

Discrimination is Against the Law. VNS Health and all of its subsidiaries and affiliates* (collectively, “VNS Health”) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, religion, color, national origin (including Limited English Proficiency and primary language), age, disability (including Substance Abuse Disorder), or sex (which, under Federal law, includes sex characteristics, including intersex traits, pregnancy or related condition, sexual orientation, gender identity and sex stereotypes). VNS Health does not exclude people or treat them less favorably because of any of these protected categories.

VNS Health provides people with disabilities reasonable modifications and appropriate auxiliary aids and services to communicate effectively with us such as qualified sign language interpreters and written information in other formats such as large print, audio, accessible electronic formats, and alternate formats free of charge and in a timely manner. Qualified patients or members with disabilities may, at any time, request that VNS Health reasonably modify, change, except, or adjust a rule, policy, practice, or service when necessary, so that VNS Health does not unlawfully deny the individual equal access to our programs, activities, services, and other benefits. Requests may be made to any VNS Health provider or to your care manager in the Health Plan.

VNS Health provides people whose primary language is not English with language assistance services such as qualified interpreters and information written in other languages free of charge and in a timely manner.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact the **VNS Health Civil Rights Coordinator:** Celina Rogers, Assistant General Counsel, Provider Services & Privacy.

The Civil Rights Coordinator is also the Section 1557 Coordinator.

By mail or in person: 220 East 42nd Street, 6th Floor, New York, NY 10017

By telephone: 646-784-6981 (By TTY/TDD: 711); **By fax:** 646-459-7729

By email: CivilRightsCoordinator@vnshealth.org; **On the web:** www.vnshealth.ethicspoint.com

Your Rights. If you believe that VNS Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights coordinator named above. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator named above is available to help you. VNS Health will not intimidate, threaten, coerce, retaliate or otherwise discriminate against anyone for filing a grievance or participating in the investigation of a grievance.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://www.hhs.gov/ocr/complaints/index.html>, or by mail or phone at:

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

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

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

You may have rights as a provider, patient, or other individual under these Federal statutes, which prohibit coercion or other discrimination on the basis of conscience, whether based on religious beliefs or moral convictions, in certain circumstances.

This notice is available at VNS Health website: www.vnshealth.org/non-discrimination-notice/



Notice of Availability of Language Services

العربية

বাংলা

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Ελληνικά

ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, υπάρχουν διαθέσιμες δωρεάν υπηρεσίες υποστήριξης στη συγκεκριμένη γλώσσα. Διατίθενται δωρεάν κατάλληλα βοηθήματα και υπηρεσίες για παροχή πληροφοριών σε προσβάσιμες μορφές. Καλέστε το **1-212-609-7300 (TTY: 711)** ή απευθυνθείτε στον πάροχό σας.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-212-609-7300 (TTY: 711) oswa pale avèk founisè w la.

ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama 1-212-609-7300 (TTY: 711) o parla con il tuo fornitore."

한국어

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-212-609-7300 (TTY:711)번으로 전화하거나 서비스 제공업체에 문의하십시오."

POLSKI

UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-212-609-7300 (TTY: 711) lub porozmawiaj ze swoim dostawcą".

РУССКИЙ

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-212-609-7300 (TTY:711) или обратитесь к своему поставщику услуг.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-212-609-7300 (TTY: 711) o hable con su proveedor.

Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyonang tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng

impormasyon sa mga naa-access na format. Tumawag sa 1-212-609-7300 (TTY:711) o makipag-usap sa iyong provider.

قابل رسائی اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان کی مفت مدد کی خدمات دستیاب ہیں۔ توجہ دیں:
فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاون امداد اور خدمات بھی مفت دستیاب ہیں۔
(1-212-609-7300 (TTY:711) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔

אויפֿמ

נאטיץ: אויב איר רעדט יידיש, שפראך הילף סערוויסעס זענען בארעכטיגט פאר דיר פריי. צונעמען אײַדס און באַדינונגס פֿאַר
פּראָוויידינג אינפֿאָרמאַציע אין צוטריטלעך פֿאַרמאָטירונגען זענען אויך בנימצא פריי. רױ(1-212-609-7300 (TTY:711) אָדער
רעדן מיט דיין טרעגער. "ל