

## Language Assistance – General Tagline

*Dean Health Plan / Prevea360 Health Plan is required by federal law to provide the following information.*

**English** - If you, or someone you're helping, have questions about Dean Health Plan / Prevea360 Health Plan, you have the right to get help and information in your preferred language at no cost. To talk with an interpreter, call Customer Care at 877-317-2410 (TTY: 711).

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**Spanish** - Si usted, o alguien a quien usted está ayudando, tiene preguntas sobre Dean Health Plan / Prevea360 Health Plan, tiene derecho a obtener ayuda e información en su idioma preferido sin ningún costo. Para hablar con un intérprete, llame al Customer Care al 877-317-2410 (TTY: 711).

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**Hmong** - Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Dean Health Plan / Prevea360 Health Plan, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau Customer Care rau ntawm tus xov tooj. 877-317-2410 (TTY: 711).

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**Chinese** - 如果您，或是您正在協助的對象，有關於 Dean Health Plan / Prevea360 Health Plan 方面的問題，您有權利免費以您偏好的語言得到幫助和訊息。洽詢口譯人員，請致電客戶照護專線 [在此插入數字 Customer Care. 877-317-2410 (TTY: 711)。

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**German** - Falls Sie oder jemand, dem Sie helfen, Fragen zum Dean Health / Prevea360 Health Plan haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 877-317-2410 (TTY: 711) an.

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### Arabic -

إن كان لديك أو لدى شخص تساعد أسئلة بخصوص Dean Health Plan / Prevea360 Health Plan فليك الحق في الحصول على المساعدة والمعلومات بلغتك المفضلة بدون اية تكلفة. للتحدث مع مترجم فوري اتصل بقسم خدمة العملاء على الرقم (TTY: 711) 877-317-2410

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**Russian** - Если у вас или лица, которому вы помогаете, есть вопросы по поводу Dean Health Plan / Prevea360 Health Plan, то вы можете получить ответы и бесплатную помощь на вашем языке. Чтобы поговорить с помощью переводчика позвоните по телефону Customer Care. 877-317-2410 (TTY: 711).

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**Korean** - 만약 귀하 또는 귀하가 돕고 있는 어떤 사람에게 Dean Health Plan / Prevea360 Health Plan 에 관한 질문 사항이 있을 경우 귀하는 귀하의 사용 언어로 그러한 도움과 정보를 무료로 제공받을 수 있는 권리가 있습니다. 통역사와 이야기하시려면 고객 관리부 Customer Care 에 877-317-2410 (TTY: 711) 번으로 전화하십시오.

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**Vietnamese** - Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Dean Health Plan / Prevea360 Health Plan, quý vị có quyền được trợ giúp và nhận thông tin bằng ngôn ngữ của quý vị miễn phí. Để nói chuyện với một thông dịch viên, xin gọi Customer Care theo số 877-317-2410 (TTY: 711).

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**Pennsylvanian Dutch** - Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut Dean Health Plan / Prevea360 Health Plan, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, kannscht du 877-317-2410 (TTY: 711) uffrufe.

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**Laotian** - ຖ້າທ່ານ, ຫຼືຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ມີຄຳຖາມກ່ຽວກັບ Dean Health Plan / Prevea360 Health Plan, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ການໂອ້ນລັມກັບນາຍພາສາ, ໃຫ້ໂທຫາ Customer Care. 877-317-2410 (TTY: 711).

**French** - Si vous, ou quelqu'un que vous aidez, avez des questions à propos de Dean Health Plan / Prevea360 Health Plan, vous avez le droit d'obtenir de l'aide et des informations dans votre langue, et ce gratuitement. Pour parler via un interprète, appelez Customer Care au 877-317-2410 (TTY: 711).

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**Polish** - Jeśli Ty lub osoba, której pomagasz, macie pytania odnośnie Dean Health Plan / Prevea360 Health Plan, macie prawo do uzyskania bezpłatnej pomocy i informacji we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer Customer Care. 877-317-2410 (TTY: 711)

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**Hindi** - यदि आपके ,या आप द्वारा सहायता किए जा रहे किसी व्यक्ति के Dean Health Plan / Prevea360 Health Plan के बारे में प्रश्न हैं तो आपके पास अपनी भाषा में मुफ्त में सहायता और सूचना प्राप्त करने का अधिकार है। किसी दुभाषिए से बात करने के लिए , 877-317-2410 (TTY: 711) पर कॉल करें।

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**Albanian** - Nëse ju, ose dikush që po ndihmoni, keni pyetje për "Dean Health Plan / Prevea360 Health Plan", keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj të preferuar. Për të folur me një përkthyes, telefononi kujdesin ndaj klientit në numrin Customer Care. 877-317-2410 (TTY: 711).

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**Tagalog** - Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Dean Health Plan / Prevea360 Health Plan, may karapatan ka na makakuha ng tulong at impormasyon sa gusto mong wika nang walang gastos. Upang makausap ang isang tagasalin, tumawag sa Customer Care sa 877-317-2410 (TTY: 711).

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**Non-Discrimination Statement:** Dean Health Plan / Prevea360 Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Dean Health Plan / Prevea360 Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Dean Health Plan / Prevea360 Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Dean Health / Prevea360 Health Plan provides free language services to people whose primary language is not English such as: qualified interpreters and information written in other languages. If you need these services, contact the Dean Health Plan / Prevea360 Health Plan Customer Care Center at 877-317-2410 (TTY: 711). If you believe that Dean Health Plan / Prevea360 Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance. If you need help filing a grievance, Civil Rights Coordinator for Dean Health Plan / Prevea360 Health Plan is available to help you. You can file a grievance in person, by mail or email:

Civil Rights Coordinator  
1277 Deming Way  
Madison, Wisconsin 53717

Phone: 608-828-2216 (TTY: 711)  
Email: [civilrightscoordinator@deancare.com](mailto:civilrightscoordinator@deancare.com)

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, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)