



Notice of Nondiscrimination & Accessibility Rights

Notice of Nondiscrimination & Accessibility Rights under Section 1557 of the Affordable Care Act.

Heartland Health Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), sex (including pregnancy, sexual orientation, gender identity, and sex characteristics), age, or disability.

We provide language assistance services and appropriate auxiliary aids and services, free of charge, when necessary for effective communication, to individuals with limited English proficiency or with disabilities.

We also provide reasonable modifications of our policies, practices, and procedures when needed to avoid discrimination, unless doing so would fundamentally alter the nature of the service, program, or activity offered.

If you believe that Heartland Health Services has failed to provide these services, discriminated based on a protected characteristic, or otherwise violated your rights under Section 1557, you may file a grievance by contacting:

- Civil Rights / Section 1557 Coordinator:

Name: Nicole Hartzler

Title: Director of Quality and Compliance

Phone: 309-680-7609

TTY: 309-680-7609

Email: n.hartzler@hhsil.com

Address: 2214 N. University, Peoria, IL 61604

- To file a complaint externally, you may also contact:

U.S. Department of Health and Human Services, Office for Civil Rights

200 Independence Ave., SW

Room 509F, HHH Building

Washington, D.C. 20201

Phone: 1-800-368-1019

TDD: 1-800-537-7697

Complaint portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

This notice is posted in a conspicuous location in our facilities, included on our website www.hhsil.com, and provided upon request or during key communications.

If you need this notice in another language or in an accessible format (e.g. large print, audio, braille), please contact the coordinator.

Spanish: Si habla español, tiene a su disposición servicios de asistencia lingüística sin ningún costo.

Polish: Jeśli mówisz po polsku, dostępne są dla Ciebie bezpłatne usługi pomocy językowej.

Chinese: 如果您说中文，您可以免费获得语言协助服务。

Arabic: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا.

Tagalog: Kung nagsasalita ka ng Tagalog, may magagamit kang libreng serbisyo sa tulong sa wika.

Hindi: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएँ उपलब्ध हैं।

Gujarati: જો તમે ગુજરાતી બોલતા હોવ તો, તમને મફત ભાષા સહાય સેવા ઉપલબ્ધ છે.

Korean: 한국어를 사용하시는 경우, 무료 언어 지원 서비스를 이용하실 수 있습니다.

Russian: Если вы говорите по-русски, услуги языковой помощи предоставляются вам бесплатно.

Ukrainian: Якщо ви розмовляєте українською, для вас доступні безкоштовні послуги мовної підтримки.

French: Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition.

Urdu: اگر آپ اردو بولتے ہیں تو آپ کے لیے مفت زبان کی مدد کی خدمات دستیاب ہیں۔

German: Wenn Sie Deutsch sprechen, stehen Ihnen kostenfreie Sprachhilfsdienste zur Verfügung.

Vietnamese: Nếu bạn nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí sẽ có sẵn cho bạn.

Portuguese: Se você fala português, serviços de assistência linguística, sem nenhum custo, estão disponíveis para você.