

Notice Informing Individuals About Nondiscrimination and Accessibility Requirements

Upper Peninsula Health Plan (UPHP), LLC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Upper Peninsula Health Plan, LLC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Upper Peninsula Health Plan, LLC:

- 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 UPHP Customer Service.

If you believe that Upper Peninsula Health Plan, LLC 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: UPHP Customer Service, 853 W. Washington Street, Marquette, MI 49855, by phone at 1-877-349-9324 (TTY – 711), or by fax 1-906-225-7690. You can file a grievance in person, by mail or fax. If you need help filing a grievance, UPHP 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 <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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.