



NOTICE OF NONDISCRIMINATION

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

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 1-877-370-8953, 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, sex (including pregnancy, sexual orientation, and gender identity) or religion, you can file a complaint 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

You may file a complaint with a Medicaid Constituent Services Representative.

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 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 1-877-370-8953, 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 hhs.gov/ocr/office/file/index.html.

This notice is available at: optumhealthslco.com/content/ops-optslcty/salt-lake-county/en.html.