



MEJOR SALUD...MÁS FÁCIL

NOTICE to inform individuals on nondiscrimination and service access requirements:

DISCRIMINATION IS ILLEGAL

SALUS complies with all applicable federal civil rights statutes and does not discriminate, exclude, or treat individuals differently on the basis of language, race, color, national origin, age, sex, or disability.

SALUS:

- Provides free assistance and services to persons with disabilities so they may communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information provided in other formats (large letters, audio, and accessible electronic formats, among others).
- Provides free translation services to persons whose first language is not Spanish, such as:
 - English-speaking personnel and documentation in English
 - Qualified interpreters

If you need to receive these services, please contact a SALUS Customer Representative.

- Does not tolerate harassment or any other form of discrimination on account of race, color, or national origin.
- Healthcare access is inclusive and will in no way be denied to any person whatsoever on the basis of race, disability, color, or national origin.
- In rendering our services, we provide standard and consistent treatment to all patients regardless of race, color, or national origin.
- The staff assigned to the patient's care meets all the requirements to exercise their profession regardless of their color, race, or national origin.

If you believe SALUS has not provided these services or has discriminated against you in any other way on account of race, color, or national original, please contact:

SERVICE REPRESENTATIVE

PO BOX

Telephone: (787) 789-1919, ext. 1121, TTY:

FAX: (787) 993-3261, Email: info@saluspr.com

You may also submit your grievance by mail, fax, email, or in person. If you need help to submit your grievance, one of our Service Representatives will be available to help.

ATTENTION: If you speak English, you can obtain this information or language assistance free of charge at: 787-789-1919, ext. 1121.