

### **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, sex, sexual orientation, gender identity, religion, age, or disability. Optum does not exclude people or treat them differently because of race, color, national origin, sex, sexual orientation, gender identity, religion, age, or disability.

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, sex, sexual orientation, gender identity, religion, age, or disability, you can file a grievance in person or by mail, fax, or email with the Optum Grievance Representative. **In Person or Mail:** 12921 South Vista Station Boulevard, Draper, UT 84020, **Phone:** 1-877-370-8953, **Fax:** 1-855-718-6743, or **Email:** [slcoreviews@optum.com](mailto:slcoreviews@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](mailto: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](mailto: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.