



NONDISCRIMINATION NOTICE

Discrimination is against the law. Solano Mental Health Plan follows Federal civil rights laws. Solano Mental Health Plan does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Solano Mental Health Plan 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, audio, accessible electronic formats, other 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 Solano Mental Health Plan 24 hours a day, 7 days a week by calling (800) 547-0495. Or, if you cannot hear or speak well, please call (800) 735-2922.

HOW TO FILE A GRIEVANCE

If you believe that Solano Mental Health Plan 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 Solano Mental Health Plan. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact Solano Mental Health Plan between 8:30am to 5pm by calling (800)459-9914. Or, if you cannot hear or speak well, please call (800) 735-2922.
 - **In writing:** Fill out a grievance form, or write a letter and send it to:
Solano Mental Health
Attn: Problem Resolution Coordinator
275 Beck Avenue, MS 5-250
Fairfield, CA 94533
 - **In person:** Visit your provider's office or Solano Mental Health and say you want to file a grievance.
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OFFICE OF CIVIL RIGHTS

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>.