

Discrimination is Against the Law

Encompass Rx complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Encompass Rx does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Encompass Rx 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 (large print, audio, accessible electronic formats, other formats)

Encompass Rx 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 Customer Support. If you believe that Encompass Rx 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:

Customer Support
2700 Northeast Expressway NE, Suite B800
Atlanta, GA 30345
(855) 443-9944 (TTY users dial 711)
Fax: (855) 322-2087
CustomerSupport@encompassrx.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, one of our Pharmacy Directors 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>

GET HELP IN OTHER LANGUAGES

If you need help or speak a non-English language, call 1-855-443-9944(TTY: 711) and you will be connected to an interpreter who will assist you at no cost.

SPANISH

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-855-443-9944(TTY: 711).

CHINESE

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨 1-855-443-9944(TTY: 711)。

VIETNAMESE

CHÚ Ý: Nếu quý vị nói tiếng Việt, thì có sẵn các dịch vụ trợ giúp ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số 1-855-443-9944(TTY: 711).

KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 1-855-443-9944(TTY: 711)로 연락주시기 바랍니다.

PORTUGUESE

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para 1-855-443-9944(TTY: 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: 1-855-443-9944(телетайп: 711).

ARABIC

يرجى ملاحظة: إذا كنت تتحدث العربية ، لدينا خدمات دعم اللغة المتاحة لك دون أي تكلفة. اتصل بالرقم 1-855-443-9944(TTY: 711).

AMHARIC

ማሳሰቢያ: እርስዎ በአማርኛ የሚናገሩ ከሆነ የነፃ ቋንቋ አገልግሎቶች እንሰጥዎታለን. 1-855-443-9944 ላይ ማደወል (TTY: 711).

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-443-9944 (TTY: 711).

FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le 1-855-443-9944(TTY: 711).

POLISH

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer 1-855-443-9944(TTY: 711).

ITALIAN

ATTENZIONE: Se lei parla italiano, sono disponibili servizi gratuiti di assistenza linguistica nella sua lingua. Chiami 1-855-443-9944(TTY: 711).

JAPANESE

お知らせ: 日本語での対応を望まれる方には、無料で通訳サービスをご利用になれます。電話番号1-855-443-9944 (TTY: 711)までお問い合わせ下さい。

GERMAN

BITTE BEACHTEN: Wenn Sie Deutsch sprechen, stehen Ihnen unsere Dolmetscher unter der Nummer 1-855-443-9944 (TTY: 711) kostenlos zur Verfügung.

FARSI

توجه: اگر به زبان فارسی صحبت می کنید، ما به شما رایگان خدمات زبان را به شما ارائه می دهیم. یا شماره 1-855-443-9944(TTY: 711) تماس بگیرید.

GREEK

Σημείωση: Εάν μιλάτε ελληνικά, θα σας παρέχουμε δωρεάν γλωσσικές υπηρεσίες. Καλέστε 1-855-443-9944(TTY: 711).

ROMANIAN

Notă: Dacă vorbiți limba română, vă vom oferi servicii gratuite de limbă. Apelați 1-855-443-9944(TTY: 711).

FILIPINO

Tandaan: Kung nagsasalita ka ng Filipino, bibigyan ka namin ng mga libreng serbisyo sa wika. Tumawag sa 1-855-443-9944(TTY: 711).

HINDI

ध्यान दें: यदि आप हिंदी बोलते हैं, तो हम आपको मुफ्त भाषा सेवाएं प्रदान करेंगे। 1-855-443-9944 पर कॉल करें (टीटीवी: 711)।

BENGALI

নোটঃ যদি আপনি বাংলা বলি, আমরা আপনাকে বিনামূল্যে ভাষা সেবা প্রদান করব। 1-855-443-9944(টিটিভি: 711) এ কল করুন।