



CIVIL RIGHTS NOTICE TO PATIENTS

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

ASSISTANCE FOR DISABILITIES

ARA provides free aids and services to people with disabilities to communicate effectively with us, such as (a) qualified sign language interpreters and (b) written information in other formats (large print, Braille, audio, accessible electronic formats, other formats).

If you need any of the services, please contact our Chief Compliance Officer or your local Clinic Manager.

ASSISTANCE FOR LIMITED ENGLISH PROFICIENCY (LEP)

ARA also provides free language services to people whose primary language is not English or those who otherwise have Limited English Proficiency (LEP), such as qualified interpreters or information written in other languages.

If you need any of the services, please contact our Chief Compliance Officer or your local Clinic Manager.

COMPLAINT PROCEDURE FOR PATIENTS

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance or complaint.

You may file an informal complaint with ARA by contacting either our Chief Compliance Officer whose contact information is below or your local ARA Clinic Manager.

Chief Compliance Officer
American Renal Associates
500 Cummings Center, Suite 6550
Beverly, Massachusetts 01915

Fax: 978.232.0926
Telephone: 978.922.3080
Email: compliance@americanrenal.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Chief Compliance Officer and each ARA Clinic Manager is available to help you.

You can also file a formal civil rights complaint directly 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
1-800-868-1019, 800-537-7697 (TDD)

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