



PacificSource Community Solutions  
PO Box 5729, Bend, OR 97708-5729  
800.431.4135 Central Oregon  
855.204.2965 Columbia Gorge  
CommunitySolutions.PacificSource.com

## Appointment of Representative Statement

*Si usted necesita servicios de intérprete, por favor llame al teléfono (800) 431-4135 si vive en Central Oregon o al teléfono (855) 204-2965 si vive en Columbia Gorge. TTY deben llamar al (800) 735-2900.*

*You can get this letter in another language, large print, or another way that's best for you. Call toll-free at (800) 431-4135 in Central Oregon or (855) 204-2965 in the Columbia Gorge. TTY users call (800) 735-2900.*

\_\_\_\_\_  
Enrollee Name

\_\_\_\_\_  
Medicaid Number

\_\_\_\_\_  
Provider

\_\_\_\_\_  
Dates of Service

*PacificSource Community Solutions*  
\_\_\_\_\_  
Health Plan

I appoint: \_\_\_\_\_ to act as my representative in the reconsideration for the services that the Health Plan has denied payment or authorization. I understand that personal medical information related to my appeal may be disclosed to this representative.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

***This section to be completed by Appointed Representative***

I, \_\_\_\_\_ accept the above appointment.  
(Appointed Representative)

\_\_\_\_\_  
***Signature of Appointed Representative***

\_\_\_\_\_  
***Date***

## **Nondiscrimination Statement**

PacificSource and network providers must treat you fairly. Our providers and we must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's:

- Age
- Color
- Disability
- Gender Identity
- Marital Status
- National Origin
- Race
- Religion
- Sex
- Sexual Orientation

Everyone has a right to know about and use our programs and services. We give free help when you need it. Some examples of the free help we can give are:

- Sign language interpreters
- Spoken language interpreters for other languages
- Written materials in other languages
- Braille
- Large print
- Audio and other formats

### **If You Need Help**

If you need help or have a concern, please contact our Customer Service department or our Civil Rights manager toll-free Monday - Friday, 8:00 a.m. - 5:00 p.m. at:

#### Customer Service Department

- (800) 431-4135 Central Oregon
- (855) 204-2965 Columbia Gorge
- (800) 735-2900 TTY

#### Civil Rights Manager

- Kristi Kernutt
- (541) 225-1967, (800) 735-2900 TTY
  - Email: [Kristi.Kernutt@pacificsource.com](mailto:Kristi.Kernutt@pacificsource.com)
  - Mail: PO Box 7068  
Springfield, OR 97475-0068

### **To File a Complaint**

To file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR):

- Web: [www.HHS.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources](http://www.HHS.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources)
- Email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)
- Phone: (800) 368-1019  
(800) 537-7697 (TDD)
- Mail: OCR  
200 Independence Avenue SW  
Room 509F, HHH Bldg.  
Washington, DC 20201

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call toll-free (800) 431-4135, (800) 735-2900 TTY.

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 431-4135, (800) 735-2900 TTY.

**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 (800) 431-4135, (800) 735-2900 TTY.

**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 (800) 431-4135, (800) 735-2900 TTY.

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 431-4135, (800) 735-2900 TTY.

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 431-4135, (800) 735-2900 TTY.

**Українська (Ukrainian):** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (800) 431-4135, (800) 735-2900 TTY.

**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 (800) 431-4135, (800) 735-2900 TTY.まで、お電話にてご連絡ください

**العربية (Arabic):** بالمجان لك توافر ال لغوية المساعدة خدمات ف إن اللغة، انكر ت تحدث ك نت إذا :ملحوظة (800) 431-4135, (800) 735-2900 TTY. هذا صم وال بكم

**ภาษาไทย (Thai):** เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 431-4135, (800) 735-2900 TTY.

**Română (Romanian):** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la (800) 431-4135, (800) 735-2900 TTY.

**ខ្មែរ (Cambodian):** ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ (800) 431-4135, (800) 735-2900 TTY.។

**Cushite:** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (800) 431-4135, (800) 735-2900 TTY.

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (800) 431-4135, (800) 735-2900 TTY.

**Farsi (Farsi):** شما به رای رایگان به صورت زبانی ت سه یلات ک نید، می گ ف تگو ف ارسى زب ان به اگ ر :توجه (800) 431-4135, (800) 735-2900 TTY.

**Français (French):** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (800) 431-4135, (800) 735-2900 TTY.