

## Notice of inclusion resources

At Fallon Health, we believe everyone deserves access to **health care without discrimination**. We work every day to help people of any age, income level, race, color, ethnicity, national origin, disability, religion, sexual orientation, sex, gender identity, and health status achieve their health goals.

To make sure you have access to all the resources and information necessary to understand and access your health plan benefits, we provide:

- **Free aids and services**—such as qualified sign language interpreters and written information in other formats, including large print, braille, accessible electronic formats, and other formats.
- **Free language services**—such as qualified interpreters and information written in other languages—to people whose primary language is not English.
- **Dedicated resources, individuals, and teams** that specialize in reviewing our policies to ensure inclusion of the unique needs of our transgender and gender diverse members.

If you need access to or wish to discuss any of this information or resources, **please call us** at the phone number on the back of your member ID card. Or you can email us at [cs@fallonhealth.org](mailto:cs@fallonhealth.org).

We will provide these services and resources to you as quickly as possible and within reasonable expectations.

If you believe Fallon Health or a provider has **discriminated against you or didn't provide these resources**, please tell us. This is called a grievance. You can write, call, or email us at:

Section 1557 Coordinator  
Fallon Health

1 Mercantile St., Ste. 400, Worcester, MA 01608

Phone: 1-800-868-5200 (TRS 711)

Email: [Equity@fallonhealth.org](mailto:Equity@fallonhealth.org)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights online 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

Phone: 1-800-368-1019 (TDD: 1-800-537-7697)

*This notice is also available on our website at [fallonhealth.org](http://fallonhealth.org).*