

## **NONDISCRIMINATION NOTICE**

Discrimination is against the law. **County of Santa Clara Behavioral Health Services Department (CSC-BHSD)** follows State and Federal civil rights laws. **BHSD** does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

**BHSD** provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, braille, audio or accessible electronic formats)
- 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 **BHSD** between **24/7** by calling **1-800-704-0900**. Or, if you cannot hear or speak well, please call **711**. Upon request, this document can be made available to you in braille, large print, audio, or accessible electronic formats.

## **HOW TO FILE A GRIEVANCE**

If you believe that **BHSD** or a **Plan Participating Provider** has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with the **BHSD Quality Assurance Team Civil Rights Coordinator**. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact **BHSD** between **24/7** by calling **800-704-0900**. Or, if you cannot hear or speak well, please call **711**.
- In writing: Fill out a complaint form or write a letter and send it to:

**PO Box 28504, San Jose, CA 95159**

- In person: Visit your doctor's office or **BHSD** and say you want to file a grievance.
- Electronically: Visit **BHSD's** website at <https://bhsd.santaclaracounty.gov/resources/send-us-your-concerns-and-complaints>

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## **OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- **By phone**: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (California State Relay)**.
- **In writing**: Fill out a complaint form or send a letter to:  
**Department of Health Care Services**  
**Office of Civil Rights**  
**P.O. Box 997413, MS 0009**  
**Sacramento, CA 95899-7413**

Complaint forms are available at:

<https://www.dhcs.ca.gov/discrimination-grievance-procedures>

- **Electronically**: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

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## **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone**: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- **In writing**: Fill out a complaint form or send a letter to:  
**U.S. Department of Health and Human Services**  
**200 Independence Avenue, SW**  
**Room 509F, HHH Building**  
**Washington, D.C. 20201**

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

- **Electronically**: Visit the Office for Civil Rights Complaint Portal at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>