

UHA NON-DISCRIMINATION NOTICE

Umpqua Health Alliance (UHA) and its providers comply with applicable state and federal civil rights laws. We cannot discriminate, exclude, or treat people unfairly in any of its programs or activities because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex, or sexual orientation. UHA does not discriminate against people able to enroll based on their health status or need for health care services.

Everyone (including members and non-members) has a right to enter, exit and use buildings and services. They also have the right to get information in a way they understand. We will make reasonable changes to policies, practices, and procedures by talking with you about your needs.

UHA provides free aids and services to people with disabilities or who do not speak English as their primary language, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

If you need these services, or if you believe that UHA has failed to provide these services or have been discriminated, excluded, or treated unfairly for any of the above reasons, you can contact the following:

UHA's Appeals and Grievances Coordinator (non-discrimination coordinator) or Customer Care at:

- Phone: 541-229-4842; Toll Free: 866-672-1551; TTY: 541-440-6304 or 711
- Hours: Monday to Friday, 8 a.m.-5 p.m.
- Fax: 541-677-5881
- Mail: Umpqua Health Alliance, 3031 NE Stephens St, Roseburg, OR 97470
- Website and Complaint Form: www.umpquahealth.com/appeals-and-grievances/
- Email: UHAGrievance@umpquahealth.com

You can also use the contact information above if you need help filing a grievance.

You can also file a civil rights complaint in your preferred language 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:

- Oregon Health Authority (OHA) Civil Rights
- Web: oregon.gov/OHA/OEI
- Email: OHA.PublicCivilRights@odhsoha.oregon.gov
- Phone: (844) 882-7889, 711 TTY
- Fax 971-673-1330
- Mail: Office of Equity and Inclusion Division, 421 SW Oak St., Suite 750 Portland, OR 97204

Oregon Bureau of Labor and Industries Civil Rights Division

- Website: <https://www.oregon.gov/boli/civil-rights/Pages/default.aspx>
- Phone: 971-673-0764 (voice) or 711 (TTY)
- Email: crdemail@boli.state.or.us
- Mail: Bureau of Labor and Industries Civil Rights Division, 800 NE Oregon St., Suite 1045, Portland, OR 97232

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

- Web: ocrportal.hhs.gov/ocr/smartscreen/main.jsf
- Phone: (800) 368-1019, (800) 537-7697 (TDD)
- Email: OCRComplaint@hhs.gov
- Mail: Office for Civil Rights, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201

Get this information in any language or format for free. All interpretation services are free. Call 541-229-4842 (TTY 711).
Obtenga esta información de forma gratuita en cualquier idioma o formato. Todos los servicios de interpretación son gratuitos. Llame al 541-229-4842 (TTY 711).