



Please be advised that CareCHOICES Hospice and Palliative Services, LLC (CareCHOICES) complies with all applicable Federal Civil Rights laws and regulations. CareCHOICES does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). CareCHOICES does not, and will not, exclude people from care, or care for them less favorably, because of race, color, national origin, age, disability, or sex.

CareCHOICES Hospice and Palliative Services, LLC:

- Provides people with disabilities reasonable modifications and appropriate auxiliary aids and services on request to communicate effectively with CareCHOICES, such as the following examples:
 - Qualified language line interpreters, translators and written information in other formats
- Provides language assistance services on request to people whose primary language is not English, which may include the following examples:
 - Qualified interpreters and translators, including CareCHOICES care team members
 - Information written in other languages

If you have need for reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Kim Heximer, Vice President, to assist with non-discrimination questions and considerations.

If you believe that CareCHOICES has failed to provide these services on request or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with:

Kim Heximer, Vice President, 20 Corporate Park, Suite 300, Irvine, CA 92606
phone: 949.777.8600 fax: 949.777.8616 kim.heximer@carechoices.net

You may file a grievance in person or by mail, fax, or email with the contact information provided above. If you need help filing a grievance, Kim Heximer is available to assist you with the process upon request.

You may 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 <http://www.hhs.gov/ocr/office/file/index.html>

This notice is available at CareCHOICES Hospice and Palliative Services, LLC website: www.carechoices.net.

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