



Notice Informing Individuals About Nondiscrimination, Accessibility Requirements & Nondiscrimination Statement

Discrimination is Against the Law. Primary Health Care, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Primary Health Care, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Primary Health Care (PHC):

- 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 PHC's Compliance Director at (515) 248-1447.

If you believe that Primary Health Care, Inc. 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: Stephany Balow (Compliance Director), 1200 University Avenue, Suite 200, Des Moines, IA 50314, telephone #515-248-1445, fax #515-248-1440, or by email at sbalow@phcinc.net. You can file a grievance in person or by mail, fax, or email. If you need health filing a grievance, PHC's Compliance Director 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 Compliant 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 Ave., SW Room 509F, HHH Building

Washington D.C. 20201

(800) 368-1019 or 800-537-7697 (TDD)

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