

PATIENT PROTECTION AND AFFORDABLE CARE ACT (ACA) NONDISCRIMINATION POLICY

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

Preferred Hospice:

- 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 administrator of the local office.

If you believe that office 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 the Ozark Corporate Office, 5340 N. Towne Centre Drive, Ozark, MO. 417-581-4968 [TTY: 1-800-752-6096, Fax: 417-581-0171]. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the administrator or corporate office 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>.

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ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-800-752-6096.

Preferred Hospice cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-752-6096.

Preferred Hospice 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-752-6096。

Preferred Hospice tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-752-6096..

Preferred Hospice erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-752-6096.

Preferred Hospice pridržava se važećih saveznih zakona o građanskim pravima i ne pravi diskriminaciju po osnovu rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-752-6096..

تحتت ننگ ادا: منظورم. سنجلا وأ قاءإلا وأ نسلا Hospice Preferred لصالا وأ نوللا وأ قرعلا ساسأ نلع زيمي الو اهب لومعلا قياردقلا فينملا قوقحلا نينازوب

وأ ينطولا 1-800-752-6096. مقرب لصتا .ناجملاب كل رفاونك تيوعلا تدماسلا

Preferred Hospice 은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-752-6096 번으로 전화해 주십시오.

Preferred Hospice соблюдает применимое федеральное законодательство в области гражданских прав и не допускает дискриминации по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-752-6096.

Preferred Hospice respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-752-6096.

Sumusunod ang Preferred Hospice sa mga naaangkop na Pederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-752-6096.

Preferred Hospice iss willich, die Gsetze (federal civil rights) vun die Owwerichkeet zu folliche un duht alle Leit handle in der seem Weg. Es macht nix aus, aus welle Land die Voreldre kumme sinn, was fer en Elt ebber hot, eb ebber en Mann iss odder en Fraa, verkrippelt iss odder net.

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-752-6096.

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Preferred Hospice دوش يمن ليق دارفا تيننج اى بناوتان ،نس ،بتيلم تيلسا ،تسوب گنر ،دازن ساسا رب بضيعت هونگجه و ندك يم تيجت هطوبرم لارنف ندم قوقح نينازو زا .

اب دشاب يم مهارف امش يارب ناگيار نروصب نينازو تاليهست ،نينك يم وگنگك يسراف دايذ هب رگا :هجوت 1-800-752-6096

Preferred Hospice Seera hariiroo hawwaasummaa Federaalaan wal qabatan sanyiidhaan, bifaan, dhiigaan, umriidhaan, hiri'ina qaamaan, yookiin koorniyaadhaan hin loogu.

XIYYEEFFANAA: Afaan dubbattu Oromiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-752-6096

Preferred Hospice cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátiis. Ligue para 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx). 1-800-752-6096

Preferred Hospice የፌዴራል ሲቪል ሙብቶን ሙብት የሚያካብር ሲሆን ሰዎችን በበር: በቆያ ቀለም፣ በበር ሃረግ፣ በእድሜ፣ በእኩል ጉዳት ወይም በጾታ ማንኛውንም ስም እያገለገሉ።

ማስታወሻ: የሚናገሩት ቋንቋ እሚርኛ ከሆነ የትርጉም እርዳታ፣ ድርጅቶች፣ በጾታ ሊያገለግሉት ተዘጋጅተዋል፡ ወደ ሚኪተለው ቁጥር ይደውሉ 1-xxx-xxx-xxxx (መስማት ለተሳናቸው: 1-xxx-xxx-xxxx). 1-800-752-6096