

## Non-Discrimination and Accessibility Notice

Simpra Advantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, or gender identity). Simpra Advantage does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, or gender identity).

Simpra Advantage:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (e.g., large print, audio, accessible electronic formats, Braille, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Simpra Advantage's Member Services at the contact information below.

If you believe that Simpra Advantage 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 Simpra Advantage by mail, by phone, or by email. If you need help filing a grievance, Simpra Advantage Member Services is available to help you. Contact Simpra Advantage at the contact information below:

### **Simpra Advantage Appeals and Grievances**

PO Box 981842

El Paso, TX 79998-1842

1-844-637-4770 (TTY/TDD 1-833-312-0044)

Email: A\_G@simpra.com

### **Simpra Advantage Member Services**

1-844-637-4770 (TTY/TDD 1-833-312-0044)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services at the Office for Civil Rights Complaint Portal (<https://ocrportal.hhs.gov/ocr/smartscreen/main.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, 1-800-368-1019, TTY/TDD: 1-800-537-7697.

## **Accessibility**

Simpra Advantage is committed to making its electronic and information technologies accessible to people with disabilities. We strive to meet or exceed the requirements of Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended in 1998.

Section 508 is a federal law that requires agencies to provide people with disabilities equal access to electronic information and data comparable to those who do not have disabilities, unless doing so would impose an undue burden on the agency. The Section 508 standards are the technical requirements and criteria used to determine whether the agency is meeting the requirements of this law.

More information on Section 508 can be found at <https://www.section508.gov/>.

### **To report a concern regarding website access:**

Report a problem accessing content or using a feature on this website by emailing [webadmin@simpra.com](mailto:webadmin@simpra.com). Please upload an image of your concern and include the web address (URL), if known. Be as specific as possible when describing the problem you are having. We will contact you promptly to address your concern.

### **For other technical or customer service issues:**

If you are experiencing a technical problem creating an account or applying for coverage, please contact Simpra Advantage Member Services by phone at 1-844-637-4770 (TTY/TDD 1-833-312-0044) for assistance.

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