

LANGUAGE ASSISTANCE

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-501-3439; TTY: 1-800-432-1110.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-501-3439; TTY: 1-800-432-1110.	Spanish
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 1-800-501-3439; TTY: 1-800-432-1110.	Chinese
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم رقم هاتف الصم والبكم TTY: 1-800-432-1110 1-800-501-3439	Arabic
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다 1-800-501-3439; TTY: 1-800-432-1110. 번으로 전화해 주십시오.	Korean
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-501-3439 (телетайп: TTY 1-800-432-1110).	Russian
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-501-3439; TTY: 1-800-432-1110.	Italian
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-501-3439; TTY: 1-800-432-1110.	French
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-501-3439; TTY: 1-800-432-1110.	French Creole
אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר איך שפראך הילף סערוויסעס פריי פון אפצאל. רופט TTY: 1-800-432-1110 1-800-501-3439	Yiddish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-501-3439; TTY: 1-800-432-1110.	Polish
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-501-3439; TTY: 1-800-432-1110.	Tagalog
লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১- 1-800-501-3439; TTY: 1-800-432-1110.	Bengali
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-501-3439; TTY: 1-800-432-1110.	Albanian
ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-501-3439; TTY: 1-800-432-1110.	Greek
خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-501-3439; TTY: 1-800-432-1110	Urdu

NOTICE OF NON-DISCRIMINATION

Independent Health complies with Federal civil rights laws. **Independent Health** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Independent Health provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Independent Health** at 1-800-501-3439. For TTY services, call 1-800-432-1110.

If you believe that **Independent Health** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **Independent Health's Member Services Department** by:

- Mail: 511 Farber Lakes Drive, Buffalo, NY 14221
- Phone: 1-800-501-3439 (for TTY services, call 1-800-432-1110)
- Fax: 716-635-3504
- In person: 250 Essjay Road, Buffalo, NY 14221
- Email: memberservice@servicing.independenthealth.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

- Web: Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
- Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

