

Nondiscrimination Notice and Access to Communication Services

Optum does not discriminate on the basis of sex, age, race, color, national origin, or disability.

Free services are available to help you communicate with us. Such as, letters in other languages, or in other formats like large print. Or, you can ask for an interpreter. To ask for help, please call 1-845-202-6017 (for the entities formerly known as ProHEALTH Care and Riverside Medical Group); 914-302-8485 (for the entity formerly known as CareMount Medical) and 1-845-703-6999 for Crystal Run Healthcare number. TTY 711.

If you think you weren't treated fairly because of your sex, age, race, color, national origin, or disability, you can send a complaint to:

Optum Civil Rights Coordinator | 1000 Optum Circle
Eden Prairie, MN 55344

Fax: 855-351-5495

Email: Optum_Civil_Rights@Optum.com

If you need help with your complaint, please call 1-845-202-6017; 1-914-302-8485 or 1-845-703-6999. TTY 711. You must send the complaint within 60 days of when you found out about the issue.

You can also file a complaint with the U.S. Dept. of Health and Human services.

Online <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

Language Assistance Services and Alternate Formats

This information is available in other formats like large print.
To ask for another format, please call 1-845-202-6017,
914-302-8485 or 1-845-703-6999. TTY 711.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 1-845-202-6017.

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al [845-202-6017; 914-302-8485; 1-845-703-6999].

請注意：如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請致電：[845-202-6017; 914-302-8485; 1-845-703-6999]。

XIN LƯU Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi [845-202-6017; 914-302-8485; 1-845-703-6999].

알림: 한국어(**Korean**)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. [845-202-6017; 914-302-8485; 1-845-703-6999]번으로 전화하십시오.

PAUNAWA: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo ng tulug sa wika. Mangyaring tumawag sa [845-202-6017; 914-302-8485; 1-845-703-6999].

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является **русском**

(Russian). Позвоните по номеру [845-202-6017; 914-302-8485; 1-845-703-6999].

تنبيه: إذا كنت تتحدث **(Arabic)** فإن خدمات المساعدة اللغوية المجانية متاحة لك. الرجاء الاتصال بـ [845-202-6017].
العربية

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nan [845-202-6017; 914-302-8485; 1-845-703-6999].

ATTENTION : Si vous parlez **français (French)**, des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le [845-202-6017; 914-302-8485; 1-845-703-6999].

UWAGA: Jeżeli mówisz po **polsku (Polish)**, udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod numer [845-202-6017; 914-302-8485; 1-845-703-6999].

ATENÇÃO: Se você fala **português (Portuguese)**, contate o serviço de assistência de idiomas gratuito. Ligue para [845-202-6017; 914-302-8485; 1-845-703-6999].

ATTENZIONE: in caso la lingua parlata sia l'**italiano (Italian)**, sono disponibili servizi di assistenza linguistica gratuiti. Si prega di chiamare il numero [845-202-6017; 914-302-8485; 1-845-703-6999].

ACHTUNG: Falls Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie [845-202-6017; 914-302-8485; 1-845-703-6999] an.

注意事項：日本語 (**Japanese**) を話される場合、無料の言語支援サービスをご利用いただけます。[845-202-6017; 914-302-8485; 1-845-703-6999] にお電話ください。

توجه: اگر زبان شما فارسی تماس بگیرید **(Farsi)** است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد.
[845-202-6017; 914-302-8485; 1-845-703-6999]

कृ पा ध्यान दः यद आप हंद (Hindi) भाषी ह तो आपके लए भाषा सहायता सेवाएं नःशुल्क
उपलब्ध

ह। कृपा पर काल कर [845-202-6017; 914-302-8485; 1-845-703-6999]

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov
hu rau
[845-202-6017; 914-302-8485; 1-845-703-6999].

ចំណាប់អារម្មណ៍:

លើសិនអ្នកនិយាយភាសាខ្មែរ **(Khmer)** លើសនូវជំនួយភាសាខ្មែរយកតម្លៃថ្នាំ
គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទ លើលេខ [845-202-6017; 914-302-8485; 1-845-703-6999]។

PAKDAAR: Nu saritaem ti **Ilocano (Ilocano)**, ti serbisyo para ti baddang ti lengguahe nga awanan
bayadna, ket sidadaan para kenyan. Maidawat nga awagan iti [845-202-6017; 914-302-8485; 1-845-703-
6999].

DÍI BAA'ÁKONÍNÍZIN: **Diné (Navajo)** bizaad bee yániiti'go, saad bee áka'anída'awo'ígíí, t'áá jíík'eh,
bee
ná'ahóót'i'. T'áá shoodí kohjji' [845-202-6017; 914-302-8485; 1-845-703-6999] hodiilnih.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah,
ayaad heli kartaa. Fadlan wac [845-202-6017; 914-302-8485; 1-845-703-6999].