

NOTICE OF NON-DISCRIMINATION

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

Affinity Health Plan 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 **Affinity Health Plan** at 1-866-247-5678. For TTY/TDD services, call 711.

If you believe that **Affinity Health Plan** 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 **Affinity Health Plan** by:

- Mail: 1776 Eastchester Road, Bronx, New York 10461,
- Phone: (718) 794-7569 (for TTY/TDD services, call 711)
- Fax: (718) 536-3390
- In person: 1776 Eastchester Road, Bronx, New York 10461
- Email: 928notice@affinityplan.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)



Metro Center Atrium
1776 Eastchester Road, Bronx, NY 10461
T: 718.794.7700 F: 718.794.7800
AffinityPlan.org

Affinity Health Plan is required by law to protect the privacy of your health information, and to provide you with a Notice of Privacy Practice (NPP) that outlines your rights and our duties with respect to your information. A copy of Affinity Health Plan's NPP can be found on our website at <http://www.affinityplan.org> or you can request a paper copy by calling our Customer Service Department at 1-866-247-5678 (TTY: 711).

LANGUAGE ASSISTANCE

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-866-247-5678 TTY/TDD: 711.	English
ATENCIÓN: tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-247-5678 TTY/TDD: 711.	Spanish
注意：您可以免費獲得語言援助服務。請致電 1-866-247-5678 TTY/TDD: 711.	Chinese
ملحوظة: خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم 1-866-247-5678 للصم والبكم: 711	Arabic
주의: 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-247-5678 TTY/TDD: 711번으로 전화해 주십시오.	Korean
ВНИМАНИЕ: то вам доступны бесплатные услуги перевода. Звоните 1-866-247-5678 (телетайп: 711).	Russian
ATTENZIONE: sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-247-5678 (TTY/TDD: 711).	Italian
ATTENTION : des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-247-5678, ATS/ATM : 711.	French
ATANSYON: Gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-247-5678 TTY/TDD: 711.	French Creole
אויפֿמערקזאַם: שפּראַך הילף סערוויסעס זענען אוועילעבל פאר אייך פריי פון אפצאל. רופט 1-866-247-5678, 711 TTY/TDD.	Yiddish
UWAGA: Możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-247-5678 TTY/TDD: 711.	Polish

LANGUAGE ASSISTANCE

PAUNAWA: Maaari kang makakuha ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-247-5678 TTY/TDD: 711.	Tagalog
লক্ষ্য করুনঃ আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ রয়েছে। ফোন করুন 1-866-247-5678 TTY/TDD: 711	Bengali
VINI RE: Kemi në dispozicionin tuaj shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-866-247-5678 TTY/TDD: 711.	Albanian
ΠΡΟΣΟΧΗ: Στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-866-247-5678 TTY/TDD: 711.	Greek
دھیان دیں: آپ کے لیے زبان سے متعلق مدد کی خدمات مفت دستیاب ہیں۔ کال کریں: 1-866-247-5678، TTY/TDD: 711	Urdu