

Cleveland Clinic Employee Health Plan Non-Discrimination Notice

Cleveland Clinic's Employee Health Plan (EHP) (<https://employeehealthplan.clevelandclinic.org>) complies with applicable laws and does not discriminate on the basis of race, color, culture, ethnicity, national origin (including limited English proficiency and primary language), age, disability, religion, socioeconomic status, or sex (including but not limited to sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes). EHP does not exclude people or treat them differently in any health programs and/or activities because of race, color, culture, ethnicity, national origin (including limited English proficiency and primary language), age, disability, religion, socioeconomic status, or sex (including but not limited to sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes).

EHP provides, free of charge, reasonable modifications for individuals with disabilities, and appropriate auxiliary aides and services and language assistance to enable individuals to have an equal opportunity to access its health programs and/or activities. Such modifications, auxiliary aids and services and language assistance may include:

- Qualified interpreters (including ASL interpreter services).
- Information in other formats (i.e., audio, accessible electronic formats, other formats).
- Information written in other languages.

If you need interpreter or other communication related services, please contact **Cleveland Clinic Global Patient Services Dispatch** at 1-833-858-1813 or 216-445-7044.

If you require other reasonable modifications due to a disability, please contact **Cleveland Clinic Section 1557 Coordinator** at:

Cleveland Clinic Ombudsman Department

Attn: Section 1557 Coordinator

9500 Euclid Avenue, A-50

Cleveland, Ohio 44195

Telephone: 1-800-223-2273

Fax: (216) 445-6086

Email: ombudsman@ccf.org

Webpage: <https://my.clevelandclinic.org/departments/patient-experience/depts/office-patient-experience/ombudsman>

EHP shall provide reasonable accommodations to allow qualified individuals with disabilities to access its health programs and/or activities. You cannot be retaliated against for exercising these rights.

If you believe that EHP has failed to provide appropriate modifications, auxiliary aids and services and language assistance services or discriminated in another way on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or

sex (including but not limited to sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes), you can file a grievance with Cleveland Clinic Ombudsman Department, using the contact information above. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Cleveland Clinic Ombudsman Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services via any of the following:

- email (OCRComplaint@hhs.gov)
- phone (toll-free at: 1-800-368-1019, TDD: 1-800-537-7697)
- OCR Complaint Portal (ocrportal.hhs.gov/ocr/smartscreen/main.jsf)
- USPS at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201