

Nondiscrimination Notice and Language Assistance

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

Delta Dental of Massachusetts:

- Provides free aids and services to people with disabilities to communicate effectively and us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, and accessible electronic 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, visit: <http://www.deltadentalma.com> or call the number on your member ID card. If you believe that Delta Dental of Massachusetts 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:

Alisa Lewis
 Senior Director of Governance, Risk and Compliance
 Compliance Department
 465 Medford Street
 Boston, MA 02129
 Phone: 617-580-2028
 Email: privacy@deltadentalmass.com
 TTY : 711

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Alisa Lewis 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. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can file a complaint electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/oc/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
 800-363-1019, 800-537-7697 (TDD)

View our Notice of Privacy Practices at <https://deltadentalma.com/privacy-policy>

- (1) Delta Dental of Massachusetts PPO and Premier insurance products are offered by Dental Services of Massachusetts, Inc.
 (2) Total Choice PPO and Delta Dental EPO insurance products are offered by DSM Massachusetts Insurance Company, Inc.

Notice of availability of Language Services
<p>ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-872-0500 (TTY: 711).</p>
<p>ATTENTION : Si vous parlez français, vous avez accès gratuitement à des services d'assistance linguistique. Appelez le 1-800-872-0500 (TTY: 711).</p>
<p>ATENÇÃO: Se você fala português, tem à sua disposição serviços gratuitos de assistência linguística. Ligue para 1-800-872-0500 (TTY: 711).</p>
<p>注意 : 如果您说中文 · 您可以免费获得语言协助服务 · 请致电 1-800-872-0500 (TTY: 711).</p>
<p>CHÚ Ý: Nếu bạn nói tiếng Việt, bạn có quyền sử dụng miễn phí dịch vụ hỗ trợ ngôn ngữ. Vui lòng gọi 1-800-872-0500 (TTY: 711).</p>
<p>주의: 한국어를 사용하시는 경우, 무료 언어 지원 서비스를 이용하실 수 있습니다. 1-800-872-0500 (TTY: 711) 로 전화하십시오.</p>
<p>Kung nagsasalita ka ng Tagalog, mayroon kang libreng access sa mga serbisyo ng tulong sa wika. Tumawag sa 1-800-872-0500 (TTY: 711).</p>
<p>500-872-800-1 ربية، يمكنك الحصول على خدمات المساعدة اللغوية مجانًا. يرجى الاتصال برقم (TTY: 711). إشعار: إذا كنت تتحدث اللغة الع</p>
<p>ВНИМАНИЕ: Если вы говорите по-русски, у вас есть бесплатный доступ к услугам языковой поддержки. Звоните 1-800-872-0500 (TTY: 711).</p>
<p>ATTENZIONE: Se parli italiano, hai accesso gratuito ai servizi di assistenza linguistica. Chiama il 1-800-872-0500 (TTY: 711).</p>
<p>ACHTUNG: Wenn Sie Deutsch sprechen, haben Sie kostenlosen Zugang zu Sprachunterstützungsdiensten. Rufen Sie 1-800-872-0500 (TTY: 711).</p>
<p>注意: 日本語を話す場合、無料で言語支援サービスをご利用いただけます。1-800-872-0500 (TTY: 711) にお電話ください。</p>
<p>UWAGA: Jeśli mówisz po polsku, masz bezpłatny dostęp do usług wsparcia językowego. Zadzwoń pod numer 1-800-872-0500 (TTY: 711).</p>
<p>ATANSYON: Si w pale kreyòl ayisyen, ou gen aksè gratis ak sèvis asistans lang. Rele 1-800-872-0500 (TTY: 711).</p>