

Notice Regarding Nondiscrimination, Disability and Language Access Services

The Maine and the Department of Human and Human Services (DHHS) 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>Maine Phone: (800) 965-7476 TTY:711 Email: info@maine.com</p> <p>If you think that Maine 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. Jennifer Libster Associate General Counsel 109 Capitol Street 11 State House Station Augusta, Maine 04333 Phone: (207)287-3707 TTY:711 Email: 1557.grievance@maine.gov Fax: (207) 287-3005</p> <p>You must file a grievance within 60 days of the date you became aware of the problem. Ms. Libster can help you with the grievance filing process.</p>	<p>If you need these services, contact:</p> <p>Department of Health and Human Services 109 Capitol Street 11 State House Station Augusta, Maine 04333 Phone: (207) 287-3707 TTY:711 Email: healthcareombudsman@maine.gov</p> <p>If you believe that DHHS 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 109 Capitol Street 11 State House Station Augusta, Maine 04333 Phone: (207)287-3707 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:

Department of Health and Human Services

109 Capitol Street

11 State House Station

Augusta, Maine 04333

Phone: (800) 868-1019

TDD: (800) 537-7697

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