

DISCRIMINATION IS AGAINST THE LAW

Medical coverage

Seton Insurance Company (“Seton”) complies with applicable federal civil rights laws and does not discriminate on the basis of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, gender identity or expression, sexual orientation, disability, association, veteran or military status, or any other basis prohibited by federal, state, or local law.

Seton:

- Provides 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)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact customer service at the toll-free number shown on your ID card, and ask a Customer Service Associate for assistance.

If you believe that Seton 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 by sending an email to TXSection1557Coordinator@ascension.org or by writing to the following address:

Section 1557 Coordinator
1345 Philomena Street
Austin, TX 78723

If you need assistance filing a written grievance, please call 512-324-1000 (dial “0” [voice/TDD] for operator and request “Section 1557 Coordinator”) or send an email to TXSection1557Coordinator@ascension.org. You can also file a complaint with the state or federal offices:

Texas Department of Insurance
P.O. Box 149104
Austin, TX 78714-9104
FAX # (512) 475-1771
Web: www.tdi.texas.gov
Email: ConsumerProtection@tdi.texas.gov
Phone Number: 1-844-883-2422

Texas Department of State Health Services
Health Facility Compliance Division
1100 West 49th Street
Austin, TX 78756
1-888-973-0022

Seton Insurance

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

Proficiency of Language Assistance Services

English – ATTENTION: Language assistance services, free of charge, are available to you. Call 1.844.883.2422.

Spanish – ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.844.883.2422.

Vietnamese – CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1.844.883.2422.

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 1.844.883.2422.

Korean – 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.844.883.2422 번으로 전화해 주십시오.

- Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1.844.883.2422.

- Urdu

توجہ درکار ہے: اگر آپ اردو زبان بولتے ہیں تو آپ کے لئے زبان معاون خدمات دستیاب ہے۔ برائے مہربانی کال کریں۔ 1.844.883.2422

Tagalog – PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.844.883.2422.

French – ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-883-2422.

Hindi – ध्यान दें: आप के लिए भाषा सहायता सेवाएं, नि:शुल्क, उपलब्ध हैं। 1.844.883.2422 पर कॉल करें।

- Persian (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1.844.883.2422 تماس بگیرید.

German – ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.844.883.2422.

Gujarati – ધ્યાન આપો: આપણે ભાષામાં સહાયની સેવાઓ ની: શુલ્ક ઉપલબ્ધ છે. કોલ કરો 1.844.883.2422.

Russian – ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.844.883.2422.

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。1.844.883.2422 まで、お電話にてご連絡ください。

Laotian – ໝາຍເຫດ: ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໃຫ້ທ່ານນຳໃຊ້. ໂທ 1.844.883.2422.

French Creole - ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1.844.883.2422.

Portuguese - ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1.844.883.2422.

Polish - UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1.844.883.2422.

Italian - ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1.844.883.2422.