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# NOTICE OF NONDISCRIMINATION

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VSP® and its affiliates and subsidiaries comply with applicable civil rights laws and does not discriminate, exclude people, or treat them less favorably because of their race, color, national origin, age, disability or sex as defined under applicable law.

VSP and its affiliates and subsidiaries provide:

- People with disabilities with reasonable modifications and free appropriate auxiliary aids and services 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).
- Free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids, or language assistance services, contact Customer Service at **800-641-5919** from *9 am – 5 pm EST*.

If you believe that VSP or one of its affiliates and subsidiaries has not provided these services or discriminated on the basis of race, color, national origin, age, disability or sex, you can file a grievance by mail or email with the Non-Discrimination Coordinator at:

VSP Nondiscrimination Grievance Coordinator  
Attn: Complaint and Grievance Unit  
PO Box 997100  
Sacramento, CA 95899-7100  
**800.877.7195, 711 (TTY)**

If you need help filing a grievance, the Non-Discrimination Coordinator can help you.

You can also file a 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 Avenue, S.W., Room 509F  
HHH Building Washington, D.C. 20201  
800-368-1019, 800-537-7697 (TDD)

**California members:**

You can also file a civil rights complaint with the California Dept. of Health Care Services, Office of Civil rights by calling 916-440-7370 (TTY: 711), emailing [Civilrights@dhcs.ca.gov](mailto:Civilrights@dhcs.ca.gov), or by mail at:

Deputy Director, Office of Civil Rights  
Department of Health Care Services  
P.O. Box 997413  
MS 0009, Sacramento, CA 95899-7413

Complaint forms available at: [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx)

# NOTICE OF LANGUAGE SERVICES

## English

ATTENTION: If you speak another language, language assistance services, including oral interpretation and translated written materials, are available to you free of charge and in a timely manner. Call 1-800-669-1183

## Español (Spanish)

ATENCIÓN: Si habla otro idioma, tendrá a su disposición servicios de asistencia lingüística, incluida la interpretación oral y la traducción de materiales escritos, de forma gratuita y en el momento oportuno. Llame al 1-800-669-1183

## 中文 (Chinese)

請注意：如果您說其他語言，您可免費且及時地獲得語言協助服務，包括口譯和書面資料翻譯。  
請撥打1-800-669-1183

## Tagalog (Tagalog-Filipino)

PAUNAWA: Kung nagsasalita ka ng ibang wika, may magagamit kang libre at nasa oras na mga serbisyo ng tulong sa wika, kasama na rito ang pasalitang interpretasyon at isinaling nakasulat na materyales. Tumawag sa 1-800-669-1183

## Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị nói một ngôn ngữ khác, chúng tôi cung cấp miễn phí và kịp thời cho quý vị các dịch vụ hỗ trợ ngôn ngữ, bao gồm phiên dịch và tài liệu văn bản được biên dịch. Vui lòng gọi 1-800-669-1183

## العربية (Arabic)

1-800- اتصل بالرقم . إذا كنت تتحدث لغة أخرى، فإن خدمات المساعدة اللغوية، بما فيها الترجمة الفورية وترجمة المواد المكتوبة، متاحة لك مجاناً وعلى نحو ملائم: تنبيه: خدمة الهاتف النصي(1-800-669-1183)

## Français (French)

À NOTER : Si vous parlez une autre langue, des services d'assistance linguistique, y compris l'interprétation orale et la traduction de documents écrits, sont disponibles gratuitement et de manière rapide. Appelez le 1-800-669-1183

## 한국어(Korean)

주의: 다른 언어를 사용하시는 경우, 구두 통역 및 서면 자료 번역을 포함한 언어 지원 서비스를 무료로 적시에 이용하실 수 있습니다. 1-800-669-1183 번으로 전화하십시오

## Русский (Russian)

ВНИМАНИЕ! Если вы не говорите на английском, услуги языковой помощи, включая устный и письменный перевод, предоставляются бесплатно и своевременно. Позвоните по номеру 1-800-669-1183

## Português (Portuguese)

ATENÇÃO: se fala outro idioma, os serviços de assistência com idiomas, incluindo interpretação oral e materiais traduzidos escritos, estão disponíveis em tempo útil e sem qualquer encargo.

Ligue para o 1-800-669-1183

## Italiano (Italian)

ATTENZIONE: Per chi parla un'altra lingua, i servizi di assistenza linguistica, compresi i servizi di interpretazione orale e la traduzione di documenti scritti, sono disponibili gratuitamente e in maniera tempestiva. Chiama il numero 1-800-669-1183

## Hmoob (Hmong)

LUS CEEV: Yog koj hais lwm hom lus, muaj kev pab cuam txhais lus, suav nrog rau kev txhais lus ntawm ncauj thiab txhais tej ntaub ntawv, muaj rau koj yam tsis sau nqi li thiab raug raws sij hawm. Hu rau 1-800-669-1183

## Kreyòl Ayisyen Ayisyen (Haitian Creole)

ATANSYON: Si ou pale yon lòt lang, sèvis èd nan lang, Tankou entèpretasyon oral ak tradiksyon materyèl ekri, San frè epi alè. Rele 1-800-669-1183

## Deutsch (German)

HINWEIS: Falls Sie eine andere Sprache sprechen, stehen Ihnen Sprachassistentendienste, einschließlich mündlichem Dolmetschen und übersetztem schriftlichem Material, kostenlos und zeitnah zur Verfügung. Rufen Sie 1-800-669-1183

## فارسی (Persian)

اگر شما به زبان دیگر صحبت می کنید، خدمات کمک زبان به شمول ترجمه شفاهی و مواد کتبی ترجمه شده برای شما بطور رایگان و در اسرع وقت قابل توجه است  
1-800-669-1183 زنگ بزنید. دسترس است

## اردو (Urdu)

بملاحظہ: اگر آپ دوسری زبان بولتے ہیں تو، لسانی اعانت کی خدمات، بشمول زبانی ترجمانی اور ترجمہ شدہ تحریری مواد، آپ کے لیے بلا معاوضہ اور بروقت اندازہ پر کال کریں۔ 1-800-669-1183 ز میں دستیاب ہیں

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# IMPLEMENTATION GUIDE

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## Implementation guide for 45 CFR §§ 92.10 and 92.11

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### Section 1557 Implementation Guide

#### Combined Requirements: §§ 92.10 and 92.11

**Applies to:** Covered health programs and activities under Section 1557 of the Affordable Care Act and Healthcare providers when they operate a **health program or activity that receives Federal financial assistance**, or when they fall into other covered categories under Section 1557.

**Compliance Deadline:** Within one year of July 5, 2024 (i.e., by July 5, 2025) [\[ecfr.gov\]](https://www.ecfr.gov)

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#### 1. Purpose (What the Business Is Required to Do)

Together, §§ 92.10 and 92.11 require covered entities to:

- Clearly communicate **nondiscrimination protections**
- Proactively inform individuals of the **availability of free language assistance services and auxiliary aids**
- Ensure information is **accessible, visible, and understandable** for individuals with disabilities and individuals with limited English proficiency (LEP)

These sections operationalize Section 1557's civil rights protections by focusing on **notice, access, and awareness**, not just policy existence. [\[ecfr.gov\]](https://www.ecfr.gov), [\[law.cornell.edu\]](https://www.law.cornell.edu)

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#### 2. Section 92.10 — Notice of Nondiscrimination

##### A. Required Notice Content

The organization must publish a notice stating that it:

- Does **not discriminate** on the basis of race, color, national origin, sex, age, or disability
- Provides **reasonable modifications, auxiliary aids and services**, and **language assistance services** free of charge, when necessary
- Identifies how to:
  - Request accommodations or language services
  - File a grievance (if the entity has a grievance procedure)
  - File a civil rights complaint with HHS OCR
- Provides contact information for:
  - The Section 1557 Coordinator (if applicable) [\[ecfr.gov\]](https://www.ecfr.gov), [\[federal.elaws.us\]](https://www.federal.elaws.us)

##### B. Where and How the Notice Must Be Provided

The nondiscrimination notice must be:

- Posted on the organization's **website** (if one exists)
  - Displayed in **prominent physical locations**, in **at least 20-point sans-serif font**
  - Included in **significant publications and communications**, including:
    - Enrollment materials
    - Member-facing notices
    - Benefits and rights communications [\[ecfr.gov\]](https://www.ecfr.gov), [\[law.cornell.edu\]](https://www.law.cornell.edu)
  - Implementation Guidance - Providing a link in addition to it being displayed on the wall, is considered sufficient for giving it to the patient/customer annually
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#### 3. Section 92.11 — Notice of Availability of Language Assistance & Auxiliary Aids

##### A. Required Notice Content

The business must communicate that it:

- Provides **language assistance services** (e.g., interpreters, translated documents)
- Provides **auxiliary aids and services** (e.g., Braille, large print, captioning)
- Offers these services **free of charge** and **in a timely manner**
- Explains **how to obtain** these services
- Includes grievance and OCR complaint information (if applicable) [\[ecfr.gov\]](https://www.ecfr.gov), [\[govinfo.gov\]](https://www.govinfo.gov)

##### B. Language and Format Standards

- Notice must be provided:
  - In **English**
  - In the **15 most commonly spoken LEP languages** for each state of operation
  - In **alternate formats** for individuals with disabilities as needed (e.g., screen-reader compatible, large print) [\[ecfr.gov\]](https://www.ecfr.gov), [\[govinfo.gov\]](https://www.govinfo.gov)

##### C. Where and How the Notice Must Be Provided

The notice must be provided:

- **Annually** to participants, beneficiaries, enrollees, and applicants
  - **Upon request**
  - On the organization's **website**, in a conspicuous location
  - In **clear and prominent physical locations**, in **at least 20-point sans-serif font**
  - Embedded in key communications, including:
    - Notices of nondiscrimination
    - Notices of privacy practices (HIPAA)
    - Applications and intake forms
    - Denials, terminations, EOBs, appeals, and grievance notices
    - Consent forms and discharge papers
    - Cost and payment communications
    - Public health emergency communications [\[ecfr.gov\]](https://www.ecfr.gov), [\[law.cornell.edu\]](https://www.law.cornell.edu)
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