

Notices of Nondiscrimination and Taglines

Under Section 1557 of the Affordable Care Act (ACA), covered entities¹ are required to post notices of nondiscrimination and taglines that alert individuals with limited English proficiency (LEP) to the availability of language assistance services. While some recipients may not be covered entities under the ACA, all recipients should inform LEP individuals of what language services are available and that they are free of charge

Notices of Nondiscrimination

Each covered entity must take appropriate steps to notify beneficiaries, enrollees, applicants, and members of the public of the following:

- (1) The entity does not discriminate on the basis of race, color, national origin, sex, age, or disability;
- (2) The entity provides appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, free of charge and in a timely manner, when such aids and services are necessary to ensure an equal opportunity to participate for individuals with disabilities;
- (3) The entity provides language assistance services, including translated documents and oral interpretation, free of charge and in a timely manner, when such services are necessary to provide meaningful access to LEP individuals;
- (4) How to obtain the aids and services;
- (5) An identification of, and contact information for, the compliance coordinator (if applicable);²
- (6) The availability of the grievance procedure and how to file a grievance, if applicable; and
- (7) How to file a discrimination complaint with the HHS Office for Civil Rights.

Taglines

Covered entities must also post taglines in at least the top 15 non-English languages spoken in the State in which the entity is located or does business advising consumers of the availability of free language assistance services.

Posting Requirement

Covered Entities must post Notices of Nondiscrimination and Taglines in a conspicuously-visible font size:

- (i) In significant publications and significant communications targeted to beneficiaries, enrollees, applicants, and members of the public, except for significant publications and significant communications that are small-sized, such as postcards and tri-fold brochures;
- (ii) In conspicuous physical locations where the entity interacts with the public; and
- (iii) In a conspicuous location on the covered entity's Web site that is accessible from the homepage.

Translated Resources

Translated notices of nondiscrimination, statements of nondiscrimination, and taglines in 64 languages can be found at <https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html>.

¹ Covered entity means: (1) An entity that operates a health program or activity, any part of which receives FFA; (2) An entity established under Title I of the ACA that administers a health program or activity; and (3) HHS.

² Covered entities that employ 15 or more persons shall designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under Section 1557, including the investigation of any grievance alleging noncompliance with Section 1557.