

Keystone Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Keystone Health does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation.

Keystone Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information and 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 Deb Millhouse, Civil Rights Coordinator.

If you believe that Keystone Health 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:

Deb Millhouse, Civil Rights Coordinator

111 Chambers Hill Drive, Suite 200, Chambersburg PA, 17201

Phone: (717) 709-7900

Fax: (717) 709-7926

email@keystonehealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Deb Millhouse, Civil Rights Coordinator, is available to help you.

You can also file a civil 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 by 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>