

## Nondiscrimination Notice

HAP Midwest Health Plan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. HAP Midwest does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

HAP Midwest provides:

- Free aids and services to help people communicate effectively with us
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, others)
- Free language services to people whose primary language is not English
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Customer Service at (888) 654-0706.

If you believe that HAP Midwest has failed to provide these services or discriminated on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with HAP Midwest's Associate Vice President Performance Improvement & Management. Use the information below:

- **Mail:** P.O. Box 2578, Detroit, Michigan 48202
- **Phone:** (888) 654-0706 or TTY: 711
- **Fax:** (248) 663-3774
- **Online:** [hap.org/mihealthlink](http://hap.org/mihealthlink)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

- **Online:** Use the Office for Civil Rights' Complaint Portal Assistant at: [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf).
- **Mail:** U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201.
- **Phone:** (800) 368-1019 or TTY: (800) 537-7697.

Complaint forms are also available at [www.hhs.gov/ocr/filing-with-ocr/](http://www.hhs.gov/ocr/filing-with-ocr/).