



## Discrimination is Against the Law

TruAssure complies with all applicable Federal and State civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender, or gender identity. TruAssure does not exclude people or treat them differently because of race, color, national origin, age, disability, gender or gender identity.

TruAssure:

- 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, etc.)
- 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 our Civil Rights Coordinator: Stacey Bonn

If you believe that TruAssure has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, gender, or gender identity, you can file a grievance with:

Director of Client Services  
TruAssure  
111 Shuman Boulevard  
Naperville IL 60563  
Phone: 888-559-0779  
Email: [csi@truassure.com](mailto:csi@truassure.com)

You can file a grievance in person or by mail, phone or email. If you need help filing a grievance, our Director of Client Services 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://hhs.gov/ocr/office/file/index.html>