

You can get this letter in another language, large print, or another way that is best for you. You can also have a language interpreter. Call 1-877-600-5472 (TTY/TDD 711)



P.O. Box 11740
Eugene, Oregon 97440-3940

Complaint or Grievance Form

If you are very unhappy with Trillium, your healthcare services, or your provider, you can complain or file a grievance with us by filling out this form.

Today's Date: _____

Your Name: _____

Your Phone Number: _____

Member's Name (if you are not the member): _____

Member's OHP ID number or Date of Birth: _____

What happened? When did it happen? Who was involved?

What do you want us to do about this?

We must solve it and call or write you in 5 workdays from the date we got the complaint. If we can't solve it in 5 workdays, we will send you a letter within 5 workdays to explain why. We may take up to 30 days to address your complaint. We will not tell anyone about your complaint unless you ask us to.

We need the member's permission to look into this grievance. This permission must be in writing.

Please sign this form if you want us to investigate this complaint.

If you are a representative signing either for the member or on behalf of the member, include documents showing that you may act on behalf of the member. Contact us if you need have questions about getting the documents.

I, _____ want _____
Print Name or Representative Name

to act for me in my Grievance.

Signature of Member (or Member Representative)

Relationship to Member

Date: _____

For more information or to ask for this information in another language or format, please call Member Services Toll Free: 1(877) 600-5472 or TTY: 1(877) 600-5473.

Trillium Member Services is available to answer your call directly 8 a.m. to 5 p.m., Monday through Friday (except on holidays).

Our automated system is available anytime for self-service options, including after hours, weekends, and holidays. Voice messages are reviewed and responded to within one business day. Member Services also has free language interpreter service available for non-English speakers.

Send your completed form to: Trillium Community Health Plan (TCHP), PO Box 11740, Eugene, OR 97440-3940

Do you think Trillium Community Health Plan (Trillium) has treated you unfairly?

Trillium must follow state and federal civil rights laws. It cannot treat people unfairly in any of its programs or activities because of a person's:

- Age
- Gender identity
- Race
- Sexual orientation
- Color
- Marital status
- Religion
- Disability
- National Origin
- Sex

You have a right to enter, exit, and use buildings and services. You have the right to get information in a way you understand. Trillium will make reasonable changes to policies, practices, and procedures by talking with you about your needs.

To report concerns or to get more information, please contact Member Services at 541-485-2155; Toll Free: 1-877-600-5472; TTY: 1-877-600-5473, Monday through Friday, 8:00 a.m. to 5:00 p.m. You can leave a message at other times, including weekends and federal holidays. We will return your call the next business day. The call is free.

You have a right to file a civil rights complaint with these organizations:

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

Web: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Phone: (800) 368-1019, (800) 537-7697 (TDD)

Email: OCRComplaint@hhs.gov

Mail: Office for Civil Rights, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201

Oregon Health Authority (OHA) Civil Rights

Web: www.oregon.gov/OHA/OEI | Email: OHA.PublicCivilRights@state.or.us

Phone: (844) 882-7889, 711 TTY

Mail: Office of Equity and Inclusion Division, 421 SW Oak St., Suite 750, Portland, OR 97204

Bureau of Labor and Industries Civil Rights Division

Phone: (971) 673-0764

Email: crdemail@boli.state.or.us

Mail: Bureau of Labor and Industries Civil Rights Division, 800 NE Oregon St., Suite 1045, Portland, OR 97232

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English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-877-600-5472; TTY: 1-877-600-5473.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-600-5472; TTY: 1-877-600-5473.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-600-5472; TTY: 1-877-600-5473.

繁體中文 (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1-877-600-5472; TTY: 1-877-600-5473.

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-600-5472; TTY: 1-877-600-5473.

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-600-5472; TTY: 1-877-600-5473.

Українська (Ukrainian)

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером. 1-877-600-5472; TTY: 1-877-600-5473.

日本語 (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。1-877-600-5472; TTY: 1-877-600-5473. まで、電話にてご連絡ください

Arabic:

تنبيه: إذا كنت تتحدث اللغة العربية فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بـ على رقم 1-877-600-5472، رقم هاتف الصم والبكم: 1-877-600-5473.

Română (Romanian)

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-877-600-5472; TTY: 1-877-600-5473.

ខ្មែរ (Cambodian)

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្មើស គឺអាចមានសំរាប់បំរើអ្នក។ ចូរទូរស័ព្ទ 1-877-600-5472; TTY: 1-877-600-5473.

Cushite

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-877-600-5472; TTY: 1-877-600-5473.

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-600-5472; TTY: 1-877-600-5473.

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما تماس بگیرد. فراهم می باشد. با. 1-877-600-5472; TTY: 1-877-600-5473.

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-600-5472; TTY: 1-877-600-5473

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร. 1-877-600-5472; TTY: 1-877-600-5473.