



## **NONDISCRIMINATION POLICY**

### **Discrimination is Against the Law**

As a recipient of Federal financial assistance, MGA Home Healthcare complies with applicable Federal civil rights laws and does not exclude, deny benefits or services to, or otherwise discriminate against any person or treat them differently because of race, color, or national origin, or on the basis of disability, age or sex in admission to, participation in, or receipt of services and benefits of any of its programs and activities or in employment herein, whether carried out directly or through a contractor or any other entity with whom MGA Home Healthcare arranges to carry out its programs, services or activities.

#### **MGA Home Healthcare**

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters and 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 and information written in other languages

If you need these services, you may contact the MGA Compliance Coordinator or your agency administrator as follows:

#### **MGA Compliance Coordinator:**

**Gwen Franzgote  
Compliance Coordinator  
3131 E Camelback Rd #200  
Phoenix, Arizona 85016  
Phoenix, Arizona 85016  
602-508-1883**

**1-888-906-4125**

**TTY: 711**

For Arizona:

**Administrator**

**602-508-1883**

**1-888-906-4125**

**TTY: 711**

For Colorado:

**Administrator**

**719-476-0200 (Colorado Springs)**

**303-749-0424 (Denver)**

**TTY: 711**

For Texas:

**Administrator**

**512-872-2180 (Austin)**

**214-292-9900 (Dallas)**

**TTY: 711**

If you believe that MGA Home Healthcare 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:

Gwen Franzgote

MGA Compliance Coordinator

3131 East Camelback Road, Suite 200

Phoenix, Arizona 85016

602-508-1883

1-888-906-4125

TTY: 711

Fax: 602-508-1870

Email: [smackay@mgahomecare.com](mailto:smackay@mgahomecare.com)

Or

Incident/Complaint Reporting Hotline

1-844-399-5338

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, MGA's Compliance Coordinator 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 statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Affordable Care Act of 2010, and Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, 91 and 92. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-906-4125.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-906-4125.

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 1-888-906-4125。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-906-4125 번으로 전화해 주십시오.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-906--  
(Arabic).4125

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-906-4125.

