHA.PublicCivilRights@state.or.us
- Phone: (844) 882-7889, 711 TTY
- Mail: Office of Equity and Inclusion Division, 421 SW Oak St., Suite 750, Portland, OR 97204

Bureau of Labor and Industries Civil Rights Division

- Phone: (971) 673-0764
- Email: crdemail@boli.state.or.us
- Mail: Bureau of Labor and Industries Civil Rights Division, 800 NE Oregon St., Suite 1045, Portland, OR 97232

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call toll-free (888) 977-9299, (800) 735-2900 TTY.

Amharic	ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች: በነጻ ሊያግዝዎት ተዘጋጅተዋል: ወደ ሚከተለው ቁጥር ይደውሉ 1-888-977-9299 (ማስማት ለተሰናድው: 1-800-735-2900).
Arabic	ن. اجم اب لكل رفاوتت ةي وغلل اةدعاسملا تامدخ نإف، ةغلل ركذا ثدحتت تنك اذا :ةظوحلم .مكبب او مصال فتاه مقر) 1-888-977-9299 (1-800-735-2900).
Bantu-Kirundi	ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-888-977-9299 (TTY: 1-800-735-2900).
Cambodian-Mon-Khmer	ប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ, សំរាប់ជំនួយជូនកែភាសាដោយមិនគិតល្មន្សល គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-977-9299 (TTY: 1-800-735-2900)។
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 1-888-977-9299 (TTY : 1-800-735-2900) 。
Cushite-Oromo	XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-977-9299 (TTY: 1-800-735-2900).
Farsi	ب تروص بز نا ی ت هسی ت لاک ن، دی می گ ف ت وگ ف رای س بز نا ب هگا ر: ت هجو امش ب یاری ار ناگ (800) 431-4135, (800) 735-2900 TTY.
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-977-9299 (ATS : 1-800-735-2900).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-977-9299 (TTY: 1-800-735-2900).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-977-9299 (TTY: 1-800-735-2900).
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。1-888-977-9299 (TTY: 1-800-735-2900) まで、お電話にてご連絡ください。
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-977-9299 (TTY: 1-800-735-2900)번으로 전화해 주십시오.
Laotian	ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-977-9299 (TTY: 1-800-735-2900).
Nepali	ध्यान दनुहोस्: तपाइंले नेपाली बोल्नुहुन्छ भने तपाइंको नमिता भाषा सहायता सेवाहरू नाःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-977-9299 (टटिवाइः 1-800-735-2900) ।
Norwegian	MERK: Hvis du snakker norsk, er gratis språkassistanstjenester tilgjengelige for deg. Ring 1-888-977-9299 (TTY: 1-800-735-2900).
Pennsylvania Dutch	Wann du Deitsch (Pennsylvania German/Dutch) schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-888-977-9299 (TTY: 1-800-735-2900).
Persian	امش یارب ناگیار تروص بز نا ابز تالی هست، دینک یم وگتفگ یسراف نا ابز هب رگا :هجو ت دیری گب سامت) 1-888-977-9299 (TTY: 1-800-735-2900) اب. دشاب یم مهارف.
Punjabi	ਧਿਆਨ ਦਫਿ: ਜੇ ਤੁਸੀ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵੱਚਿ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-977-9299 (TTY: 1-800-735-2900) 'ਤੇ ਕਾਲ ਕਰੋ।

Romanian	ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-977-9299 (TTY: 1-800-735-2900).
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-977-9299 (телетайп: 1-800-735-2900).
Serbo-Croatian	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-977-9299 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-735-2900).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-977-9299 (TTY: 1-800-735-2900).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-977-9299 (TTY: 1-800-735-2900).
Thai	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-977-9299 (TTY: 1-800-735-2900).
Ukrainian	УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-977-9299 (телетайп: 1-800-735-2900).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-977-9299 (TTY: 1-800-735-2900).