

NOTICE OF NON-DISCRIMINATION

Montefiore Diamond Care complies with Federal civil rights laws. **Montefiore Diamond Care** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Montefiore Diamond Care provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Montefiore Diamond Care** at 1-855-556-6683 Monday-Friday 8:30am to 5:00pm. For TTY/TDD services, call 711.

If you believe that **Montefiore Diamond Care** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **Montefiore Diamond Care** by:

Mail: **Montefiore Diamond Care
Grievances and Appeals Department
Box 500
200 Corporate Blvd. South, Suite 200
Yonkers, NY 10701**

Phone: **1-855-556-6683 Monday-Friday 8:30am-5:00pm. (TTY/TDD 711)**

Fax: **914-377-8695**

In person: **Montefiore Diamond Care
200 Corporate Blvd. South, Suite 200
Yonkers, NY 10701**

Email: **CMOMLTCAppeals@montefiore.org**

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

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)