

Notice of Nondiscrimination

BCBS FEP Vision, on behalf of your health plan, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BCBS FEP Vision does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

BCBS FEP Vision 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)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact a civil rights coordinator at the Office of the Director of Quality at BCBS FEP Vision.

If you believe that BCBS FEP Vision has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

BCBS FEP Vision
The Office of the Director of Quality
PO Box 507
Troy, NY 12181
Phone: 1-888-343-3470 (TTY: 1-800-523-2847), Fax: 1-888-343-3475
[Email: RTQA@davisvision.com](mailto:RTQA@davisvision.com)

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, please contact a civil rights coordinator at 1-888-343-3470, and a representative will be available to assist 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, DC 20201
800-368-1019, 800-537-7697 (TDD)

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

Complaint, Grievance, and Appeal rights as provided in this notice of nondiscrimination only apply to members of health plans that are subject to Title 45, Part 92 of the Code of Federal Regulations.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-999-5431 (TTY: 1-800-523-2847).	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-999-5431 (TTY: 1-800-523-2847).	Espanol (Spanish)
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 1-800-999-5431 (TTY: 1-800-523-2847)。	繁體中文 (Chinese)
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-999-5431 (TTY: 1-800-523-2847).	Tiếng Việt (Vietnamese)
-21• ,t,- 0-11 Al-g81-A1I. .?:1-'" ,a0-1 X1'. k11:11 2 -7f_로 01g81-N 수 5) ,,1_1C1- 1-800-999-5431 (TTY: 1-800-523-2847) IF+I '2'로 LIOSH -1.IA12	t,- 0-1 (Korean)
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-999-5431 (TTY: 1-800-523-2847).	Tagalog
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-999-5431 (TTY: 1-800-523-2847).	Русский (Russian)
-800-1. مقرر لصتا. ناچملا ب كل رفاوتت قيوغلا ةدعاسملا تامدخ ناف ،ةغلا ركذا ثدحتت تنك اذإ :ةظوحلم 1-800-523-2847:5431-999-800-1 مكبلو مصلا فتاه مقر	عبريلا (Arabic)
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-999-5431 (TTY: 1-800-523-2847).	Kreyòl Ayisyen (French Creole)
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-999-5431 (TTY: 1-800-523-2847).	Français (French)
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-999-5431 (TTY: 1-800-523-2847).	Polski (Polish)
ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-999-5431 (TTY: 1-800-523-2847).	Português (Portuguese)
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-999-5431 (TTY: 1-800-523-2847).	Italiano (Italian)
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-999-5431 (TTY: 1-800-523-2847).	Deutsch (German)
注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-800-999-5431 (TTY: 1-800-523-2847)。まで、お電話にてご連絡ください。	日本語 (Japanese)
دشباب یم مهارف امش یارب ناگیار تروصب ینابز تلایهست ،دینک یم وگننگ یرسراف نابز هب رگا :هجوت . اب (TTY: 1-800-523-2847) دیریگب سامت 1-800-999-5431.	یرسراف (Farsi)
ध्यान दः: यिद आप िहदी बोलते ह. तो आपके िलए मुफ्त मः भाषा सहायता सेवाएं उपलब्ध ह.। 1-800-999- 5431 (TTY: 1-800-523-2847). पर कॉल करः।	िहदी (Hindi)
ՈՒՇԱԴՐՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-800-999- 5431 (TTY: 1-800-523-2847).	Հայերեն (Armenian)

<p>આચના: જો તમે ગુજરાતી બોલતા હો, તો િન:ગુજરાતી ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-999-5431 (TTY: 1-800-523-2847).</p>	<p>31nia-t (Gujarati)</p>
<p>LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-999-5431 (TTY: 1-800-523-2847).</p>	<p>Hmoob (Hmong)</p>
<p>نہیہ بایئسد نیم تقم تامدخ کی ددم کی نابز وک پآوت، نیہ ے تلوب ودر پآرگا: رادریخ نیرک لاک 1-800-999-5431 (TTY: 1-800-523-2847).</p>	<p>و دُر اُ (Urdu)</p>
<p>រប័យកន៖ ែបើសិនជាអនកនិយាយ ភា សាខែមរ, ែសវាជំនួយែជនកភាសា ែដា យមិនគិតឈន ្គល ទំនាក់ទំនងសំរាប់អំរែប័យកន ្គល ែមរ 1-800-999-5431 (TTY: 1-800-523-2847)</p>	<p>ខែមរ (Cambodian)</p>
<p>□ :1-</p>	<p>(Punjabi)</p>
<p>লক্ষ কণনঃ যিদ আপিন বাংলা, কথা বলেত পােরন, তাহেল িনঃখরচায় ভাষা সহায়তা পিরেষবা উপলে আছে। ফোন কণন 1-800-999-5431 (TTY: 1-800-523-2847)।</p>	<p>বাংলা Bengali</p>
<p>פּוּר. לאַצפּאָן פּוּר ייִרפּ סעסיוואַס על הַלִּיהּ דאַרפּשׂ קײַא פּאָפּ אַראַהאַפּ ענגעז, שײַדיאָ דעזער אַרײַא בײַא: אַמאָקאַרעמפּאָ-א-1 .800-999-5431 (TTY: 1-800-523-2847)</p>	<p>שײַדיש (Yiddish)</p>
<p>: 1-800-999-5431 (: 1-1-800-523-2847).</p>	<p>(Amharic)</p>
<p>เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี</p>	<p>ภาษาไทย (Thai)</p>
<p>XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-999-5431 (TTY: 1-800-523-2847).</p>	<p>Oroomiffa (Oromo)</p>
<p>PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1-800-999-5431 (TTY: 1-800-523-2847).</p>	<p>Ilokano</p>
<p>ໂປດລາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ , ສຳລັບພິມ ໂດຍບໍ່ເສັຽຄ່າ ການ ຈຳນວນ 1-800-999-5431 (TTY: 1-800-523-2847)</p>	<p>ພາສາລາວ (Laotian)</p>
<p>KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-999-5431 (TTY: 1-800-523-2847).</p>	<p>Shqip (Albanian)</p>
<p>OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-999-5431 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-523-2847).</p>	<p>Srpsko - hrvatski (Serbo – Croatian)</p>
<p>УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-999-5431 (телетайп: 1-800-523-2847).</p>	<p>Українська (Ukrainian)</p>
<p>ඊයාන ටිද්නුහෝස්: තපාඊර්ලේ නේපාලී බෝඞ්නුඊඊඡ් බනේ තපාඊර්කෝ ටිනිඞ්ත භාෂා සහායතා සේවාහඊ ටින: ෂුඞ්ක ඊප්මා සහායතා සේවා සඳහා 1-800-999-5431 ටිනිඞ්ත 1-800-523-2847</p>	<p>නේපාලී (Nepali)</p>
<p>AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-800-999-5431 (TTY: 1-800-523-2847).</p>	<p>Nederlands (Dutch)</p>

