

NOTICE OF NONDISCRIMINATION

and

NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND ALTERNATE FORMATS

UnitedHealthcare complies with applicable civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, age, disability, sex (including pregnancy, sexual orientation, gender, and gender identity), or marital status. UnitedHealthcare does not exclude, deny Covered Health Care Benefits to, or otherwise discriminate against any Member for participation in, or receipt of the Covered Health Care Services under, any of its health plans, whether carried out by UnitedHealthcare directly or through a Network provider or any other entity with which UnitedHealthcare arranges to carry out Covered Health Care Services under any of its health plans. We do not exclude people or treat them less favorably because of race, color, national origin, ancestry, religion, age, disability, sex or marital status.

We provide free auxiliary aids and services to help you communicate with us or your doctor. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call the toll-free number 1-800-657-8205. (TTY 711).

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

If you need help filing a complaint, call the toll-free number 1-800-657-8205. (TTY 711).

If your complaint is not resolved, you can file a grievance with the *Department of Managed Health Care ("DMHC")*. Contact the *DMHC* Help Center at the toll-free telephone number (1-888-466-2219) or submit an inquiry in writing to the *DMHC*, California Help Center, 980 9th Street, Suite 500, Sacramento, CA 95814-2725 or through the website: <http://www.dmhc.ca.gov>. The hearing and speech impaired may use the California Relay Service's toll-free telephone number 1-877-688-9891 (TTY).

If your complaint is not resolved, you can file a grievance with the California Department of Insurance ("CDI"). Contact the CDI at the toll-free telephone number 1-800-927-HELP (1-800-927-4357) or submit an inquiry in writing to the California Department of Insurance, Consumer Communications Bureau, 300 South Spring Street, South Tower, Los Angeles, CA 90013 or through the website: www.insurance.ca.gov. The hearing and speech impaired may use the toll-free telephone number 1-800-482-4833 (TTY).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Phone: 1-800-368-1019, 800-537-7697 (TDD)
Mail: U.S. Department of Health and Human Services
200 Independence Avenue, SW

Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at: <https://www.uhc.com/legal/required-state-notices/california/nondiscrimination-notice>.

ATTENTION: You can get an interpreter to talk to your doctor at the time of your appointment or with us. If you speak English, free language assistance services and free communications in other formats, such as large print, are available to you. Call 1-800-657-8205. (TTY: 711). If you need more help, call DMHC Help Line at 1-888-466-2219 or call the Department of Insurance Hotline at 1-800-927-4357.