



Centrica Care Navigators, a member of the NorthStar Care Community, complies with Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Centrica Care Navigators does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Centrica Care Navigators provides free:

- Auxiliary aids, services, and reasonable modifications to people with disabilities to effectively communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Language assistance services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

Attention: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 800.304.0273 or speak to your provider.

If you believe that Centrica Care Navigators 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 Centrica Care Navigator's Compliance Officer. A grievance can be filed in person or by mail, fax, or phone at:

Centrica Care Navigators
Attention: Compliance Officer
7100 Stadium Drive
Kalamazoo, MI 49009

269.345.0273
800.304.0273

If you need assistance filing a grievance, the Compliance Officer 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

800.368.1019 or (TDD) 800.537.7697

Office for Civil Rights complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.