

Discrimination is Against the Law

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

PromptCare:

- 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 Lia Schork.

If you believe that **PromptCare** 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:

Lia Schork
41 Spring Street
New Providence, NJ 07974
Phone: 800-776-6782
Fax: 800-889-0862
Email: Lia.schork@promptcare.net.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Lia Schork 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
<http://www.hhs.gov/ocr/office/file/index.html>.

