

## NONDISCRIMINATION AND ACCESSIBILITY POLICY

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### IMPORTANT NOTICE FOR ALL PATIENTS

If you need language assistance, please contact your provider **at least 24 hours prior to your appointment** to arrange for language assistance services.

### SECTION 1557 OF THE AFFORDABLE CARE ACT

Advantia Health and its affiliated entities and subsidiaries ("Advantia") comply with applicable Federal and State civil rights laws. We do not discriminate on the basis of race, color, national origin, age, language, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, language, disability, sex, or other protected characteristic under the law.

#### Advantia:

- Provides aids and services at no cost 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 help obtaining these services, contact your Advantia Health medical provider for assistance **at least 24 hours prior to your scheduled appointment**.

If you believe that your Advantia Health medical provider has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you or your representative may file a grievance with:

Advantia Health Chief Compliance Officer  
1001 19<sup>th</sup> Street North, Suite 1001  
Rosslyn, VA 22209  
[compliance@advantiahealth.com](mailto:compliance@advantiahealth.com)  
844-880-2598 (TTY: 711)

You can file a grievance by mail, email, or telephone. If you need help filing a grievance, Advantia Health's Chief Compliance Officer 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, which is 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, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

**Advantia does not retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.**

**GETTING HELP IN A LANGUAGE OTHER THAN ENGLISH  
SECTION 1557 OF THE AFFORDABLE CARE ACT**

**Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-880-2598 (TTY: 711).

**繁體中文 (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 1-844-880-2598 (TTY: 711)。

**Français (French)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-880-2598 (ATS: 711).

**한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-880-2598 (TTY: 711)번으로 전화해 주십시오.

**Tagalog (Tagalog – Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-880-2598 (TTY: 711).

**Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-880-2598 (TTY: 711).

**አማርኛ (Amharic)**

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-844-880-2598 (ማስማት ለተሳናቸው: 711)።

**Русский (Russian)**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-880-2598 (телетайп: 711).

**Português (Portuguese)**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-880-2598 (TTY: 711).

**Italiano (Italian)**

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-880-2598 (TTY: 711).

**Bàsòò-wùdù-po-nyò (Bassa)**

Dè dẹ nià kẹ dyédé gbo: Ǿ jũ ké m̄ [Bàsòò-wùdù-po-nyò] jũ ní, níí, à wuḍu kà kò dọ po-poò béin m̄ gbo kpáa. Dá 1-844-880-2598 (TTY:711)

**Igbo asusu (Ibo)**

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-844-880-2598 (TTY: 711).

**èdè Yorùbá (Yoruba)**

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-844-880-2598 (TTY: 711).

**العربية (Arabic)**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 844-880-2598-1 (رقم هاتف الصم والبكم: 711).

**Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-880-2598 (TTY: 711).

**فارسی (Farsi)**

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-844-880-2598 (TTY: 711) تماس بگیرید.

**Polski (Polish)**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-880-2598 (TTY: 711).

**Srpsko-hrvatski (Serbo-Croatian)**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-844-880-2598 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

**Deutsch (Pennsylvania Dutch)**

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-844-880-2598 (TTY: 711).

**বাংলা (Bengali)**

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮৪৪-৮৮০-২৫৯৮ (TTY: ৭১১)।

**日本語 (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。1-844-880-2598 (TTY:711) まで、お電話にてご連絡ください。

**ภาษาไทย (Thai)**

เรียน:

ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-844-880-2598 (TTY: 711).

**Kreyòl Ayisyen (French Creole)**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-880-2598 (TTY: 711).

**ગુજરાતી (Gujarati)**

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-880-2598 (TTY: 711).

**हिंदी (Hindi)**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-880-2598 (TTY: 711) पर कॉल करें।

**λληνικά (Greek)**

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-844-880-2598 (TTY: 711).