



### **Discrimination is Against the Law**

Sentara Health Plans complies with applicable Federal civil rights laws and does not exclude, deny benefits, or 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).

Sentara Health Plans provides:

- Reasonable modifications and free appropriate auxiliary aids and services to people with disabilities, so they can communicate effectively with us, such as:
  - Braille
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language assistance services to people whose primary language is not English:
  - Qualified interpreters
  - Information written in other languages

If you need reasonable modifications, auxiliary aids and services, or language assistance services, contact Sentara Health Plans Member Services, PO Box 66189, Virginia Beach, VA 23466; 757-552-7401 or toll free 1-877-552-7401; TTY Relay 1-800-828-1140 or 711.

If you believe that Sentara Health Plans has failed to provide these services or discriminated in another way, you can file a grievance with Sentara Health Plan's Civil Rights Coordinator:

Sentara Health Plans  
1557 Coordinator/Compliance  
PO Box 66189, Virginia Beach, VA 23466  
757-552-7485 (TTY: 711)  
Email: SHPNDN@sentara.com

You can file a grievance by mail or email. If you need help filing a grievance, the Civil Rights Coordinator 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  
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

This notice is available at Sentara Health Plans' website: **[www.sentarahealthplans.com](http://www.sentarahealthplans.com)**.

**If you need large print or other assistance to view this document, please contact us at 1-855-687-6260 (TTY: 711).**