

TridentCare's Section 1557 Commitment

Discrimination is Against the Law

TridentCare does not discriminate based on race, color, national origin [including Limited English Proficiency (LEP) and primary language], sex, age, or disability. TridentCare provides reasonable modifications and appropriate auxiliary aids and services for individuals with disabilities, including qualified interpreters and alternate formats such as braille or large print, free of charge and in a timely manner. TridentCare provides language assistance services, including translated documents and oral interpretation, free of charge and in a timely manner for individuals with LEP. You or your provider may notify us of your need for accommodation, modification, appropriate auxiliary aids and services, and language access assistance when ordering services, or any time before or during a service provided by TridentCare.

If you believe that TridentCare 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: TridentCare's Section 1557 Coordinator, Section1557Coordinator@TridentCare.com. If you need help filing a grievance, our Section 1557 Coordinator is available to help you. You may contact:

Section 1557 Coordinator @ Section1557Coordinator@TridentCare.com or

Confidential Ethics and Compliance Hotline @ <https://tridentcare.ethicspoint.com> or (866)654-6699

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, 800-537-7697 (TDD)

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