

QUESTIONS ABOUT YOUR BENEFITS OR OTHER INQUIRIES ABOUT YOUR HEALTH INSURANCE SHOULD BE DIRECTED TO UNIVERSITY HOSPITAL'S HUMAN RESOURCES DEPARTMENT AT 1-877-471-7522.

Nondiscrimination Notice

University Hospitals complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex in its operation of health programs and activities. University Hospitals does not exclude people or treat them differently because of race, color, national origin, age, disability or sex in its operation of health programs and activities.

- University Hospitals provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, etc.).
- University Hospitals provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

Multi-Language Interpreter Services & Nondiscrimination Notice

ATTENTION: If you speak American Sign Language, language assistance services, free of charge, are available to you. Call TTY: 216-844-1544.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-643-4233 (رقم هاتف الصم والبكم): (216-844-1544).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-643-4233 (TTY: 216-844-1544)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-844-643-4233 (टिटिवाइ: 216-844-1544)।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-643-4233 (телетайп: 216-844-1544).

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1-844-643-4233（TTY：216-844-1544）。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-643-4233 (ATS : 216-844-1544).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။

ဖုန်းနံပါတ် 1-844.643.4233 (TTY: 1-216-844-1544) သို့ ခေါ်ဆိုပါ။

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-562-3981 (TTY: 216-844-1544).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-562-3981 (TTY: 216-844-1544)번으로 전화해 주십시오.

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。1-844-562-3981 (TTY: 216-844-1544) まで、お電話にてご連絡ください。

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-844-562-3981 (TTY: 216-844-1544).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-562-3981 (TTY: 216-844-1544).

Wann du Deitsch (Pennsylvania German / Dutch) schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-844-562-3981 (TTY: 216-844-1544).

FEEJIGNAAN: Haddii aad ku hadasho Af Soomaaliga, adeegyada caawimada luqadda, oo bilaash ah, ayaa adiga lagu heli karaa. Wac 1-844-643-4233 (TTY: 1-844-1544).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-562-3981 (TTY: 216-844-1544).

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-844-562-3981 (TTY: 216-844-1544).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-844-562-3981 (телетайп: 216-844-1544).

If you believe University Hospitals failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, with respect to your health care benefits or services, you can submit a written complaint to the person listed below. Please include as much detail as possible in your written complaint to allow us to effectively research and respond.

Civil Rights Coordinator
University Hospitals Health System, Inc
3605 Warrensville Center Rd
Shaker Heights, Ohio 44122
Phone: 216-767-8927
Email: languagepolicy@uhhospitals.org

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:
ocrportal.hhs.gov/ocr/portal/lobby.jsf
- By mail at:
U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F
HHH Building
Washington, DC 20201-0004
- By phone at:
(800) 368-1019 (TDD: (800) 537-7697)
- Complaint forms are available at:
hhs.gov/ocr/office/file/index.html