

Discrimination is Against the Law

All ACWA JPIA health plans comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. ACWA JPIA health plans do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

- ACWA JPIA health plans provide free aids and services to people with disabilities to communicate effectively with us, such as large print, audio, and accessible electronic formats.
- ACWA JPIA health plans provide free language services through qualified interpreters to people whose primary language is not English.

If you need these services, contact the customer service phone number on the back of your health plan ID card.

If you believe that an ACWA JPIA health plan 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 that health plan using the process outlined in the applicable Evidence of Coverage document. Evidence of Coverage documents are posted at www.acwajpia.com/member-agency-benefits.

For assistance, you may contact Sandra Smith, ACWA JPIA Employee Benefits Manager, P.O. Box 619082, Roseville, CA 95661-9082, 800-736-2292, Fax 916-786-0906, or email benefits@acwajpia.com (do not email protected health information).

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>