



Если Вам или лицу, которому Вы помогаете, нужна помощь, то Вы имеете право на бесплатное получение помощи и информации на Вашем языке. Для разговора с переводчиком позвоните по номеру телефона MESSA отдела обслуживания клиентов, указанному на обратной стороне Вашей карты.

Ukoliko je vama ili nekom kome pomažete potrebna pomoć, imate pravo dobiti pomoć i informaciju na vašem jeziku besplatno. Da biste razgovarali sa prevodiocem, pozovite broj za usluge članova MESSA na zadnjoj strani vaše kartice.

Kung ikaw, o ang iyong tinutulungan, ay nangangailangan ng tulong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang gastos. Upang makausap ang isang interpreter, tumawag sa numero para sa mga serbisyo sa miyembro ng MESSA na nasa likuran ng iyong card.

## **Important disclosure**

MESSA and Blue Cross Blue Shield of Michigan (BCBSM is an independent licensee of the Blue Cross and Blue Shield Association) comply with federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. MESSA and BCBSM provide free auxiliary aids and services to people with disabilities to communicate effectively with us, including qualified sign language interpreters. If you need assistance, call MESSA's Member Service Center at 800.336.0013 or TTY: 888.445.5614.

If you believe that MESSA or BCBSM failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, or by mail, phone, fax or email:

General Counsel  
MESSA  
P.O. Box 2560  
East Lansing, MI 48826-2560  
800.292.4910  
TTY: 888.445.5613  
Fax: 517.203.2909  
[CivilRights-GeneralCounsel@messa.org](mailto:CivilRights-GeneralCounsel@messa.org).

If you need help filing a grievance, MESSA's general counsel is available to help you. You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail, phone or email:

U.S. Department of Health & Human Services,  
200 Independence Ave, S.W.  
Washington, D.C. 20201  
800.368.1019  
TTD: 800.537.7697  
[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov).

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).