

Discrimination is Against the Law

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

- MedImpact Direct provides free aids and services to people with disabilities to communicate effectively with us, such as large print, audio, and accessible electronic formats.
- MedImpact Direct provides free language services through qualified interpreters to people whose primary language is not English.

If you need these services, contact MedImpact Direct Customer Service at 1-855-873-8739 (TTY dial 711), Monday through Friday from 7:00am to 7:00pm CT and Saturday 8:00am to 4:00pm CT.

If you believe that MedImpact Direct 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:

- **By email:** 1557grievance@medimpactdirect.com
- **By mail:**
ATTN: COMPLIANCE COORDINATOR
MedImpact Direct
PO Box 51580
Phoenix, AZ 85076-1580
- **By fax:** 1-888-783-1773

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

- **Online:** through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **By mail:**
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
- **By phone:**
1-800-368-1019, 800-537-7697 (TDD)

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