

Notice of Non-Discrimination

Essence Medicare Partners complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Essence Medicare Partners does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Essence Medicare Partners:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters or
 - Written information in other formats (e.g., large print, braille, electronic formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Customer Service at 833-347-5760 (TTY: 711).

If you believe that Essence Medicare Partners has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you may contact Essence Medicare Partners hotline at 1-800-450-0068. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR), electronically at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, by phone at 1-800-368-1019, 800-537-7697 (TDD), or by mail at 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>.

This notice is also available at Essence Medicare Partners website: EHDCE.com.