



## TRANSLATION OPTIONS AVAILABLE

### Discrimination is Against the Law

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

Arizona Blood and Cancer Specialists, PLLC 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, other formats)
- 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: **Evelyn Brantley**.

Evelyn Brantley  
3945 E. Paradise Falls Drive, Suite 201  
Tucson, AZ 85712  
1-520-689-7022

If you believe that Arizona Blood and Cancer Specialists, PLLC 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 with:

Evelyn Brantley  
3945 E. Paradise Falls Drive, Suite 201  
Tucson, AZ 85712  
1-520-689-7022



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You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Evelyn Brantley 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, HHS Building  
Washington, D.C. 20201  
1-800-368-1019  
1-800-537-7697 (TDD)

Complaint forms are available at: <https://www.hhs.gov/ocr/index.html>

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Arizona Blood and Cancer Specialists, PLLC cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: 1-520-689-7022.

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Arizona Blood and Cancer Specialists, PLLC bik'ehgo hójil'ínígíí bidadeeti'ígíí Wááshindoon t'áá át'é bilá'ashdla'ii bee bá ádahaazt'i'ígíí bibee haz'áqanii dóó doo ak'íjil' nitsáhákees da díí ninahjil' a'áá dadine'é, dine'é bikágí át'ehígíí, binááhai'ígíí, nazhnił'ago da, éi doodaii' asdzání dóó diné át'ehígíí.

Díí baa akó nínizin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiił'eh, éi ná hóló, kojil' hódíłnih. 1-520-689-7022.

## Section 1557 of the Affordable Care Act Grievance Procedure

It is the policy of Arizona Blood and Cancer Specialists, PLLC not to discriminate on the basis of race, color, national origin, sex, age or disability. Arizona Blood and Cancer Specialists, PLLC has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 C.F.R. pt. 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Evelyn Brantley, 3945 E. Paradise Falls Drive, Suite 201, Tucson, AZ 85712, who has been designated to coordinate the efforts of Arizona Blood and Cancer Specialists to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Arizona Blood and Cancer Specialists, PLLC to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

### **Procedure:**

Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.

A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.

The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Arizona Blood and Cancer Specialists, PLLC relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.



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The person filing the grievance may appeal the decision of the Section 1557 Coordinator by writing to the Chief Executive Officer within 15 days of receiving the Section 1557 Coordinator's decision. The Chief Executive Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at:

<https://www.hhs.gov/ocr/index.html>

or by mail or phone at:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHS Building  
Washington, D.C. 20201  
1-800-368-1019  
1-800-537-7697 (TDD)**

Complaint forms are available at: <https://www.hhs.gov/ocr/index.html>

Such complaints must be filed within 180 days of the date of the alleged discrimination.



Arizona Blood and Cancer Specialists, PLLC will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectfully, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

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Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiił'eh, éí ná hóló, kojil' hódíłnih. 1-520-689-7022.

Arizona Blood and Cancer Specialists will provide free language services to people whose primary language is not English, such as: qualified interpreters and/or Information written in other languages.

### **Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-520-689-7022.

### **Diné Bizaad (Navajo)**

Díí baa akó nínízin: Díí saad bee yáníłtí'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih 1-520-689-7022.

### **繁體中文 (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-520-689-7022.

### **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-520-689-7022.

### **العربية (Arabic)**

ملاحظة: إذا كنت تتحدث اللغة، تتوفر خدمات مساعدة اللغة مجانًا. اتصل بالرقم 1-520-689-7022.

### **Tagalog (Tagalog – Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-520-689-7022.

### **한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-520-689-7022 번으로 전화해 주십시오.

### **Français (French)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-520-689-7022.

### **Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer 1-520-689-7022.

