



Non-discrimination Policy

Discrimination is Against the Law. Centrum Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Centrum Health does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Centrum Health values the diversity and inclusion of our patients, their visitors, employees, physicians, allied health professionals, volunteers, and others.

Centrum Health-Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English such as:

- Qualified interpreters
- Information written in other languages.

If you need reasonable modifications, auxiliary aids and services, or language assistance services speak with your health care provider or email the Compliance Department at Compliance@NeueHealth.com.

If you believe that Centrum 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 in person with your provider, directly to the Compliance department inbox at compliance@NeueHealth.com, or anonymously to the Compliance hotline as follows:

- Website: [Lighthouse/Syntrio](https://www.lighthouse.syntrio.com)
- Toll-Free:
 - English-speaking USA and Canada: 855-208-3766
 - Spanish-speaking USA and Canada: 800-216-1288
 - Spanish-speaking Mexico: 01-800-681-5340
 - French-speaking Canada: 855-725-0002
- Email: reports@Syntrio.com (must name NeueHealth/Centrum Health with report)
- Fax: [\(215\) 689-3885](tel:2156893885) (must name NeueHealth/Centrum Health with report)

You can file a grievance in person, over the phone, by mail, or email. If you need help filing a grievance, the Centrum Health Corporate Compliance Department is available to help you.

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

U.S. Department of Health and Human Services

200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1.800.368.1019
TDD: 1.800.537.7697



Florida: Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-726-5116 (TTY: 711).

French: ATTENTION : Si vous parlez français, des services d'aide linguistique-vous sont proposés gratuitement. Appelez le 1-888-726-5116 (ATS : 711).

Creole-Haitian: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-726-5116 (TTY : 711).

Chinese : 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 1-888-726-5116 (TTY: 711)

Portuguese : ATENÇÃO : Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-726-5116 (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-726-5116 (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-726-5116 (TTY: 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-726-5116 (телетайп: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-726-5116 (TTY: 711) 번으로 전화해 주십시오.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-726-5116 (TTY: 711).

Thai: ระวัง: หากคุณพูดภาษาไทยคุณสามารถใช้ บริการช่วยเหลือทางภาษาได้ ฟรี โทร 1-888-726-5116 (TTY: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-726-5116 (TTY: 711).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-726-5116 (TTY: 711).

Arabic:

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-726-5116 (رقم هاتف الصم والبكم 711)

Gujarati: ધ્યાન: જો તમે ગુજરાતી બોલતા હો, તો િન: ુવ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-726-5116 (TTY: 711).



Texas: Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-726-5116 (TTY : 711).

French : ATTENTION : Si vous parlez français, des services d'aide linguistique-vous sont proposés gratuitement. Appelez le 1-888-726-5116 (ATS : 711).

Chinese : 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 1-888-726-5116 (TTY: 711)

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-726-5116 (TTY: 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-726-5116 (телетайп: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-726-5116 (TTY: 711) 번으로 전화해 주십시오.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-726-5116 (TTY: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-726-5116 (TTY: 711).

Arabic:

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-726-5116 (رقم هاتف الصم والبكم 711)

Gujarati: ધ્યાન ની: જો તમે ગુજરાતી બોલતા હો, તો િન: ુવ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ છે. ફોન કરો 1-888-726-5116 (TTY: 711).

Hindi: ध्यान द: यद आप हदी बोलते ह तो आपके िलए मु त म भाषा सहायता सेवाएं उपलब्ध ह। 1-888-726-5116 पर कॉल कर। (TTY: 711)

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-726-5116 (TTY:711) まで、お電話にてご連絡ください。

Lao: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-726-5116 (TTY:711).

Farsi: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما :توجه . تماس بگیرید 711 (TTY: 1-888-726-5116) با . فراهم می باشد

Urdu: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں :خبردار 1-888-726-5116 (TTY:711) پر کال . دستیاب ہیں . کال