

FOR RESIDENTS OF SOMERSET, WICOMICO and WORCESTER COUNTIES

Nondiscrimination and Accessibility Requirements Notice

The Lower Shore Health Insurance Assistance Program, in accordance with Maryland Health Connection, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Lower Shore Health Insurance Assistance Program does not exclude people or treat them differently, because of race, color, national origin, age, disability or sex.

The Lower Shore Health Insurance Assistance Program:

- Provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, please contact the Lower Shore Health Insurance Assistance Program at 1(855)455-5540, or Maryland Health Connection at (855)642-8572.

How to file a discrimination Grievance:

If you believe that the Lower Shore Health Insurance Assistance Program has 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:

JasCiel Stamp, Civil Rights

Phone: 410-547-1815

Fax: 410-547-6805

Deaf and hard of hearing use Maryland relay.

Email: [**MHCCivilRights@Maryland.gov**](mailto:MHCCivilRights@Maryland.gov)

Mail: 750 E. Pratt St., 6th Floor, Baltimore, Maryland 21202

You may file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aaron Jacobs is available to help you.

You also may 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**](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, DC 20201; 1-800-868-1019; 800-537-7697 (TDD). Complaint forms are available at [**http://www.hhs.gov/ocr/office/file/index.html**](http://www.hhs.gov/ocr/office/file/index.html).