

Beacon Health Options (Beacon) iruwe isi na odabara goomentii etiti ruuru iwu nke na -adighikwa akpa oke na ndabere nke agburu, agba, obodo, afo, nkwaru, ma o bu mmekoahu. Beacon adighi ewpu mmadu ma o bu na -emeso ha di iche iche nihi agburu, na agba, obodo, afo, nkwaru, ma o bu mmkoahu.

Beacon:

- Enyekwara ndi nwere si ekwaru si ekwu okwu na anyi, di ka:
  - Ruru eru asusu ndi ogbi
  - Dere omuma ndi ozo (nnukwu ebiputa, odiyo ndeko, inweta elektronik, ozo formats)
- Enyekwara asusu ozo na abughi English aka, di ka:
  - Ruru eru ntughari okwu
  - Ozi e dere na a susu ozo

O burukwa na I chere na Customer Service at 1-800-888-1965a gbuola afo na ala n'ihe gbasara i chere na Complaints Coordinator.

O burukwa na I chere na Beacon a gbuola afo na ala n'ihe gbasara i nyere ndi n'o na mkpa aka, n'ih i ebe ha si, afo ole ha di, a gburu ha, colo aru ha, biko degara leta nye Complaints Coordinator:

Beacon Health Options

Attention: Complaints Coordinator,

1099 Winterson Road, Suite 200, Linthicum, MD 21090

Telephone: 410-691-4035; TTY (711) 866-835-2755

Fax: 877-381-5571

Email: [Grievances@beaconhealthoptions.com](mailto:Grievances@beaconhealthoptions.com)

I nwekwara I ji aka gi degara ndi na achikota o gbako a ahwukwo na aka gi site na mailu, fax ma o bu Email. [Name amd Title of Civil Rights Coordinator] nokwa mgbe o bula, nyere gi aka.

I nwekwa ike I degara akwuko uye ulo oru ndi U.S Department of Health and Human Services, Office for Civil Rights, electronically site na office for Civil Right. Kwa ha mkpa gi site na <https://ocroportal.hhs.gov/ocr/portal/lobby.jsf>, ma o bu site na

US Department of Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington D.C 20201,  
1-800-868-1019, 800-537-7697 (TDD)

Mkpesa iche di na <http://www.hhs.gov/ocr/office/file/index.html>.