

Nondiscrimination Notice and Language Services

Discrimination is against the law

DENCAP Dental Plans complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. DENCAP Dental Plans does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

DENCAP Dental Plans:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
- Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact DENCAP Dental Plans Customer Service, 24 hours a day, 7 days a week at **1-313-972-1400.** If you believe that DENCAP Dental Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- DENCAP Dental Plans Member Grievances
 45 E. Milwaukee St. Detroit, MI 48202
 1-313-972-1400
- If you need help filing a grievance, DENCAP Dental Plans Customer Service 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, through the Office for Civil Rights Complaint Portal available at **ocrportal.hhs.gov/ocr/portal/lobby.jsf**, by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

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

Complaint forms are available at: **hhs.gov/ocr/office/file/index.html**.

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Multi-language interpreter services

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call 1-313-972-1400

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-313-972-1400**

Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1400-972-11

Chinese Mandarin: 注意:如果您说中文普通话/国语,我们可为您提供免费语言援助服务。请致电:1-313-972-1400

Chinese Cantonese:注意:如果您使用粵語, 您可以免費獲得語言援助服務。請致電 1-313-972-1400

Syriac:

مەنتى بىرىمەن چى بەھرىھىمەن لىغتى تىمەنتى، تىرىمەن دىندىنى بىلىنىرى دەنىنى مەنتىكى تىچىتىمىمە. مەن خل چىتتىم

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-313-972-1400

Albanian: VINI RE: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-313-972-1400 Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-313-972-1400 번으로 전화해 주십시오.

Bengali: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিংথরচায় ভাষা সহায়তা পেতে পারেন।

1-313-972-1400 নম্বরে ফোল করুন।

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-313-972-1400

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-313-972-1400**

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-313-972-1400**

Japanese: 注意事項:日本語を話される場合、 無料の通訳サービスをご利用いただけます。 1-313-972-1400 まで、お電話にてご連絡ください。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-313-972-1400

Serbo-Croatian: PAŽNJA: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-313-972-1400

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-313-972-1400**