

## Request to Change Lock-In Pharmacy and/or Provider

Member Name: \_\_\_\_\_ Medicaid ID Number: \_\_\_\_\_

Member Address: \_\_\_\_\_ Member City, State Zip: \_\_\_\_\_

Member Phone Number: \_\_\_\_\_

Check box if you want to change your "Lock-In" Pharmacy to the following:

**One pharmacy change allowed in a 12 month period (unless good cause)**

Pharmacy Name: \_\_\_\_\_ Address: \_\_\_\_\_

City, State Zip: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Please make this change effective as of mm/dd/yyyy: \_\_\_\_/\_\_\_\_/\_\_\_\_

Check box if you want to change your doctor to the following:

Provider Name: \_\_\_\_\_ Address: \_\_\_\_\_

City, State Zip: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Please make this change effective as of mm/dd/yyyy: \_\_\_\_/\_\_\_\_/\_\_\_\_

Member Signature \_\_\_\_\_

**Fax completed form to: 1-844-956-0157 or mail to the address below:**

**Trillium Community Health Plan  
Attn: Pharmacy Department  
P.O. 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
- Health Status
- 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, get help filing a complaint 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.

If you believe you have been discriminated against, you may also contact:

### **Emily Farrell, Non-Discrimination Coordinator**

555 International Way, Building B

Springfield, OR 97477

Phone: 541-214-3948

Toll-free 1-844-867-1156 (TTY 711)

Email: [emilyann.farrell@TrilliumCHP.com](mailto:emilyann.farrell@TrilliumCHP.com)

Web: <https://wellcare.trilliumadvantage.com/legal/nondiscrimination-notice.html>

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](mailto: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](http://www.oregon.gov/OHA/OEI)

Email: [OHA.PublicCivilRights@odhsoha.oregon.gov](mailto:OHA.PublicCivilRights@odhsoha.oregon.gov)

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](mailto:crdemail@boli.state.or.us)

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

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. This help is free. Call 1-844-867-1156 (TTY/TDD 711).

Puede recibir esta carta en otro idioma, en letra grande o en el formato que sea mejor para usted. También puede tener un intérprete de idiomas. Esta ayuda es gratuita. Llame al 1-844-867-1156 (TTY/TDD 711).

#### **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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 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.