



Nondiscrimination and Language Service Notification

Under Section 1557 of the Affordable Care Act (ACA), covered entities are required to post notices of nondiscrimination and taglines that alert individuals with limited English proficiency (LEP) to the availability of language assistance services. The translated resources below are available for use by covered entities.

Notice of Nondiscrimination

Mission Cancer + Blood ("Mission") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Mission does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Mission 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)

If you need these services, contact Katie Beecher or a member of the scheduling team.

If you believe that Mission 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: Katie Beecher at 100 East Grand Suite 200, Des Moines, IA 50309; Phone 515-282-2921; Fax 515-282-1035; or email kbeecher@cancercenterofiowa.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Katie Beecher 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 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>.

Statement of Nondiscrimination

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Taglines Informing Individuals with LEP of Language Assistance Services

[In English, Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, French, Italian, German, Arabic, Hindi, Serbo-Croatian, Laotian, Pennsylvania Dutch, Thai, and Karen] HHS Hotline: 1-877-696-6775

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-515-282-2921

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-515-282-2921

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 1-515-282-2921。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-515-282-2921.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-515-282-2921 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-515-282-2921.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-515-282-2921.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-515-282-2921.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-515-282-2921

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-515-282-2921

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-515-282-1292. والبكم الصم ه

ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। 1-515-282-2921 पर कॉल करें।

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-515-282-2921

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຮ່ວມໃຫ້ທ່ານ. ໂທ 1-515-282-2921

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-515-282-2921

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-515-282-2921

ဟံသုင်ဟံသး- နမုင်ကတိ၊ ကညိ ကျိင်အယိ. နမုင်ကျိင်အတိမစာလ၊ တလင်ဘူင်လင်စု၊ နိတမံဘဉ်သုနုင်လိ. ကိး

515-282-2921