

Emergency Contacts

County Emergency numbers:

*UNI Crisis Line.....	801-587-3000
*MCOT (Mobile Crisis Outreach Team.....	801-587-3000
*UNI WarmLine.....	801-587-1055
UNI Receiving Center.....	801-587-7988
UNI Wellness Recovery Center.....	801-236-7710
UNI (University Neuropsychiatric Institute).....	801-583-2500
Poison Control.....	1-800-222-1222
Adult Protective Services Reporting Line.....	1-800-371-7897
Child Abuse Reporting (DCFS).....	1-855-323-3237
Domestic Violence Hotline.....	1-800-897-5465
Domestic Violence Information Line.....	1-800-897-5465
National Domestic Violence Hotline	1-800-799-7233
YWCA(Domestic Violence Shelter).....	801-537-8600
Utah Newborn Safe Haven.....	1-866-458-0058
Alcoholics Anonymous 24/7 hotline.....	801-484-7871
National Alcoholism & Substance Abuse Info Center.....	
.....	1-800-784-6776
Natl. Council on Alcoholism & Drug Abuse (NCADD).....	
.....	1-800-622-2255
Natl. Institute on Drug Abuse (NIDA).....	1-800-662.4357
Substance Abuse & Mental Health Services Administration (SAMHSA) National Hotline.....	1-800-662.4357
Family Support Center Crisis Respite Nursery...	801-967-4259
HYRC(Homeless Youth Center (up to 22).....	801-364-0744
Youth Services.....	385-468-4500
Pregnancy Risk Line	1-800-822-2229
Rape Recovery Center/24/7 Crisis Line.....	801-467-7273
Rape & Sexual Assault Crisis Line.....	1-888-421-1100
VA Access Crisis Team.....	1-800-273-8255/801-339-4362

Nondiscrimination Policy:

Salt Lake County Division of Behavioral Health Services and Optum follow applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Optum does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Optum:

- 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 Optum at 1-877-370-8953.

If you believe that Optum has not provided these services or has treated you unfairly or discriminated

in another way on the basis of your race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email with the Optum Grievance Representative. **In Person or Mail:** 2525 Lake Park Blvd, West Valley City, UT 84120, **Phone:** 1-877-370-8953, **Fax:** 1-801-982-3159, or **Email:** lori.maxfield@optum.com. You may also file a complaint with Medicaid Constituent Services Representative, by **Mail:** P.O. Box 143106, Salt Lake City, UT 84114-3106, **Phone:** 1-801-538-6417, 1-877-291-5583, **Fax:** 1-801- 538-6805, or **Email:** medicaidmemberfeedback@utah.gov.

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>, **Mail:** Centralized Case Manager Operations, U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201, or **Phone:** 1-800-368-1019, 1-800-537-7697 (TDD), or **Email:** OCRComplaint@hhs.gov.

If you want to mail or email your complaint, you can write your complaint or you can use the Office of Civil Rights complaint form available at: <http://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

If you need help filing a grievance, call Optum at 1-877-370-8953 and hit prompt #2.

Language Services:

Free language assistance services are available to you. Please call 1-877-370-8953 or see below:

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-370-8953.

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 1-877-370-8953。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-370-8953.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-370-8953 번으로 전화해 주십시오.

Navajo

Díí baa akó nínízin: Díí saad bee yáníltilt'go **Diné Bizaad**, saad bee áká'ánida'áwo'dęę', t'áá jiik'eh, éí ná hólq, kojì' hódíilnih 1-877-370-8953.

Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-877-370-8953 ।

Tongan

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-877-370-8953.

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-877-370-8953.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-370-8953.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-370-8953.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-370-8953.

Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, បេសវាជំនួយខ្លួនកាសា របាយមិនគិត ្រុយ ្រុយ គឺអាចមានសំរាប់ ប្រើប្រាស់។ ចូរ ទូរស័ព្ទ 1-877-370-8953.

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-370-8953.

Japanese

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。1-877-370-8953。

Arabic

1-877-370-8953 برقم صلتا يا الامجان لكل رتة وافت تي غولال امساعدة ل خدمات ف إن ال لعبة، ركاذت حدثت ك نت إذا: ووظ لجم