

NON-DISCRIMINATION & CMS OBLIGATIONS

POLICY ON NON-DISCRIMINATION

Premier Health Network complies with all applicable State and Federal Civil Rights laws. **Premier Health Network** shall not differentiate or discriminate against patients with respect to race, color, national origin/ancestry, age, sex, sexual orientation, gender identity/expression, marital status, religion, political belief or affiliation, order of protection status, military status, physical or mental disability or association with a person with a disability, marital status, pregnancy, or source of payment in the provision of health care services (or any other or any other categories protected by federal or state law). In addition, **Premier Health Network** shall not deny, limit, or condition the services to patients on the basis of any factor that is related to health status, including, but not limited to the following: (i) medical condition, including mental or physical illness; (ii) claims experience; (iii) receipt of health care; (iv) medical history; (v) genetic information; (vi) evidence of insurability, including conditions arising out of acts of domestic violence and/or (vii) disability. Physician shall not discriminate with respect to quality of care or otherwise between patients and physician's patients.

Premier Health Network makes available services to people with disabilities to communicate effectively with the practice providers and staff. If a patient needs these services, they should provide their best effort to notify a practice representative in advance.

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Language services to people whose primary language is not English (this does not require individuals to rely on minor children, relatives, or friends to interpret) such as:
 - Qualified interpreters
 - Information written in other languages as requested

Patients have access to file a service delivery complaint:

If a patient believes that **Premier Health Network** failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, they can file a civil rights grievance with the State or Federal Department of Health and Human Services, Office of Civil Rights.

Illinois Department of Human Rights

James R. Thompson Center

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U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

Voice: 800-368-1019, TDD: 800-537-7697

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>