



PerformRx Notice of Non-Discrimination

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

PerformRx:

- 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)
- 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 PerformRx Customer Care Center at 1-866-533-5492 (TDD/TTY 711). We are available from 8:30 a.m. to 5:00 p.m. Eastern Time, Monday through Friday.

If you believe that PerformRx 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:

- PerformRx Customer Care Center, 200 Stevens Drive, 4th Floor, Philadelphia, PA 19113, 1-866-533-5492 (TDD/TTY 711), 1-888-388-0025 (fax), PerformRxClaims@performrx.com.
- You can file a grievance by mail, phone, fax, or email. If you need help filing a grievance, PerformRx Customer Care Center 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, DC 20201, 1-800-868-1019, 1-800-537-7697 (TDD/TTY).

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