

## **Notice of Nondiscrimination and Availability of Language Assistance Services**

### Discrimination is Against the Law

The University of Rochester Health Plans comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). The University of Rochester Health Plans do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

The University of Rochester Health Plans:

- Provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provide free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Interpreter Services at (585) 275-4778.

If you believe that the University of Rochester Health Plans have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can obtain a copy of the grievance procedure and/or file a grievance with:

Office of Total Rewards, 60 Corporate Woods, Suite 310, PO Box 270453, Rochester, NY 14627, Phone: (585) 275-2084, Fax: (585) 272-0227, Email: [totalrewards@rochester.edu](mailto:totalrewards@rochester.edu). You

can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Office of Total Rewards is available to help you.

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://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail, e-mail, or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

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

This notice is available at the University of Rochester Health Plans website(s):  
<https://www.rochester.edu/human-resources/benefits/legal-notices/>

**Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (§ 92.11)**

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-585-275-4778 (email: [Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)) or speak to your provider.”

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se encuentran disponibles de forma gratuita ayudas y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 1-585-275-4778 (correo electrónico: [Interpreter\\_services@urmc.rochester.edu](mailto:Interpreter_services@urmc.rochester.edu)) o hable con su proveedor.

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-585-275-4778（電子郵件：[Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)）或與您的提供者討論。」

ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги языковой помощи. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-585-275-4778 (электронная почта: [Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)) или поговорите со своим поставщиком медицинских услуг.

ATANSYON: Si w pale kreyòl ayisyen, sèvis asistans lang gratis disponib pou ou. Éd ak sèvis oksilyè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib tou gratis. Rele 1-585-275-4778 (imel: [Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)) oswa pale ak founisè w la.

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-585-275-4778(이메일: [Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)) 번으로 전화하거나 서비스 제공업체에 문의하십시오."

**ATTENZIONE:** Se parli italiano sono a tua disposizione servizi gratuiti di assistenza linguistica. Sono inoltre disponibili gratuitamente ausili e servizi adeguati per fornire informazioni in formati accessibili. Chiama il numero 1-585-275-4778 (e-mail: Interpreter\_Services@URMC.Rochester.edu) o parla con il tuo fornitore.

נאטיין: אויב איר רעדט יידיש, זענען די שפראך הילף סערוויסעס פאר דיר פריי פריי. צונעמען אים און באדינונגס פאר פראוויידינג אינפארמאציע אין צוטריטלעך פארמאטירונגען זענען אויך בנימצא פריי. רופן 1-585-275-4778 אדער רעדן צו דיין שפיטאל (e-mail: Interpreter\_Services@URMC.Rochester.edu) . בריוו (E- ) .

মনোনয়ন দি : দি আপদ বাংলা বনল তোহনল আপ োর জ য দব োমূল্য ভাষা সহায়তা পদরনষবোদি উপলব্ধ রনয়নে। অ্যোনেসন োগষ ফরমোনে তথ্য প্রিান র জ য উপ ুক্ত সহায়ক সহন োদগতো এবাং পদরনষবোদিও দব োমূল্য উপলব্ধ রনয়নে। 1-585-275-4778 (ইনমল: Interpreter\_Services@URMC.Rochester.edu) ষনর কল করু অথরে আপ োর প্রিো কোরীর সোনথ কথো বলু।”

**UWAGA:** Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Odpowiednie pomoce pomocnicze i usługi umożliwiające dostarczanie informacji w przystępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-585-275-4778 (e-mail: Interpreter\_Services@URMC.Rochester.edu) lub porozmawiaj ze swoim dostawcą.

نويه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك. تتوفر أيضا المساعدات والخدمات لمساعدة الجزيرة لتوفير المعلومات بتشريعات برمل الوصول إليها مجانًا. اتصل بالرقم 1-585-275-4778 (البريد أو نحدث إلى جزود الخدمة الخاص بك (e-mail: Interpreter\_Services@URMC.Rochester.edu): الإلكتروني

**ATTENTION :** Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-585-275-4778 (e-mail : Interpreter\_Services@URMC.Rochester.edu) ou parlez à votre fournisseur.

نوٹ: اگر آپ اردو بولتے ہیں تو آپ کے لیے مفت لینگویج رپورٹ سروسز دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مزایم معاون امداد اور خدمات بھی دستیاب ہیں۔ 1-585-275-4778 پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔ (e-mail: Interpreter\_Services@URMC.Rochester.edu) ای میل)

PAUNAWA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyo sa tulong sa wika. Ang naaangkop na mga pantulong na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format ay makukuha rin nang walang bayad. Tumawag sa 1-585-275-4778 (email: [Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)) o makipag-usap sa iyong provider.

ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, διατίθενται δωρεάν υπηρεσίες γλωσσικής βοήθειας. Τα κατάλληλα βοηθητικά βοηθήματα και υπηρεσίες για την παροχή πληροφοριών σε προσβάσιμες μορφές διατίθενται επίσης δωρεάν. Καλέστε το 1-585-275-4778 (email: [Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)) ή μιλήστε με τον παροχέα σας.

KUJDES: Nëse flisni shqip, ofrohen shërbime falas të asistencës gjuhësore. Ndihamat dhe shërbimet e duhura ndihmëse për të ofruar informacion në formate të aksesueshme janë gjithashtu në dispozicion pa pagesë. Telefononi 1-585-275-4778 (email: [Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)) ose flisni me ofruesin tuaj.

注意: 日本語を話せる場合は、無料の言語支援サービスをご利用いただけます。アクセシブルな形式で情報を提供するための適切な補助援助やサービスも無料で利用できます。1-585-275-4778 (電子メール: [Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)) に電話するか、プロバイダーにお問い合わせください。

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए नि: शुल्क भाषा सहायता सेवाएँ उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त साधक साधता और सेवाएँ भी नि: शुल्क उपलब्ध हैं। 1-585-275-4778 पर कॉल करें (ईमेल: [Interpreter\\_Services@URMC.Rochester.edu](mailto:Interpreter_Services@URMC.Rochester.edu)) या अपने प्रदाता से बात करें।