

# WE DO NOT DISCRIMINATE

## Nondiscrimination and Accessibility Requirements Notice

AHEC *West* and its Western Maryland Health Insurance Connector program comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sexual orientation or sex. AHEC *West* does not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation or sex.

### AHEC *West*:

- Provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and 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, such as qualified interpreters and information written in other languages

If you need these services, contact us at 1-888-202-0212 or [help@wmhdhealthconnect.org](mailto:help@wmhdhealthconnect.org).

If you believe AHEC *West* has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sexual orientation or sex, you can file a grievance in writing by mail or email with Melissa Clark, Civil Rights Coordinator. If you need help filing a grievance, Ms. Clark is available to help you. Ms. Clark's contact info is below:

Melissa Clark, Civil Rights Coordinator

Phone: 301-777-9150 x115

Fax: 301-777-2649

Email: [civil.rights@ahecwest.org](mailto:civil.rights@ahecwest.org)

Mail: 39 Baltimore Street, Suite 201, Cumberland, Maryland 21502

You also may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

You can do this electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>,

By mail at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201

Or by phone: 1-800-868-1019; 800-537-7697 (TDD).

Paper complaint forms are available directly from any AHEC *West* office or any Connector Entity Navigator. You may download a form here: <http://www.hhs.gov/ocr/office/file/index.html>.

**All complaints are kept completely confidential and can be made anonymously.  
They are investigated fairly and fully. Filing a complaint will not affect your ability to get services from AHEC *West* nor will it affect the quality of service provided by AHEC *West*.**