

NOTICE OF NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS



Discrimination is against the law

Care Initiatives complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex or protected veteran status. Care Initiatives does not exclude people or treat them differently because of race, color, national origin, age, disability, sex or protected veteran status.

Care Initiatives provides:

- Free aids and services to people with disabilities to communicate effectively 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 primary language is not English, such as:
 - ◆ Qualified interpreters
 - ◆ Information written in other languages

If you need assistance with these services, call (515) 224-4442.

If you believe that Care Initiatives has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex or protected veteran status you can file a grievance with: Corporate Compliance Officer (Section 1557 Coordinator), 1611 West Lakes Parkway, West Des Moines, Iowa 50266, (888) 565-2273, Fax: (515) 225-6552, Email: compliance@careinitiatives.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Care Initiatives Section 1557 Coordinator is available to help you.

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 <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-515-224-4442 (TTY: 1-800-735-2942).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-515-224-4442 (TTY: 1-800-735-2942)

Chinese

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 1-515-224-4442

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-515-224-4442

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-515-224-4442

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-515-224-4442

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-515-224-4442.

Laotian

ໄບດອາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ແຈ້ງຄ່າ, ຄ່າບໍລິການໃຫ້ທ່ານ. ໂທ 1-515-224-4442

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-515-224-4442 번으로 전화해 주십시오.

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-515-224-4442 पर कॉल करें।

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-515-224-4442 'ਤੇ ਕਾਲ ਕਰੋ।

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-515-224-4442

Pennsylvania Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kantscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-515-224-4442

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-515-224-4442

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-515-224-4442

Karen

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vDRIAud; 1-515-224-4442

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-515-224-4442

Pohnpeian

Ni songen mwohmw ohte, komw pahn sohte anahne kawehwe mesen nting me koatoantoal kan ahpw wasa me ntingie [Lokaiahn Pohnpei] komw kalangan oh ntingidieng ni lokaiahn Pohnpei. Call 1-515-224-4442.