

## **Discrimination is Against the Law**

Crystal Run Health Plan, LLC and Crystal Run Health Insurance Company, Inc., complies with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Crystal Run Health Plan, LLC and Crystal Run Health Insurance Company, Inc., do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Crystal Run Health Plan, LLC and Crystal Run Health Insurance Company, Inc.:

- 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 Kathleen Owens, Chief Compliance Officer.

If you believe that Crystal Run Health Plan, LLC and Crystal Run Health Insurance Company, Inc., have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Kathleen Owens, Chief Compliance Officer, 95 Crystal Run Road , Middletown, NY 10941 or call 844-638-6506 or our TTY number 1-844-638-6508, or via Email at [CRHPcorrespondence@crystalrunhp.com](mailto:CRHPcorrespondence@crystalrunhp.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kathleen Owens 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/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 <http://www.hhs.gov/ocr/office/file/index.html>.