

Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement

DISCRIMINATION IS AGAINST THE LAW:

MERCE Family Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, sex, national origin, disability, religion or age. MERCE Family Healthcare does not exclude people or treat them differently because of race, color, sex, national origin, disability, religion or age.

MERCE Family Healthcare:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides 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 front desk staff at any of our locations.

If you believe that MERCE Family Healthcare has failed to provide these services or discriminated in another way on the basis of race, color, sex, national origin, disability, religion or age, you may file a grievance with the following: MERCE's Corporate Compliance Officer, 1831 North Fayetteville Street, Asheville, NC 27203; Fax 336-610-2235. You can file a grievance in person, by mail or fax.

If you need help filing a grievance, MERCE's Compliance Officer, is 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 through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, by mail, phone or email at:

Centralized Case Management Operations
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)

Email to OCRComplaint@hhs.gov

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 336-672-1300.

