Rocky Mountain PACE
A Program of Rocky Mountain Health Care Services

Notice of Non-Discrimination and Accessibility

Rocky Mountain PACE complies with applicable federal civil right laws and does not discriminate on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, marital status, national origin, genetics, disability, age, veteran status, source of payment for health care. Rocky Mountain PACE does not exclude people or treat them differently because of race, color, religion, gender, gender identity or expression, sexual orientation, marital status, national origin, genetics, disability, age, veteran status, source of payment for health care or any other status protected under federal, state or local laws. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and written information in other formats, such as large print, audio, and accessible electronic formats;
- Provide no cost language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages.

If you need these services, call and ask for interpreter services at: 1-719-466-8777 or for TTY 1-800-659-2656; para asistencia en espanol llame al 1-719-466-8777 o TTY 1-800-659-2656; Để trợ giúp Việt Nam gọi1-719-466-8777 hoặc 1-800-659-2656 TTY.

If you believe that Rocky Mountain PACE has failed to provide these services or discriminated in another way on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, marital status, national origin, genetics, disability, age, veteran status, or source of payment for health care you can file a grievance with:

RMHCS Compliance Officer
2502 East Pikes Peak Ave, Suite #100, Colorado Springs, CO 80909
1-719-466-8777 or email CivilRights@rmhcare.org

You can file a grievance in person or by mail, phone, or email. If you need help filing a grievance, the RMHCS 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 of Civil Rights electronically through the Office of Civil Rights Compliant 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
1-800-868-1019
1-800-537-7697 (TDD)

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