

Discrimination is against the law.

Health Network Solutions Non-Discrimination Statement

Your Rights:

Civil rights are personal rights guaranteed and protected by the U.S. Constitution and federal laws enacted by Congress, such as the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990. Civil rights include protection from unlawful discrimination. Under these laws, all persons in the United States have a right to receive health care and human services in a nondiscriminatory manner.

Health Network Solutions complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Health Network Solutions:

- Shall not discriminate on the basis of race, color, national origin, age, disability, or sex.
- Shall not exclude people or treat them differently because of race, color, national origin, age disability, or sex.
- Will provide free services to people with disabilities to communicate effectively with them.
- Will provide free language assistance services to people whose primary language is not English.

If you believe HNS has discriminated on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with our Compliance Officer. The contact information for the HNS Compliance Officer is below:

Physicians contracted with Health Network Solutions:

- Shall not discriminate on the basis of race, color, national origin, age, disability, or sex.
- Shall not exclude people or treat them differently because of race, color, national origin, age disability, or sex.
- Will provide free services to people with disabilities to communicate effectively with them.

- Will provide free language assistance services to people whose primary language is not English.

If you need language assistance services from a health care professional contracted with HNS, please contact your physician's office.

If you believe that your physician has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with the HNS Compliance Officer. You may file a grievance in person, or by email, mail, or phone. If you need help filing a grievance our Compliance Officer is available to help you.

The contact information for the HNS Compliance Officer is below:

Email: HNSCompliance@healthnetworksolutions.net

Address:

Health Network Solutions
Attn: Compliance Officer
PO Box 2368
Cornelius, NC 28031

Telephone: (877) 426-2411, extension 2

You may 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>.