

MemorialCare Select Health Plan

Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

Discrimination is against the law

MemorialCare Select Health Plan complies with applicable state laws and federal civil rights laws, and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. MemorialCare Select Health Plan does not exclude people or treat them differently because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

MemorialCare Select Health Plan:

- Provides aids and services at no cost to people with disabilities to communicate effectively with us such as:
 - Qualified sign language interpreters
 - Written information in other formats (including large print, audio, accessible electronic formats, and other formats)
- Provides language services at no cost to people whose primary language is not English such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact MemorialCare Select Health Plan's Member Services.

If you believe that MemorialCare Select Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, you can file a grievance with:

MemorialCare Select Health Plan

Compliance Coordinator

17360 Brookhurst Street

Fountain Valley, CA 92708

Phone: (844) 805-8700 (TTY: 711)

Email: MCSelectMemberServices@memorialcare.org

You can file a grievance in person or by mail, phone, or email. If you need help filing a grievance, we 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, 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, DC 20201

(800) 368-1019; TTY: (800) 537-7697

