

## NOTICE OF NON-DISCRIMINATION

Verda Health Plan of Texas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Verda Health Plan of Texas does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Verda Health Plan of Texas:

- 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 the Verda Member Experience Department at: 1-888-256-5123 (TTY 711). Hours are: 8:00 a.m. to 8:00 p.m. 7 days a week (except Thanksgiving and Christmas) from October 1 to March 31 and 8:00 a.m. to 8:00 p.m. Monday through Friday (except holidays) from April 1 to September 30.

If you believe that Verda Health Plan of Texas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

**Verda Health Plan of Texas**  
Attn: A&G Department  
7755 Center Ave, Suite 1200  
Huntington Beach, CA 92647  
Fax: 714-845-9839  
Email: GandA@verdahealthcare.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Member Experience Department 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 <https://www.hhs.gov/ocr/office/file/index.html>.