

Discrimination is Against the Law

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

Dignity Health Plan:

- 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 formats)
- 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 us toll-free at 1-866-266-6010. TTY users should call 711 or visit us at dignityhealthplan.com. You can call us 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern.

If you believe that Dignity 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:

Compliance Officer.
Dignity Health Plan
950 West Causeway Approach
Mandeville, LA 70471
Phone: (225) 964-8581
Fax: (225) 372-7724
compliance@dignityhmo.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 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 hhs.gov/ocr/office/file/index.html