Discrimination is against the law

PerformSpecialty® complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PerformSpecialty does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PerformSpecialty:

- 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 (no cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact PerformSpecialty at **1-855-287-7888** (**TDD/TTY 711**). We are available from 8am to 7pm ET Monday through Friday and 8am to 12pm ET Saturdays.

If you believe that PerformSpecialty 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:

- Quality Manager 2416 Lake Orange Drive Suite 190, **1-855-287-8777** (**TDD/TTY 711**), Fax: **407-734-4802**.
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, PerformSpecialty Patient Care Services 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 or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building Washington, DC 20201

1-800-368-1019, **1-800-537-7697** (**TDD/TTY 711**)

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

Multi-language interpreter services

English:
ATTENTION: If you speak English, language assistance services, free of charge at no cost, are available to you. Call 1-855-287-7888 (TDD/TTY: 711).

Spanish:
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-287-7888 (TDD/TTY: 711).

Chinese Mandarin:
注意：如果您说中文普通话/国语，我们可为您提供免费语言援助服务。
请致电 1-855-287-7888 (TDD/TTY: 711)。

Chinese Cantonese:
注意：如果您使用粵語，您可以免費獲得語言援助服務。
請致電 1-855-287-7888 (TDD/TTY: 711)。

Albanian:
VINI RE: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-855-287-7888 (TDD/TTY: 711).

Amharic:
ማስታወሻ:- አማርኛ ቋንቋ ተናጋሪ ከሆኑ፣ የትርጉም እርዳታ አገልግሎቶች ያለ ምንም ክፍያ በነጻ ተዘጋጅተውልዎታል 1-855-287-7888 (TDD/TTY: 711) ላይ ይደውሉ።

Arabic:
ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
.(TDD/TTY: 711) 1-855-287-7888

Bengali:
লক্ষ্য করুনঃ যদি আপনি বাংলায় কথা বলেন, তাহলে নিখরচায় ভাষা সহায়তা পেতে পারেন। 1-855-287-7888 (TDD/TTY: 711) নম্বরে ফোন করুন।

French:
ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-287-7888 (TDD/TTY: 711).

German:
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-287-7888 (TDD/TTY: 711).

Gujarati:
સૂચના: જો તમે ગુજરાતી બોલતા હો, તો તમારા માટે નિ:શુલ્ક ભાષા સહાયતા સેવાઓ ઉપલબ્ધ છે. ફોન કરો 1-855-287-7888 (TDD/TTY: 711).

Haitian Creole:
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-287-7888 (TDD/TTY: 711).

Hindi:
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-287-7888 (TDD/TTY: 711) पर कॉल करें।

Hmong:
LUS CEEV: Yog koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj, hu rau 1-855-287-7888 (TDD/TTY: 711).

Italian:
ATTENZIONE: nel caso in cui la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-287-7888 (TDD/TTY: 711).

Japanese:
注意事項：日本語を話される場合、無料の通訳サービスをご利用いただけます。
1-855-287-7888 (TDD/TTY: 711) まで、お電話にてご連絡ください。

Kirundi:
ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zigufasha mu ndimi ku buntu ata kiguzi. Terefona 1-855-287-7888 (TDD/TTY: 711).

Korean:
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-855-287-7888(TDD/TTY: 711)번으로 전화해 주십시오.

Kru:
PO NƆKÙN TI: Ɛ yemâ wlu bɛ̀ɛ̀ n̂ a po Klào win̂, bò máyɔ+ ne-ȯ kȯ dɔ̇-dɔ̀ win poyɔ+bò, ɛ se pɛnȯ kɔn. Dá 1-855-287-7888 (TDD/TTY: 711).

Laotian:
ເຊີນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວແມ່ນມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ໂທຣ 1-855-287-7888 (TDD/TTY: 711).

Mon-Khmer Cambodian:
ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-855-287-7888 (TDD/TTY: 711)។

Nepali:
ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् । 1-855-287-7888 (TDD/TTY: 711)।

Oromo:
HUBADHU: Yoo Afaan Oromoo dubbatta ta’e, tajaajilaawwan gargaarsa afaanii, kanfaltii irraa bilisa ta’an siif jiru. Lakkoofsa 1-855-287-7888 irratti bilbili (TDD/TTY: 711).

Persian (Farsi):
توجه: اگر فارسی صحبت می کنید، امکان استفاده از خدمات ترجمه رایگان را خواهید داشت.
در این صورت با شماره زیر تماس حاصل فرمایید: (TDD/TTY: 711) 1-855-287-7888.

Polish:
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-287-7888 (TDD/TTY: 711).

Portuguese:
ATENÇÃO: Se fala português, encontra-se disponível serviço gratuito de intérprete pelo telefone 1-855-287-7888 (TDD/TTY: 711).

Russian:
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-287-7888 (TDD/TTY: 711).

Serbo-Croatian:
PAŽNJA: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-855-287-7888 (TDD/TTY: 711).

Syriac:
ܙܘܗܪܐ: ܐܢ ܐܢܬܘܢ ܟܐ ܡܡܠܠܝܬܘܢ ܠܫܢܐ ܐܬܘܪܝܐ، ܡܨܝܬܘܢ ܕܡܦܠܚܝܬܘܢ ܚܠܡܬܐ ܕܗܝܪܬܐ ܒܠܫܢܐ ܡܓܢܢܐܝܬ ܒܠܐ ܕܡܝܐ. ܩܪܘܢ ܥܠ ܡܢܝܢܐ
1-855-287-7888 (TDD/TTY: 711)

Tagalog:
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-287-7888 (TDD/TTY: 711).

Thai:
โปรดทราบ: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-287-7888 (TDD/TTY: 711).

Vietnamese:
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-287-7888 (TDD/TTY: 711).