

Phelps Health in English Notice Informing Individuals About Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement:

Discrimination Is Against the Law

Phelps Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex including sex characteristics, including: intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes. Phelps Health does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Phelps Health:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters;
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact the Director of Corporate Compliance, who also serves as the Phelps Health Section 1557 Civil Rights Coordinator.

If you believe that Phelps Health 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: the Director of Corporate Compliance, who also serves as the Phelps Health Section 1557 Civil Rights Coordinator, by mail at 1000 West Tenth Street, Rolla, MO 65401, toll free by phone at 1-844-840-8229, or by email at compliance@phelpshealth.org.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Director of Corporate Compliance, who also serves as the Phelps Health Section 1557 Civil Rights Coordinator, is available to help you.

You can also file a civil rights complaint with 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>.

This notice is available at Phelps Health's website: <https://phelpshealth.org>.

Phelps Health in English Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-844-213-9046 or speak to your provider.