

NOTICE OF NON-DISCRIMINATION

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

Fidelis Care 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 Fidelis Care at 1-888-343-3547. For TTY/TDD services, call 1-800-421-1220.

If you believe that Fidelis Care 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 Fidelis Care by:

- Mail: 95-25 Queens Boulevard, Rego Park, NY 11374
- Phone: 1-888-343-3547 (TTY: 1-800-421-1220)
- Fax: 1-315-849-3885
- In person: 95-25 Queens Boulevard, Rego Park, NY 11374
- Email: nondiscrimination@fideliscare.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)