

Notice Regarding Nondiscrimination, Disability and Language Access Services

The DC Health Benefit Exchange Authority (DCHBX) and the DC Department of Human Services (DHS) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. These agencies do not exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

These agencies:

- Provide free support 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)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters, and
 - Information written in other languages

PRIVATE INSURANCE CUSTOMERS	MEDICAID CUSTOMERS
<p>If you need these services, contact:</p> <p>DC Health Link Phone: (855) 532-5465 TTY: 711 Email: info@dchealthlink.com</p> <p>If you think that DCHBX did not 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 person, or by mail, fax, or email with:</p> <p>Mr. Brian Flowers General Counsel DC Health Benefit Exchange Authority 1225 Eye Street NW, Suite 400 Washington, DC 20005 Phone: (202) 715-7576 TTY: 711 Email: 1557.grievance@dc.gov Fax: (202) 730-1658</p> <p>You must file a grievance within 60 days of the date you became aware of the problem. Mr. Flowers can help you with the grievance filing process.</p>	<p>If you need these services, contact:</p> <p>DC Department of Health Care Finance Office of the Ombudsman 441 4th Street, NW, 900 South Washington, DC 20001 Phone: (202) 724-7491 TTY: 711 Email: healthcareombudsman@dc.gov</p> <p>If you believe that DHS did not 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 person, or by mail, fax, or email with:</p> <p>Ms. Surobhi M. Rooney Chief Compliance Officer DC Department of Health Care Finance Office of the Senior Deputy Director 441 4th Street NW, Suite 900 South Washington, DC 20001 Phone: (202) 442-5916 TTY: 711</p> <p>Ms. Rooney is also available to help you with the grievance filing process.</p>

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
Phone: (800) 868-1019
TDD: (800) 537-7697

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