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## NONDISCRIMINATION NOTICE

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Discrimination is against the law. *Plan* follows Federal civil rights laws. *Plan* does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

*Plan* provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 *Plan* 24 hours a day, 7 days a week by calling *telephone number*. Or, if you cannot hear or speak well, please call the CA Relay Service at 711.

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Send with all notices

## **HOW TO FILE A GRIEVANCE**

If you believe that *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 *Plan*. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone**: Contact Consumer Assistance between 9am to 5pm Mon-Fri by calling 1-800-779-0787. Or, if you cannot hear or speak well, please call 711.

- **In writing**: Fill out a grievance form, or write a letter and send it to:

Consumer Assistance  
2000 Embarcadero Cove, Suite 400  
Oakland, CA 94606

- **In person**: Visit your provider's office or *the Mental Health Association, 954 60<sup>th</sup> Street, Suite 10, Oakland, CA 94608* and say you want to file a grievance.

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## **OFFICE OF CIVIL RIGHTS**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone**: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- **In writing**: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- **Electronically**: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

