



*Principal Office: 5250 Lovers Lane, Portage, MI 49002*

*Phone: 800-676-0423*

In providing behavioral healthcare services, Southwest Michigan Behavioral Health complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes, but is not limited to, discrimination based on sexual orientation, gender identification, gender expression, sex characteristics, and pregnancy. Southwest Michigan Behavioral Health does not exclude people or treat them differently because of any of these categories.

Southwest Michigan Behavioral Health:

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

If you need these services, contact Customer Services.

If you believe that Southwest Michigan Behavioral Health 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 with:

**Customer Service**  
**5250 Lovers Lane, Suite 200**  
**Portage, MI 49002**  
**P: 800-890-3712 (TTY: 711)**  
**F: 269-441-1234**  
**customerservice@swmbh.org**

If you are an individual who is deaf or hard of hearing, you may contact the MI Relay Service at 711 to request their assistance in connecting you to Southwest Michigan Behavioral Health. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Customer Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You may also file a grievance 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.**

In order to establish a methodology for identifying the prevalent non-English languages spoken by enrollees and potential enrollees throughout the State, and in each PIHP service area the list on the next page is provided. SWMBH provides taglines in the prevalent non-English languages in its particular service area included in the list on the next page.



**English:** If you speak English, language assistance is available for free. In addition, due to special needs, you have the right to receive information in different formats, such as audio, Braille or large print, at no additional cost. Call 1-800-890-3712 (Michigan Relay TTY: 7-1-1).

**Albanian:** Nëse flisni shqip, shërbimet e asistencës gjuhësore janë në dispozicion për ju pa pagesë. Gjithashtu, ju keni të drejtë të merrni informacion në një format tjetër, si audio, Braille ose font të madh, për shkak të nevojave të veçanta pa kosto shtesë. Telefononi (1-800-890-3712) (Michigan Relay TTY: 7-1-1).

**Arabic:** إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. كما يحق لك تلقي المعلومات بتنسيق مختلف، مثل الصوت أو طريقة برايل أو الخط الكبير، بسبب احتياجاتك الخاصة دون أي تكلفة إضافية. اتصل على الرقم (1-800-890-3712) (Michigan Relay TTY: 7-1-1).

**Bengali:** আপনি যদি চীনা ভাষায় কথা বলেন, ভাষা সহায়তা পিরেববা আপনার জন্য িবনামূলে উপলব্ধ। আপনি েকােনো অতিরিক্ত খরচ ছাড়াই আপনার িবেশেষ েয়োজেনর কারণে অিডও, েইল বা বড় িংের মেতা িভিন্ন ফর্ম্যাটে তথ্যও পেতে পারেন। কল কন (মিশিগান িরেল TTY: 7-1-1)(1-800-890-3712)

**Chinese:** 如果您會說中文，可以免費獲得語言說明。此外，由於特殊需要，您有權免費接收不同格式的資訊，例如音訊、盲文或大字體。致電 (1-800-890-3712) (密歇根州中繼 TTY: 7-1-1)

**German:** Wenn Sie Deutsch sprechen, steht Ihnen der Sprachassistenzenzdienst kostenlos zur Verfügung. Aufgrund Ihrer besonderen Bedürfnisse können Sie Informationen auch in einem anderen Format erhalten, z. B. als Audio, in Blindenschrift oder in Großdruck, ohne dass zusätzliche Kosten entstehen. Rufen Sie an (1-800-890-3712) (Michigan Relay TTY: 7-1-1).

**Italian:** Se parli italiano, i servizi di assistenza linguistica sono disponibili gratuitamente. Puoi anche ricevere informazioni in un formato diverso, come audio, Braille o caratteri grandi, in base alle tue esigenze speciali, senza costi aggiuntivi. Chiama (1-800-890-3712) (Michigan Relay TTY: 7-1-1).

**Japanese:** 日本語を話せる方は、言語支援サービスを無料でご利用いただけます。また、特別なニーズに応じて、音声、点字、拡大文字などの異なる形式で情報を受け取ることもできます。追加料金はかかりません。ミシガン リレー (1-800-890-3712) TTY: 7-1-1 までお電話ください。



**Korean:** 한국어를 구사하는 경우 언어 지원 서비스를 무료로 이용할 수 있습니다. 특별한 요구 사항에 따라 오디오, 점자 또는 대형 인쇄와 같은 다른 형식으로 정보를 추가 비용 없이 받을 수도 있습니다. (1-800-890-3712) (Michigan Relay TTY: 7-1-1)로 전화하세요.

**Polish:** Jeśli mówisz po polsku, usługi pomocy językowej są dostępne bezpłatnie. Możesz również otrzymać informacje w innym formacie, takim jak audio, braille lub duży druk, ze względu na Twoje szczególne potrzeby bez dodatkowych kosztów. Zadzwoń (1-800-890-3712) (Michigan Relay TTY: 7-1-1).

**Russian:** Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки. Вы также можете получить информацию в другом формате, например, аудио, шрифтом Брайля или крупным шрифтом, в соответствии с вашими особыми потребностями без дополнительной платы. Позвоните (1-800-890-3712) (Michigan Relay TTY: 7-1-1).

**Croatian:** Ако говорите српско-хрватски, услуге језичке помоћи доступне су вам бесплатно. Такође можете добити информације у другом формату, као што су аудио, Брајево писмо или крупно писмо, због својих посебних потреба без додатних трошкова. Позовите(1-800-890-3712) (Мицхиган Релаи ТТИ: 7-1-1).

**Spanish:** Si habla español, tiene a su disposición servicios de asistencia lingüística gratuitos. También puede recibir información en un formato diferente, como audio, Braille o letra grande, según sus necesidades especiales, sin costo adicional. Llame al (1-800-890-3712) (TTY de Michigan Relay: 7-1-1).

**Syriac/Latin:** Ita d'netqor syriaque, ḥekmā d-lashon ḥadā b'ḥalā b'ḥulkā. W'nahḳit d'khanukh ḥaḳḳā ḥadīr, 'allā d'librah ḥebrew mā b-inan d-bāzā d-laghan dakhlat l-nokṭā, keda d'ītad, b-āudiō, b'braille aw b-lārg l-nashiqā, b-la 'al qurbān. T'ala (1-800-890-3712) (Michigan Relay TTY: 7-1-1).

**Filipino:** Kung nagsasalita ka ng Filipino, ang mga serbisyo ng tulong sa wika ay magagamit mo nang walang bayad. Maaari ka ring makatanggap ng impormasyon sa ibang format, tulad ng audio, Braille o malaking print, dahil sa iyong mga espesyal na pangangailangan nang walang karagdagang gastos. Tumawag (1-800-890-3712) (Michigan Relay TTY: 7-1-1).

**Vietnamese:** Nếu bạn nói tiếng Việt, bạn sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí. Bạn cũng có thể nhận thông tin ở định dạng khác, chẳng hạn như âm thanh, chữ nổi Braille hoặc chữ in lớn, tùy theo nhu cầu đặc biệt của bạn mà không mất thêm chi phí. Gọi (1-800-890-3712) (Michigan Relay TTY: 7-1-1).