



## NOTICE OF NON-DISCRIMINATION

**MetroPlus Health Plan** complies with Federal civil rights laws. **MetroPlus** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

**MetroPlus** provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call **MetroPlus** at 1-855-809-4073. For TTY services, call 711.

If you believe that **MetroPlus** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **MetroPlus** by:

- Mail: 160 Water Street, 3<sup>rd</sup> Floor, New York, New York, 10038
- Phone: 1-855-809-4073 (for TTY services, call 711)
- Fax: 1-212-908-8705
- In person: 160 Water Street, 3<sup>rd</sup> Floor, New York, New York, 10038,
- Email: [Grievancecoordinator@metroplus.org](mailto:Grievancecoordinator@metroplus.org)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

- Web: Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F, HHH Building  
Washington, DC 20201  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
- Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

## LANGUAGE ASSISTANCE

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-855-809-4073, TTY: 711.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-809-4073, TTY: 711.	Spanish
注意：您可以免費獲得語言援助服務。請致電 1-855-809-4073，聽力障礙電傳：711。	Chinese
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-809-4073، TTY (رقم هاتف الصم والبكم): 711	Arabic
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-809-4073, TTY: 711 번으로 전화해 주십시오.	Korean
ВНИМАНИЕ: Предлагаются бесплатные услуги перевода. Звоните по тел. 1-855-809-4073 (телетайп: 711).	Russian
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-809-4073, TTY: 711.	Italian
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-809-4073, TTY: 711.	French
ATANSYON: W ap jwenn sèvis èd pou lang gratis. Rele 1-855-809-4073, TTY: 711.	French Creole
אויפֿמערקזאַם: שפראך הילף סערוויסעס זענען אוועילעבל פאר אייך פריי פון אפצאל. רופט 1-855-809-4073, TTY: 711.	Yiddish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-809-4073, TTY: 711.	Polish
PAUNAWA: Mapakinabangan mo ang mga serbisyo sa tulong sa wika. Tumawag sa 1-855-809-4073, TTY: 711.	Tagalog
লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-১-৮৫৫-৮০৯-৪০৭৩, TTY/TDD: ৭১১.	Bengali
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-855-809-4073, TTY: 711.	Albanian
ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-855-809-4073, TTY: 711.	Greek
توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان سے متعلق مدد کی خدمات مفت دستیاب ہیں۔ کال کریں 1-855-809-4073، TTY: 711	Urdu

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