



Discrimination is Against the Law

Mercy LIFE of Alabama complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Mercy LIFE of Alabama does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Mercy LIFE of Alabama:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free 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 Mercy LIFE's Civil Rights Coordinator, Sandra Elzey, Compliance Officer.

If you believe that Mercy LIFE of Alabama has failed to provide these services or discriminated in any way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Amanda Lambert, QAPI Coordinator, 2900 Springhill Ave Mobile Al 36607, 251-287-8426, TYY – 855-212-1552, Fax – 251-287-8478, AmandaL@mercyifeal.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Amanda Lambert, QAPI 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 of 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, 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>.

1. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-367-6562 (TTY: 855-212-1552).
2. 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-367-6562 (TTY: 855-212-1552)번으로 전화해 주십시오.
3. 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 1-855-367-6562 (TTY: 855-212-1552)。
4. CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-367-6562 (TTY 855-212-1552:).
5. ملحوظة: بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا: ملحوظة هاتف الصم والبيكم: 1-855-212-1552 (رقم 855-212-1552).
6. ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-367-6562 (TTY: 855-212-1552).
7. ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-367-6562 (ATS: 855-212-1552).
8. सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-855-367-6562 (TTY: 855-212-1552).
9. PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1- 855-367-6562 (TTY: 855-212-1552).
10. ध्यान दें: यदि आप □□□□□ बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1- 855-367-6562 (TTY 855-212-1552:) पर कॉल करें।
11. ໂປດຊາບ: ຖ້າ ວ່າ ທ່ານ ງວ່າ ງພາສາ ລາວ, ການບໍ່ ວິ ການຊ່ວຍເຫຼືອ ອດ ົ ງພາສາ, ໂດຍບໍ່ ສ່ວນ ື ງ, ແມ່ນ ມີ ົ ພ່ອມໃຫ້ ທ່ານ. ໂທ 1-855-367-6562 (TTY: 1-855-212-1552).
12. ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-367-6562 (телетайп: 1-855-212-1552).
13. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1- 855-367-6562 (TTY: 1-855-212-1552).
14. DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-855-367-6562 (TTY: 1-855-212-1552) irtibat numaralarını arayın.
15. 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。1-855-367-6562 (TTY: 1-855-212-1552) まで、お電話にてご連絡ください。