

Discrimination is against the law

Humana, Inc. and its subsidiaries and affiliates d/b/a CenterWell Home Health (“CWHH”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

CWHH does not exclude people or treat them differently because of race, color, national origin, age, disability, sex or sexual orientation.

To assist individuals with disabilities in communicating effectively with us, CWHH provides free aids and services to our patients and their families, our team members, and individuals inquiring about CWHH services, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

CWHH 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, contact our Compliance department at:

- CenterWell Home Health: 770.951.6285

If you believe that CWHH 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:

CenterWell Home Health Compliance Department
3350 Riverwood Parkway, Suite 1400
Atlanta, GA 30339

Phone: 770.951.6285
Fax: 913.814.5866
Email: KAHcompliance@kindred.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, contact the CWHH Compliance department at the phone numbers or email addresses listed above.

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, DC 20201

Phone: 1.800.368.1019
TTD: 800.537.7697

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