



Discrimination is Against the Law

Sentara Health Plans 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). Sentara Health Plans does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Sentara Health Plans:

- 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 Sentara Health Plans Member Services PO Box 66189, Virginia Beach, VA 23466; 757-552-7401 or toll free 1-877-552-7401; TYY 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 on the basis of race, color, national origin, age, disability, or sex, 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.

This notice is available at Sentara Health Plans' website: www.sentarahealthplans.com.

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