

---

## Advanced Health nondiscrimination policy

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

- \*Age
- \*Disability
- \*Gender Identity
- \*Marital status
- \*National origin
- \*Race
- \*Religion
- \*Color
- \*Sex
- \*Sexual orientation
- \*Health status and need for services

If you feel you were treated unfairly for any of the above reasons you can make a complaint or grievance. You can make (or file) a complaint with Advanced Health in any of these ways:

- \*Phone: Call our Grievance Coordinator at 541-269-7400 / 800-264-0014, TTY 711
- \*Fax: 541-269-2052
- \*Mail: Advanced Health  
289 LaClair Street  
Coos Bay, OR 97420
- \*Email: [customerservice@advancedhealth.com](mailto:customerservice@advancedhealth.com)
- \*Web: <https://advancedhealth.com/members/forms>

You can get help filing a complaint by calling Customer Service at 541-269-7400.

### Oregon Health Authority (OHA) Civil Rights

- Phone: 844-882-7889, TTY 711
- Web [www.oregon.gov/OHA/EI](http://www.oregon.gov/OHA/EI)
- 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/civil-rights](http://www.oregon.gov/boli/civil-rights)
- Email: [boli\\_help@boli.oregon.gov](mailto:boli_help@boli.oregon.gov)
  - 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

Thank you,  
Advanced Health

You can get this letter in another language, large print, Braille, audio, or another way that is best for you free of charge. You can also have a language interpreter free of charge.

Call Advanced Health Member Services at:

541-269-7400 or 800-264-0014 (TTY: 711 or 800-735-1232)