



Discrimination is Against the Law

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

ProHealth Partners:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other)

- 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, contact Peachy Paulino, Civil Rights Coordinator

- If you believe that ProHealth Partners has failed to provide these services or discriminated in another way on race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email:
 - Compliance Fax 562-299-5273
 - compliance@prohealthpartners.com
 - ProHealth Partners, 5150 Pacific Coast Hwy, Suite 500, Long Beach, CA 90804

- If you need help filing a grievance, Peachy Paulino, Civil Rights Coordinator, and ProHealth Compliance Team are 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, by mail or phone:
 - <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
 - 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>.