



Discrimination is Against the Law

Vivacity complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Vivacity does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Vivacity provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Vivacity provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Vivacity has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-6396, Fax: 425-918-5592, TTY: 711, Email AppealsDepartmentInquiries@LifeWiseHealth.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. 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://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can also file a civil rights complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint Portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx>.

Language Assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 877-276-9953 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 877-276-9953 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 877-276-9953 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 877-276-9953 (TTY: 711) 번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 877-276-9953 (телефон: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang cunamit ng mga serbisyo ng tulong sa wika nang walang bawad. Tumawaag sa 877-276-9953 (TTY: 711).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.

Телефонуйте за номером 877-276-9953 (телефон: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。877-276-9953 (TTY:711) まで、お電話にてご連絡ください。

ማስታወሻ: የሚገኘውን ቁጥር አጭርና ስም የተሸጠው እርዳታ ይርቃዋል፡፡ በኋላ ሌያንበት ተዘጋጀቷል፡ ወደ ማከተሉም ቅርጽ ይደውሉ 877-276-9953 (መስማት ለተገናው፡ 711)

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila qarqaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 877-276-9953 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية متوافر لك بالمجان. اتصل برقم 877-276-9953 (رقم هاتف الصم والبكم: 711).

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮਹੱਤਵ ਉਪਲਬਧ ਹੈ। 877-276-9953 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 877-276-9953 (TTY: 711).

ໂປດຂາບ: ທ້າວ່າ ທ່ານເວົ້າພາສາ ວາວ, ການປ່ວຍການຄ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍປ່ຽນແປງຄາ, ແມ່ນມີຜ່ອມໃຫ້ທ່ານ. ໂທດ 81

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 877-276-9953 (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 877-276-9953 (ATSC).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 877-276-9953

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 877-276-9953 (TTY: 711).

ENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 877-276-9953 (TTY: 711).