

Discrimination is against the law

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

Senior Whole Health:

- 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). Call Member Services at 1-888-794-7268 (TTY 711).**
- 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 Senior Whole Health at 1-888-794-7268

If you believe that Senior Whole 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:

Molina AlertLine:

Call: 1-866-606-3889

TTY: 711 (for the hearing impaired)

Online: <https://molinahealthcare.alertline.com>

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Senior Whole Health 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, D.C. 20201

Phone: 1-800-368-1019, 1-800-537-7697 (TDD)

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