

## **Appendix A to Part 92—Notice Informing Individuals About Nondiscrimination and Accessibility**

### **Requirements and Nondiscrimination Statement:**

#### **Discrimination is Against the Law**

Family Care Specialists (FCS) Medical Group complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Family Care Specialists (FCS) Medical Group does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Family Care Specialists (FCS) Medical Group:

- 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)
- 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 Mary Aguirre, Civil Rights Coordinator

If you believe that Family Care Specialists (FCS) Medical Group 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: Mary Aguirre, Civil Rights Coordinator, 5823 York Blvd., Suite 3, Los Angeles, California 90042, Telephone: (323) 255-5643, Facsimile: (323) 254-2158. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Mary Aguirre 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.html>.

## Appendix A to Part 92—Notice Informing Individuals About Nondiscrimination and Accessibility

### Requirements and Nondiscrimination Statement:

#### Discrimination is Against the Law

Family Care Specialists (FCS) Medical Group cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Family Care Specialists (FCS) Medical Group no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

Family Care Specialists (FCS) Medical Group:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
  - Intérpretes de lenguaje de señas capacitados.
  - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
  - Intérpretes capacitados.
  - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Mary Aguirre, Civil Rights Coordinator

Si considera que Family Care Specialists (FCS) Medical Group no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: Mary Aguirre, Civil Rights Coordinator, 5823 York Blvd., Suite 3, Los Angeles, California 90042, teléfono: (323) 255-5643, facsimile: (323) 254-2158. Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Mary Aguirre está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

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)

Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.