
NONDISCRIMINATION NOTICE

Discrimination is against the law. *[Health Plan]* follows Federal civil rights laws. *[Health Plan]* does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

[Health Plan] provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - ✓ Qualified sign language interpreters
 - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 *[Health Plan]* between *[hours of operation]* by calling *[telephone number]*. Or, if you cannot hear or speak well, please call *[TYY/TDD number]*.

Send with all notices

HOW TO FILE A GRIEVANCE

If you believe that *[Health Plan]* 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 *[Health Plan]*. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact *[Health Plan]* between *[hours of operation]* by calling *[telephone number]*. Or, if you cannot hear or speak well, please call *[TTY/TDD number]*.
 - **In writing:** Fill out a complaint form or write a letter and send it to:

[Health Plan]
[address]
 - **In person:** Visit your doctor's office or *[Health Plan]* and say you want to file a grievance.
 - **Electronically:** Visit *[Health Plan's]* website at *[weblink]*.
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OFFICE OF CIVIL RIGHTS

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- **In writing:** Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.