



Nondiscrimination Notice and Notice of Availability of Language Assistance Services and Alternate Formats

MedExpress complies with applicable civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability or sex.

We provide free aids and services to help you communicate with us. 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 1-888-249-6365 (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:

Optum Civil Rights Coordinator
1 Optum Circle
Eden Prairie, MN 55344
Optum_Civil_Rights@Optum.com

If you need help filing a complaint, call the toll-free number 1-888-445-8745 (TTY 711).

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

Online: 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 www.hhs.gov/ocr/office/file/index.html

This notice is available at www.optum.com/en/language-assistance-nondiscrimination.html

Urgent Care MSO, LLC ("MSO") is a management services company which provides management services on behalf of Private Office Practices offering health care services in multiple states and jurisdictions. The Private Office Practice has complete authority with regards to all medical decision-making and patient care. MSO shall, in no way, determine or set the methods, standards or conduct of the practice of medicine or health care provided at, by, or through any Private Office Practice, or by any of its professionals. MSO provides consultation services and offers recommendations for the Private Office Practice to consider, reject, revise and/or adopt as it deems fit.



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ATTENTION: If you speak **(English)**, free language assistance services and free communications in other formats, such as large print, are available to you. Call **888-249-6365 (TTY: 711)**.

ATENCIÓN: Si habla español **(Spanish)**, hay servicios de asistencia de idiomas y comunicaciones en otros formatos como letra grande, sin cargo, a su disposición. Llame al **888-249-6365 (TTY: 711)**.

ملاحظة: إذا كنت تتحدث اللغة العربية **(Arabic)**، ستوفر لك خدمات المساعدة اللغوية المجانية والمراسلات المجانية بتنسيقات أخرى، مثل الطباعة بأحرف كبيرة. يمكنك الاتصال على الرقم **888-249-6365**.

ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយភាសាខ្មែរ **(Khmer)** សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខ **888-249-6365**។

请注意: 如果您说中文 **(Chinese)**, 我们可以为您提供免费语言协助服务以及大字印刷本等其他格式的免费通信。请致电 **888-249-6365**。

請注意: 如果您說中文 **(Chinese)**, 您可以獲得免費語言協助服務和大字體等其他格式的免費通訊。請致電 **888-249-6365**。

ATTENTION: Si vous parlez **français (French)**, des services d'assistance linguistique et des communication dans d'autres formats, notamment en gros caractères, sont mis à votre disposition gratuitement. Appelez le **888-249-6365**.

ATANSYON: Si w pale Kreyòl Ayisyen **(Haitian Creole)**, gen sèvis lang gratis ak kominikasyon nan lòt fòm lo disponib, tankou sa ki enprime ak gwo lèt. Rele **888-249-6365**.

ACHTUNG: Falls Sie Deutsch **(German)** sprechen, stehen Ihnen kostenlose Sprachassistentendienste und kostenlose Kommunikation in anderen Formaten, wie zum große Schrift, zur Verfügung. Rufen Sie **888-249-6365** an.

ध्यान दें: यदि आप हिंदी **(Hindi)** बोलते हैं, तो आपके लिए मुफ्त भाषा सहायता सेवाएँ और अन्य प्रारूपों में मुफ्त संचार, जैसे कि बड़े फ़ॉन्ट, उपलब्ध हैं। कॉल करें **888-249-6365**।

LUS TSEEM CEEB: Yog tias koj hais **lus Hmoob (Hmong)**, cov kev pab cuam lus pub dawb thiab kev sib txuas lus dawb hauv lwm hom ntawv, xws li luam ntawv loj, muaj rau koj. Hu rau: **888-249-6365**.

PANANGIKASO: No agsasaoka iti **Ilocano (Ilocano)**, magun-odmo dagiti libre a serbisio ti tulong iti pagsasao ken libre a komunikasion iti dadduma a pormat, kas iti dadakkel a letra. Awagan **888-249-6365**.

ATTENZIONE: Se parla **italiano (Italian)**, può usufruire di servizi di assistenza linguistica gratuiti e comunicazioni gratuite in altri formati, come ad esempio la stampa a caratteri grandi. Chiami il numero **888-249-6365**.

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注意事項: 日本語 (Japanese) を話される場合、無料の言語支援サービスや、拡大文字など他の形式での無料コミュニケーションをご利用いただけます。**888-249-6365** にお電話ください。

알림사항: 한국어 (Korean) 를 사용하시는 경우 무료 언어 지원 서비스와 대형 활자체 등 다른 형식으로 된 의사 소통 매체를 이용하실 수 있습니다. **888-249-6365** 번으로 전화하십시오.

BAA'ÁKONÍZIN: Diné (Navajo) saad bee yánilti'go, t'áá jíik'eh saad bee áka'e'eyeed bee áka'anída'wo'í dóo nááná lahgo át'éego bee hadadilyaa bee ahil hane'í, díí nitsaago bee ak'eda'ashchínígíí, náhóló. kohjí'ń **888-249-6365** hodiilnih.

توجه: اگر به زبان فارسی تماس بگیرید د. 888-249- (Farsi) صحبت می کنید، خدمات رایگان کمک زبانی و ارتباطات رایگان در قالبهای 6365 دیگر، مانند چاپ بزرگ، در دسترس شما هستند د

UWAGA: Dla osób mówiących po **polsku (Polish)** dostępne są bezpłatne usługi pomocy językowej i bezpłatne komunikaty w innych formatach, takich jak duży druk. Prosimy zadzwonić pod numer **888-249-6365**.

ATENÇÃO: se você fala **português (Portuguese)**, tem à sua disposição serviços gratuitos de assistência linguística e comunicações gratuitas em outros formatos, como caracteres grandes. Ligue para **888-249-6365**.

ВНИМАНИЕ: Если вы говорите на **русском языке (Russian)**, вам доступны бесплатные услуги языковой поддержки и бесплатные материалы в других форматах, например, напечатанные крупным шрифтом. Звоните по номеру **888-249-6365**.

FIIRO GAAR AH: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda bilaashka ah iyo isgaarsiino bilaash ah oo qaabab kale ah, sida far waaweyn, ayaa diyaar kuu ah. Wac **888-249-6365**.

PAUNAWA: Kung nagsasalita ka **ng Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo ng tulong sa wika at libreng komunikasyon sa ibang mga format, tulad ng malalaking print. Tumawag sa **888-249-6365**.

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp các dịch vụ hỗ trợ ngôn ngữ miễn phí và các phương tiện trao đổi liên lạc miễn phí ở các định dạng khác, chẳng hạn như bản in chữ lớn. Gọi **888-249-6365**.

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