

Geisinger

NOTICE OF NONDISCRIMINATION

Geisinger complies with applicable federal and state laws, including, but not limited to: Americans with Disabilities Act of 1990 (42 U.S.C. §§ 12131–12134 and 12181–12189), Section 1557 of the Affordable Care Act (42 U.S.C. § 18116), Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d), Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681), applicable Centers for Medicare & Medicaid Services (CMS) requirements, and the Pennsylvania Human Relations Act (43 P.S. §§ 951-963), and does not discriminate in its health programs and activities on the basis of race, color, religion (including religious observance, practice or belief), national origin, ancestry, marital status, sex, sexual orientation, gender identity, sex characteristics, pregnancy or related conditions, age, disability, genetic information, veteran or military status, or any other characteristic protected by applicable law or regulation.

This notice does not create legal obligations beyond those established by applicable state and federal civil rights laws.

This notice affirms Geisinger's commitment to patient rights, dignity, respect, and equitable access to care.

Accessibility and Effective Communication

Geisinger provides the following free of charge and in a timely manner, when necessary to ensure equal access, effective communication, and informed decision-making:

- Reasonable modifications and auxiliary aids and services for individuals with disabilities, including qualified sign language interpreters and information in alternate formats (such as large print or braille).
- Language assistance services for individuals with limited English proficiency, including qualified oral interpreters and written translations. Geisinger does not require individuals to provide their own interpreters and does not rely on minors to provide interpretive services, except in emergencies.

These services support patients' rights to understand their care, participate in decisions, and receive services in a manner consistent with applicable federal and state laws.

To request language assistance, auxiliary aids, or reasonable modifications, please call 844-323-5518 (TDD: 800-654-5988) or speak to your provider.

For more information please visit: [Language Assistance | Geisinger](#)

Grievances and Complaints

If you believe that Geisinger has failed to provide these services or discriminated in another way based upon race, color, national origin, age, disability, sex, or other protected characteristics as set forth above, you can file a grievance or complaint with Geisinger's Section 1557 Coordinator/Civil Rights Coordinator by:

Mail: Civil Rights Coordinator
100 North Academy Avenue
MC Code 24-54
Danville, PA 17822

Email: accessibilityopportunity@geisinger.edu

Phone: 570-214-0535

If you need help filing a grievance or complaint, the Section 1557/Civil Rights Coordinator is available to help you.

You can also file a civil rights grievance or complaint with the U.S. Department of Health and Human Services, Office for Civil Rights via <http://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by e-mail at OCRMail@hhs.gov, or by calling 1-800-368-1019 (TDD: 800-537-7697), or by mail: 200 Independence Avenue SW, Room 509F, HHH Building, Washington D.C. 20201.

Geisinger maintains a grievance/complaint process to address concerns related to discrimination, accessibility, and communication. Grievances/complaints are reviewed promptly and fairly. Filing a grievance/complaint will not affect access to care or services.