



Non-Discrimination Statement

Pursuant to Section 1557 of the Affordable Care Act; discrimination is against the law. Hawaii Care Choices complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes.

Hawaii Care Choices does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Hawaii Care Choices :

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Hawaii Care Choices' Compliance Officer / Civil Rights Coordinator at 808-969-1733.

If you believe that Hawaii Care Choices 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:

Compliance Officer / Civil Rights Coordinator
1011 Waianuenue Avenue, Hilo, HI 96720
Phone: 808-969-1733 Fax: 808-961-7396

You can file a grievance in person or by mail and fax. If you need help filing a grievance, our Compliance Officer / Civil Rights Coordinator 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, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

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