



CHCN Nondiscrimination Policy

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

CHCN, through its contracted health plans:

- Provides free aids and services to people with disabilities to communicate efficiently, 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 have questions regarding these policies, contact Kimberly Kim, Compliance Administrator for Community Health Center Network.

If you believe that your health plan 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: Teresa Ercole, Sr. Director of Compliance, 101 Callan Avenue, Suite 107, San Leandro, CA 94577, direct: (510) 297-0219, fax: (510) 297-0209, email: tercole@chcnetwork.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kimberly Kim, Compliance Administrator, 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, through the Office of 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>