

NONDISCRIMINATION NOTICE

Discrimination is against the law. The Holman Group follows Federal and California civil rights laws. The Holman Group does not discriminate, exclude people, or treat them differently because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

The Holman Group provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - ✓ Qualified sign language interpreters
 - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 Holman Group 24/7 at 1-800-321-2843. Or, if you cannot hear or speak well, please call 1-800-735-2929.

Office of Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights if there is a concern of discrimination based on race, color, national origin, age, disability or sex by phone, in writing or electronically:

- By phone: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697
- In writing: Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Service
200 Independence Ave, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

- Electronically: visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

How to File a Grievance

If you believe The Holman Group has failed to provide these services or discriminated in another way on the basis of ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, disability, race, color, and nation origin you can file a grievance with The Holman Group. You can file a grievance by phone in writing, in person or electronically:

Phone: 1-800-321-2843

Online: www.holmangroup.com

Mail: The Holman Group
Attention: Grievance Department
P.O. Box 8011
Canoga Park, CA 91309

Email: grievance@holmangroup.com

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-321-2843** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (**1-888-466-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's Internet Web site <http://www.dmhca.ca.gov> has complaint forms, IMR application forms and instructions online.