

Cass Health does not discriminate, exclude, or treat people differently on the basis of race, color, sex, national origin, disability, religion, age, sexual orientation, gender identity, or inability to pay; whether payment for services would be made under Medicare, Medicaid, or CHIP. We provide the following for free:

- Communication aids and services to people with disabilities, such as
  - sign language interpreters
  - written information in other formats
- Language services to people whose primary language is not English, such as:
  - interpreters
  - information written in other languages

If you need these services, please alert a Cass Health staff member.

If you believe that we have failed to provide these services or discriminated on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail or by phone with:

Cass Health Compliance Officer  
1501 East 10th Street  
Atlantic, IA 50022  
712-243-3250

Our Compliance Officer is available to help you file a grievance. You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically 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, 1-800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

**Chuuk / Trukese**

Cass Health a men unus ngeni met mei affat non ekkann annukun “Federal civil rights” , iwe esapw nifinifin ngeni aramas won ir chon ian, enuwen unucher, ian re feito me ian, ierir, ar wanengaw ren inisir are mekurer, ika won ir mwaan are fefin.

**Chinese**

Cass Health 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障 或性別而歧視任何人。

**Spanish**

Cass Health cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.