

Hacienda HealthCare
Discrimination is Against the Law

ENGLISH: Hacienda HealthCare, and all affiliates complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, nationality, age, disability, or sex. Hacienda HealthCare does not exclude people or treat them differently because of their ethnicity, color, national origin, age, disability, or sex.

Hacienda HealthCare:

- It provides free assistance and services to people with disabilities to communicate effectively with us, such as:
 - Trained sign language interpreters.
 - Information written in other formats (large print, audio, accessible electronic formats, other formats).
- It provides free language services to people whose mother tongue is not English, such as:
 - Trained interpreters.
 - Information written in other languages.

If you need to receive these services, please contact Vivian Walton, Corporate Compliance Officer, at 602-243-4231 x173.

If you believe that Hacienda HealthCare did not provide these services to you or otherwise discriminated against you on the basis of ethnicity, color, national origin, age, disability, or sex, you may file a complaint with the following person: Vivian Walton, Corporate Compliance Officer, 1402 E. South Mountain Avenue, Phoenix, AZ 85042, 602-243-4231 x173, or at VWalton@Haciendainc.org You may file the claim in person or by mail, fax or e-mail. If you need help doing so, Juan Gonzales is on hand to provide it.

You can also file a civil rights claim with the Office for Civil Rights (Civil) of the U.S. Department of Health and Human Services electronically through the Office for Civil Rights Complaint Portal, available on <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail to the following address or by telephone at the numbers listed below:

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)

You can get the claim forms on the website <http://www.hhs.gov/ocr/office/file/index.html>.