

## Notice of Non-Discrimination

Hawai'i Care Choices complies with applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

Hawai'i Care Choices 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)

Hawai'i Care Choices 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, contact 1-877-628-5076.

If you believe that Hawai'i Care Choices has failed to provide these services or discriminated in another way, you can file a grievance with:

Kelley O'Leary, Manager of Organizational Excellence  
1011 Waiānuenu Avenue  
Hilo, HI 96720  
Phone: 808-969-1733  
Fax: 808-969-4863  
Email: [quality@hawaiicarechoices.org](mailto:quality@hawaiicarechoices.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kelley O'Leary, Manager of Organizational Excellence is available to help you.

You can also file a grievance 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/cp/complaint\\_frontpage.jsf](https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.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

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