Notice of Non-Discrimination

Essence Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Essence Healthcare does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Essence Healthcare:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters or
  - Written information in other formats (e.g., large print, braille, electronic formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Customer Service at 1-866-597-9560 (TTY: 711).

If you believe that Essence Healthcare 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 in writing by mail, fax, or e-mail with the Section 1557 Coordinator:

Mail:
Section 1557 Coordinator
ATTN: Compliance SIU Dept.
13900 Riverport Drive
Maryland Heights, MO 63043

E-mail: investigations@lumeris.com
Subject: Section 1557 Coordinator

Fax: 314-770-6091
Section 1557 Coordinator
ATTN: Compliance SIU Dept.

If you need help filing a grievance, the Section 1557 Coordinator 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 (OCR), electronically at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, by phone at 1-800-368-1019, 800-537-7697 (TDD), or by mail at 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.

This notice is also available at Essence Healthcare's website: www.EssenceHealthcare.com