NOTICE TO THE PUBLIC

NON-DISCRIMINATION STATEMENT AND ACCESSIBILITY REQUIREMENTS

Jai Medical Systems Managed Care Organization, Inc. and The Maryland Department of Health (the Department) comply with applicable Federal civil right laws and do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex.

Jai Medical Systems Managed Care Organization, upon request

- Provides free aids and services to people with disabilities to communicate effectively with Department staff, such as, but not limited to:
    - Qualified sign language interpreters
    - Writing information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides **NO COST, FREE** language services to people whose primary language is not English, such as but not limited to:
    - Qualified interpreters
    - Information written in other languages.

If you need these services, please contact the Department's health program, service, local health department or health insurance marketplace directly.

If you believe that the Department 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: Jai Medical Systems Managed Care Organization, Inc., Non-Discrimination Compliance Coordinator, 301 International Circle, Hunt Valley, MD 21030, 410-433-2200 (voice), 1-888-524-1999 (TTY 711)(toll free), 410-433-4615 (fax), customerservice@jaimedical.com (email)) or The Maryland Department of Health, Office of Equal Opportunity Programs, Equal Access Compliance Unit (EACU), 201 West Preston Street, Room 422, Baltimore, Maryland 21201, 410-767-6600 (Voice) 410-333-5337 (Fax), mdh.oeop@maryland.gov (email). Deaf and hard of hearing individuals may use MD Relay 7-1-1.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, staff are 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/smartscreen/main.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697(TDD).

Complaint forms are available at https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form package.pdf