



Notice of Rights Under Federal Conscience and Non-Discrimination Laws

Discrimination is Against the Law. VNS Health and all of its subsidiaries and affiliates* (collectively, "VNS Health") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, religion, color, national origin (including Limited English Proficiency and primary language), age, disability (including Substance Abuse Disorder), or sex (which, under Federal law, includes sex characteristics, including intersex traits, pregnancy or related condition, sexual orientation, gender identity and sex stereotypes). VNS Health does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

VNS Health provides people with disabilities reasonable modifications and appropriate auxiliary aids and services to communicate effectively with us such as qualified sign language interpreters and written information in other formats such as large print, audio, accessible electronic formats, other formats, free of charge and in a timely manner. Qualified patients or members with disabilities may, at any time, request that VNS Health reasonably modify, change, except, or adjust a rule, policy, practice, or service when necessary, so that VNS Health does not unlawfully deny the individual equal access to our programs, activities, services, and other benefits. Requests may be made to any VNS Health provider or to your care manager in the Health Plan.

VNS Health provides people whose primary language is not English with language assistance services such as qualified interpreters and information written in other languages, free of charge and in a timely manner.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact the **VNS Health Civil Rights Coordinator: Celina Rogers**

By mail or in person: 220 East 42nd Street, 6th Floor, New York, NY 10017

By telephone: 646-784-6981 (By TTY/TDD: 711); **By fax:** 646-459-7729

By email: CivilRightsCoordinator@vnshealth.org; **On the web:** www.vnshealth.ethicspoint.com

Your Rights. If you believe that VNS Health 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 the Civil Rights coordinator named above. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator named above is available to help you. VNS Health will not intimidate, threaten, coerce, retaliate or otherwise discriminate against anyone for filing a grievance or participating in the investigation of a grievance.

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://www.hhs.gov/ocr/complaints/index.html>, or by mail or phone at:

By mail: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201

By Phone: 1-800-368-1019, 800-537-7697 (TDD)

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

You may have rights as a provider, patient, or other individual under these Federal statutes, which prohibit coercion or other discrimination on the basis of conscience, whether based on religious beliefs or moral convictions, in certain circumstances.

This notice is available at VNS Health website: www.vnshealth.org/non-discrimination-notice/

*Subsidiaries and Affiliates are VNS Health Home Care, VNS Health Hospice Care, VNS Health Personal Care, VNS Health Behavioral Health, Inc., and Medical Care at Home, P.C. (collectively, the "VNS Health Providers"), and VNS Health Health Plans. The VNS Health Providers and VNS Health Health Plans are collectively "VNS Health."