NONDISCRIMINATION NOTICE

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

*[**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 *[**Plan]* 24 hours a day, 7 days a week by calling *[**telephone number].* Or, if you cannot hear or speak well, please call *[**TYY/TDD number]*.

**HOW TO FILE A GRIEVANCE**

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

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

*[**Plan]*

*[**address]*

* In person: Visit your provider’s office or *[Plan]* and say you want to file a grievance.

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