



Primary Care Centers of Eastern Kentucky complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557).

Primary Care Centers of Eastern Kentucky does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

Primary Care Centers of Eastern Kentucky:

Will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:

- Qualified sign language interpreters – via CyraCom Interpretation Services
- Written information in other formats (large print,

audio, accessible electronic formats, other formats).

Provides free language assistance services to people whose primary language is not English, which may include:

- Appropriate auxiliary aids and services: *Primary Care Centers of Eastern Kentucky* will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - Qualified interpreters, including American Sign Language interpreters via CyraCom Interpreter Services
 - Video remote interpreting
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
 - Information written in other languages.
- Reasonable modifications: Primary Care Centers of Eastern Kentucky will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.



If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact our **Section 1557 Coordinator: Carrie Campbell RN, Director of Quality Improvement and Compliance.**

If you believe that *Primary Care Centers of Eastern Kentucky* 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:

Primary Care Centers of Eastern Kentucky
Section 1557 Coordinator
Carrie Campbell, RN
Director of Quality Improvement and Compliance
101 Town and Country Lane
Hazard KY, 41701
Phone (606)439-1300 ext. 3410
Fax (606)435-7684
Email: ccampbell@pccek.com

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

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

This notice is available on Primary Care Centers of Eastern Kentucky's website: www.pccek.com