

## Notice of Non-Discrimination



### Discrimination is Against the Law

Provider Partners Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Provider Partners Health Plans does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Provider Partners Health Plans:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact the Provider Partners Health Plans Compliance Officer.

If you believe that Provider Partners Health Plans 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:

Provider Partners Health Plans Compliance Officer  
Mailing Address: 785 Elkridge Landing Rd, Suite #300  
Linthicum Heights, MD 21090  
Phone: 1-833-213-0636  
Fax: 1-844-570-7811  
Email: [compliance@pphealthplan.com](mailto:compliance@pphealthplan.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Provider Partners Health Plans Compliance Officer 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>.

This notice is available at Provider Partners Health Plans website: [www.pphealthplan.com](http://www.pphealthplan.com)