

## Discrimination is Against the Law

CareOregon Advantage complies with applicable Federal civil rights laws and does not discriminate, exclude or treat anyone differently on the basis of race, color, national origin, age, disability, sex, religion, gender identity, sexual orientation, marital status, health status or need for health care services.

### CareOregon Advantage:

- ▶ Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - » Qualified sign language interpreters
  - » 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 translated in other languages

If you need these services, contact CareOregon Advantage Customer Service. If you believe that CareOregon Advantage has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, sex, religion, gender identity, sexual orientation, marital status, health status or need for health care services, you can file a grievance with:

## **Grievance Coordinator**

315 SW Fifth Ave  
Portland, OR 97204

Toll-free: 888-712-3258

TTY: 711

Fax: 503-416-1313

Email: [\*\*customerservice@careoregon.org\*\*](mailto:customerservice@careoregon.org)

Online: [\*\*careoregonadvantage.org/contact-us\*\*](https://careoregonadvantage.org/contact-us)

## **You can file a grievance in person or by mail, fax, or email.**

If you need help filing a grievance, Customer Service 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 [\*\*ocrportal.hhs.gov/ocr/smartscreen/main.jsf\*\*](https://ocrportal.hhs.gov/ocr/smartscreen/main.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

Toll-free: 800-368-1019

TDD: 800-537-7697

Email: [\*\*OCRComplaint@hhs.gov\*\*](mailto:OCRComplaint@hhs.gov)

Online: [\*\*ocrportal.hhs.gov/ocr/smartscreen/main.jsf\*\*](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf)

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