

Beacon Health Options (Beacon) ba ilana ijoba apapo lori ofin eto ara ilu atipe a ko gbodo se ojusaju nipa eya, awo, ilu abinibi, ojo ori, abarapa tabi okunrin ati obinrin. Beacon won ko gbodo yo awon eniyan si ile tabi wuwasi won yato latari eya, awon abinibi, ojo-ori, tabi okunrin abi obinrin.

Beacon:

- Ipese ohun elo ofe ati iranlowo fun awon ti won le so ede lati le ma ba wa soro
  - Akosemose ogbufo odi
  - Kiko oro jade ni ona miran (kiko oro ni titobi, agbohunsile, awon ohun elo igbalode fun ero ayelujara ati awon ona miran.)
- A npese ogbufo lofe fun awon ti won le so ede oyinbo daada,bii
  - Akosemose ogbufo
  - Kiko oro ni awon ede miran

Ti o ba nfe awon afani wonyi, e kansi Customer Service at 1-800-888-1965.

Ti e ba nigbagbo that Beacon ti kuna lati seto awon iranlowo wonyi tabi se ojusaju ni awon ona awon ona miran bi eleyameya, omo, ilu-abinibi, ojo-ori, abarapa, tabi okunrin abi obinrin, le fi iwe kotemi-lorun/iwe ifehonu han si: 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)

E le fi iwe ifi ehonu han ni ojukoroju tabi nipa fifi ranse ni apo iwe si adiresi wa, fax, tabi ero-ayelujara. Ti eba nilo iranlowo lati ko iwe ifi-ehonu han, Complaints and Grievance Coordinator wa ni sepe fun yin.

E tun le pe kotemilorun latari eto ara-ilu pelu eka eto ilera ati eto Fun ti ile Amerika. U.S Department of Health and Human Services, Office for Civil Rights, Office for Civil Rights Complain Portal, wa ni <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> tabi nipa fifi iwe sowo tabi lori ero- ibanisoro ni:

U.S Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Buiding

Washington, D.C 20201

1800 – 868 -1019 – 800 – 537 – 7697 (TDD)

E le ri foomu fun ehonu ni <http://www.hhs.gov/ocr/office/file/index/html>.