

Discrimination is against the law

The Washington State Health Care Authority and the Department of Social and Health Services (DSHS) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. HCA and DSHS do not exclude people or treat them differently because of their race, color, national origin, age, disability, or sex.

The Health Care Authority and DSHS also comply with applicable state laws and do not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

The Health Care Authority and DSHS:

- Provide free aids and services to people with disabilities so they can communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide 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 1-877-501-2233.

If you believe that the Health Care Authority and DSHS have failed to provide these services or discriminated in another way, you can file a grievance with:

Department of Social and Health Services

ATTN: Constituent Services
PO Box 45131
Olympia, WA 98504-5131
1-800-737-0617
Fax: 1-888-338-7410
askdshs@dshs.wa.gov

Health Care Authority Division of Legal Services

ATTN: Compliance Officer (ADA/Nondiscrimination Coordinator)
PO Box 42704
Olympia, WA 98504-2704
1-855-682-0787
Fax: 1-360-507-9234
compliance@hca.wa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Health Care Authority Division of Legal Services and DSHS Constituent Services are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or 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 www.hhs.gov/ocr/office/file/index.html.