

## Notice Regarding Nondiscrimination and Accessibility Requirements

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

Righttime:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters, upon advance request
  - Written information in other formats, upon advance request (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, upon advance request
- If you need these services, please contact us in advance of your visit at 888-808-6483

If you believe that Righttime 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: Quality Assurance Department, Righttime Medical Care, PO Box 6725, Annapolis, MD 21401, 888-808-6483 (phone), 443-332-4384 (fax). You can file a grievance by mail or fax. If you require help filing a grievance, please contact us by phone for assistance.

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>.