

Your Rights Regarding Discrimination



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

ECU 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)
- 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, please contact 1-800-795-1023.

If you believe that ECU 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:

Office of Audit and Compliance
2100 Stantonsburg Road
Greenville, NC 27834
252-847-0125
252-847-6466
Compliance@ECUHealth.com

If you have a concern or complaint, you can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, MedCost Benefit Services, LLC, the third party administrator for the ECU Health's group health plan 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, DC 20201
1-800-868-1019
800-537-7697 (TDD)

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