

NOTICE OF NON-DISCRIMINATION AND ACCESSIBILITY REQUIREMENTS

Your plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, religion, national origin, gender/gender identity, age, mental or physical disability, limited English proficiency or genetic information. Your plan does not exclude people or treat them differently because of race, ethnicity, religion, national origin, gender/gender identity, age, mental or physical disability, limited English proficiency or genetic information.

For people with disabilities, we offer free aids and services, such as sign language interpreters, Braille, large print, audio, and accessible electronic formats. If you request information in an accessible format, you won't be disadvantaged by any additional time necessary to provide it. This means you will get extra time to take any action if there's a delay in fulfilling your request. For people whose primary language is not English, we offer language assistance services through interpreters and other written languages.

If you believe that your plan has failed to provide these services or discriminated on the basis of race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance, by emailing eyemedQA@eyemed.com or calling 1-866-939-3633.

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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>.

TRANSLATION SERVICES

We have free interpreter services to answer any questions you may have about our health, drug, or vision plan. To get an interpreter, just call us at 1-888-249-5194; access TTY services by dialing 711. Someone who speaks your language can help you. This is a free service.

FOR NO COST TRANSLATION, CALL 1-888-249-5194 (TTY: 711).

ARABIC. (711) للتمتع بترجمة مجانية إلى اللغة العربية، الرجاء الاتصال بالرقم 1-888-249-5194 (بالنسبة لمستخدمي الهواتف النصية: 711).

CHINESE 如需免費的繁體中文翻譯服務，請致電1-888-249-5194 (聽障電話：711)。

FRENCH Pour une traduction gratuite en français, appeler le 1-888-249-5194 (TTY : 711).

GERMAN Benötigen Sie eine deutsche Übersetzung, rufen Sie bitte die 1-888-249-5194 (TTY: 711).
Die Übersetzung ist für Sie kostenlos.

GREEK Για δωρεάν μετάφραση στα ελληνικά, τηλεφωνήστε στο 1-888-249-5194 (TTY: 711).

GUJARATI વનિા મૂલ્ય ભાષાંતર માટે, કોલ કરો 1-888-249-5194 ટીટીવાય: 711)

HAITIAN CREOLE Pou w ka jwenn tradiksyon gratis an Kreyòl Ayisyen, rele 1-888-249-5194 (TTY: 711).

HINDI भाषा में नःशुल्क अनुवाद के लिए, 1-888-249-5194 पर कॉल करें। (TTY: 711).

ITALIAN Per servizi di traduzione gratuiti in Italiano, chiamare il 1-888-249-5194 (TTY: 711).

JAPANESE 日本語への無料翻訳をご希望の場合は、1-888-249-5194 までお電話ください (TTY: 711)

KHMER ដើម្បីទទួលបានការបកប្រែដោយឥតគិតថ្លៃជាភាសាខ្មែរ សូមទូរស័ព្ទទៅ 1-888-249-5194 ។ (TTY: 711) ។

KOREAN 무료 한국어 번역을 원하시면 1-888-249-5194 (TTY: 711) 번으로 전화하십시오.

LAOTIAN ສໍາລັບການບໍ່ເສຍຄ່າໃນການແປພາສາລາວ, ກະລຸນາໂທ 1-888-249-5194 (TTY: 711).

NAVAJO T'áá ch'íik'eh shá atxa' hodoonih nínízingo, kojí' hodíílnih 1-888-249-5194 (TTY: 711).

PERSIAN . (TTY: 711) برای ترجمه بدون هزینه در فارسی، با 1-888-249-5194 تماس بگیرید

POLISH Tłumaczenie bezpłatne w Polski, Tel. 1-888-249-5194 (TTY: 711).

PORTUGUESE Para uma tradução gratuita para português, contacte o número 1-888-249-5194 (TTY: 711).

RUSSIAN За бесплатным переводом на русский язык обращайтесь по номеру телефона 1-888-249-5194 (TTY: 711).

SPANISH Para traducción sin costo en español, llame al 1-888-249-5194 (TTY: 711).

TAGALOG Para sa walang bayad na pagsasalin sa Tagalog, tumawag sa 1-888-249-5194 (TTY: 711).

VIETNAMESE Về dịch vụ phiên dịch tiếng Việt miễn phí, hãy gọi 1-888-249-5194 (TTY: 711).