



Apex Health Solutions complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, gender identity or sex. Apex Health Solutions does not exclude people or treat them differently because of race, color, national origin, age, disability, religion, gender identity or sex.

Apex Health Solutions:

- 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 Customer Service.

If you believe that Apex Health Solutions has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, religion, gender identity or sex, you can file a grievance through Customer Service:

Civil Rights Coordinator
PO Box 1107
Akron, OH 44309-1107
Toll-free: 800-753-8429
TTY: 800-750-0750
Fax: 330-996-8545
Email: appeals@apex-healthsolutions.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Customer Service Representative 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 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, 1-800-368-1019, 800-537-7697 (TDD).

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