



Discrimination is Against the Law

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

Free aids and services to people with disabilities to communicate effectively with us regarding our plan, including services for non-English speaking individuals.

- Written information in other formats (large print, audio, accessible electronic formats)
- Qualified interpreters
- Information written in other languages

To request these services, please contact Member Services toll-free at 1-800-485-3793. TTY users should call 711. Hours are seven (7) days a week from 8:00 am to 8:00 pm. Or visit our website at www.valorhealthplan.com

If you believe that Valor Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender, you can file a grievance by contacting the Corporate Compliance Officer at:

Valor Health Plan
7171 Keck Park Circle NW
North Canton, OH 44720,
1-330-498-8178
compliance@valorhealthplan.com

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 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 hhs.gov/ocr/office/file/index.html