

## Our nondiscrimination policy

Advanced Health must follow state and federal civil rights laws. We cannot treat members or potential members unfairly in any of our programs or activities because of a person's:

- Age.
- Color
- Disability.
- Gender identity.
- Health status and need for services.
- Marital status.
- National origin.
- Race.
- Religion.
- Sex.
- Sexual orientation.

Everyone has a right to enter, exit, and use buildings and services. They also have the right to get information in a way they understand. We will make reasonable changes to policies, practices, and procedures. We will talk with you about your needs.

If you feel you were treated unfairly for any of the above reasons you can make a complaint or grievance.

Make (or file) a complaint with Advanced Health in any of these ways:

- Call our Grievance / Nondiscrimination Coordinator at 541-269-7400 (TTY 711)  
Fax: 541-266-0141
- Mail: Advanced Health  
289 LaClair Street  
Coos Bay, OR 97420
- Email: [customerservice@advancedhealth.com](mailto:customerservice@advancedhealth.com)
- Web: [www.advancedhealth.com/members/forms/complaint-form](http://www.advancedhealth.com/members/forms/complaint-form)

Need help filing a complaint? Call Member Services, a peer wellness specialist, or personal health navigator. You also have a right to file a complaint with any of these organizations:

### **Oregon Health Authority (OHA) Civil Rights**

- Phone: 844-882-7889, TTY 711
- Web: <https://www.oregon.gov/oha/OEI/Pages/Public-Civil-Rights.aspx>
- Email: [OHA.PublicCivilRights@odhsoha.oregon.gov](mailto:OHA.PublicCivilRights@odhsoha.oregon.gov)
- Mail: Office of Equity and Inclusion Division  
421 SW Oak St., Suite 750  
Portland, OR 97204

### **Bureau of Labor and Industries Civil Rights Division**

- Phone: 971-673-0764
- Web: [www.oregon.gov/boli/workers/Pages/complaint.aspx](http://www.oregon.gov/boli/workers/Pages/complaint.aspx)
- Email: [crdemail@boli.state.or.us](mailto:crdemail@boli.state.or.us)
- Mail: Bureau of Labor and Industries Civil Rights Division  
800 NE Oregon St., Suite 1045 Portland, OR 97232

### **U.S. Department of Health and Human Services Office for Civil Rights (OCR)**

- Web: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
- Phone: 800-368-1019, TDD: 800-537-7697
- Email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)
- Mail: Office for Civil Rights  
200 Independence Ave. SW, Room 509F, HHH Bldg.  
Washington, DC 20201