

UnitedHealthcare Insurance Company (UnitedHealthcare Insurance Company of New York for New York residents) does not treat members differently because of sex, age, race, color, disability, or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, or national origin, you can send a complaint to the Civil Rights Coordinator.

Online: UHC_Civil_Rights@uhc.com

Mail: Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608, Salt Lake City, UT 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help with your complaint, please call 1-800-523-5800, TTY 711, Monday through Friday, 7 a.m. to 11 p.m., and Saturday, 9 a.m. to 5 p.m. EST.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)
Mail: U.S. Dept. of Health and Human Services
200 Independence Avenue, SW Room 509F
HHH Building, Washington, DC 20201

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-800-523-5800, TTY 711, Monday through Friday, 7 a.m. to 11 p.m., and Saturday, 9 a.m. to 5 p.m. EST.

18. Fulani	MAANDOORE: (Fulani), to ada haala Ingilistre , walliinde wolde, caahu, e woodi ngam maada. Kusu noddu 1-800-523-5800.
19. Haitian Creole	ATANSYON: Si w pale Kreyòl ayisyen (Haitian Creole) , ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nan 1-800-523-5800.
20. German	ACHTUNG: Falls Sie Deutsch (German) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie 1-800-523-5800 an.
21. Greek	ΠΡΟΣΟΧΗ : Αν μιλάτε Ελληνικά (Greek) , υπάρχει δωρεάν βοήθεια στη γλώσσα σας. Παρακαλείστε να καλέσετε 1-800-523-5800.
22. Gujarati	ધ્યાન આપો: જો તમે ગુજરાતી (Gujarati) બોલતા હો તો આપને ભાષાકીય મદદરૂપ સેવા વિના મૂલ્યે પ્રાપ્ય છે. કૃપા કરી 1-800-523-5800 પર કોલ કરો.
23. Hawaiian	MALIU MAI! Inā 'ōlelo 'oe i ka ' ōlelo Hawai'i (Hawaiian) , loa'a ke kōkua unuhi manuahi no ke kōkua 'ana aku iā'oe. 'Olu'olu e kelepona aku i ka helu 1-800-523-5800.
24. Hindi	ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, आपको भाषा सहायता सेबाएं, नि:शुल्क उपलब्ध हैं। कृपया 1-800-523-5800 पर कॉल करें।
25. Hmong	CEEB TOOM: Yog koj hais Lus Hmoob (Hmong) , muaj kev pab txhais lus pub dawb rau koj. Thov hu rau 1-800-523-5800.
26. Igbo	GEE NTI: Ọ buru na ina asu asusu Igbo (Igbo) , enyemaka na-ahazi asusu, bu n'efu, diri gi mgbe niile. Biko kpoo 1-800-523-5800.
27. Ilocano	PAKDAAR: Nu saritaem ti Ilocano (Ilocano) , ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Maidawat nga awagan iti 1-800-523-5800.
28. Indonesian	PERHATIAN: Jika Anda berbicara Bahasa Indonesia (Indonesian) , layanan bantuan bahasa akan tersedia untuk Anda secara gratis. Harap hubungi 1-800-523-5800.
29. Italian	ATTENZIONE: in caso la lingua parlata sia l' italiano (Italian) , sono disponibili servizi di assistenza linguistica gratuiti. Si prega di chiamare il numero 1-800-523-5800.
30. Japanese	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をご利用いただけます。1-800-523-5800 にお電話ください。
31. Karen	ဟံသုင်ဟံသးဘဉ်တက့ၢ်-ဖဲန့ၢ်ကတိၤကညိၣ်ကိၣ်(Karen)န့ၢ်.ကိၣ်တၢ်မၤစၢၤအတၢ်ဖဲးတၢ်မၤတဖၣ်.လၢတလိၣ်ဟ့ၣ်အပူၤဘဉ်န့ၢ်အိၣ်ဝဲဒၣ်လၢန့ၢ်လီၤ. ဝံသးစူၤကိးဘဉ်1-800-523-5800န့ၢ်တက့ၢ်.
32. Khmer	ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយភាសាខ្មែរ (Khmer) សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខ 1-800-523-5800។

