**Optum Home & Community Care**

# NOTICE OF NONDISCRIMINATION

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# NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND ALTERNATE FORMATS

Optum companies (together, “Optum”) provide services to health plans and other health programs or activities. Optum does not exclude people or treat them unfairly because of sex, age, race, color, national origin, or disability.

Free services are available to help you communicate with us and with your health plan. Such as, letters in other languages, or in other formats such as large print, or you can ask for an interpreter.

To ask for these services, please call the toll-free number 866-556-8166. TTY 711.

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Optum Civil Rights Coordinator

11000 Optum Circle

Eden Prairie, MN 55344

Email: [**Optum\_Civil\_Rights@Optum.com**](mailto:Optum_Civil_Rights@Optum.com)

If you need help with your complaint, please call the toll-free number 866-556-8166. TTY 711.

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

Effective 01/01/2022, **for Washington State Residents Only**:  In addition to the U.S. Department of Health and Human Services, Office for Civil Rights, the Washington State Office of the Insurance Commissioner may be contacted electronically through the Office of the Insurance Commissioner Complaint portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900 or at 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx>.

This notice is available at: [Nondiscrimination Notice and Access to Communication Services | Optum](https://east.optum.com/privacy-policy/optum-nondiscrimination-notice-and-access-to-communication-services/#:~:text=Optum%20does%20not%20discriminate%20on%20the%20basis%20of,interpreter.%20To%20ask%20for%20help%2C%20please%20call%201-914-302-8485.)

This information is available in other formats like large print. To ask for another format, please call the toll-free number 866-556-8166. TTY 711.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.

Please call 866-556-8166. (TTY: 711)

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 866-556-8166.

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：866-556-8166.

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 866-556-8166.

알림: **한국어(Korean)**를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 866-556-8166 번으로 전화하십시오.

PAUNAWA: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo ng tulong sa wika. Mangyaring tumawag sa 866-556-8166.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является **русском (Russian)**. Позвоните по номеру 866-556-8166.

تنبيه: إذا كنت تتحدث العربية (**Arabic**)، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الرجاء الأتصال بـ 866-556-8166 .

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nan 866-556-8166.

ATTENTION : Si vous parlez **français (French)**, des services d’aide linguistique vous sont proposés gratuitement. Veuillez appeler le 866-556-8166.

UWAGA: Jeżeli mówisz po **polsku** **(Polish)**, udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod numer 866-556-8166.

ATENÇÃO: Se você fala **português (Portuguese)**, contate o serviço de assistência de idiomas gratuito. Ligue para 866-556-8166.

ATTENZIONE: in caso la lingua parlata sia l’**italiano (Italian)**, sono disponibili servizi di assistenza linguistica gratuiti. Si prega di chiamare il numero 866-556-8166.

ACHTUNG: Falls Sie **Deutsch** **(German)** sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie 866-556-8166 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。866-556-8166 にお電話ください。

توجه: اگر زبان شما فارسی (Farsi) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد.

866-556-8166 تماس بگیرید.

कृपा ध्यान दें: यदि आप **हिंदी** **(Hindi)** भाषी हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। कृपा पर काल करें 866-556-8166.

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau 866-556-8166.

ចំណាប់អារម្មណ៍ៈ បើសិនអ្នកនិយាយ**ភាសាខ្មែរ(Khmer)**សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទ ទៅលេខ 866-556-8166។

PAKDAAR: Nu saritaem ti **Ilocano (Ilocano)**, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Maidawat nga awagan iti 866-556-8166.

DÍÍ BAA'ÁKONÍNÍZIN: **Diné** **(Navajo)** bizaad bee yániłti'go, saad bee áka'anída'awo'ígíí, t'áá jíík'eh, bee ná'ahóót'i'. T'áá shoodí kohjį' 866-556-8166 hodíilnih.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac 866-556-8166.

Availably of Language Assistance Service Tag Lines (not updated to 2024 version, will be updated once new languages are received.)