

FORWARD HEALTH NON-DISCRIMINATION POLICY

Forward Healthcare, LLC and its affiliated entities (the “Company”) comply with applicable Federal, state, and local civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, gender, sexual orientation or gender identity in its health programs and activities. The Company does not exclude people or treat them differently because of race, color, national origin, age, disability or gender, sexual orientation or gender identity.

The Company provides the following auxiliary aids and services, free of charge, to people with disabilities to communicate effectively with us and to allow such persons to equally and effectively participate in their medical care:

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

The company also provides the following language services, free of charge, to people whose primary language is not English:

- Qualified interpreters
- Information written in other languages.

If you need assistance with these aids and services, or have other concerns relating to our provision of auxiliary aids or services, please contact the Company’s Customer Service at (855) 343-7799 or by email at support@mvcmed.com

If you believe that the Company has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, gender, sexual orientation or gender identity you can file a grievance in person, or by mail, email, phone or fax to:

Mail:

Forward Health
Chief Compliance Officer
21 West Rd Ste 105
Towson, MD 21204

Phone: (855)343-7799

Fax: (866) 258-9465

Email: sheila.roberson@mvcmed.com

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/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, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Affiliated Entities: Marathon Medical * Sea Breeze Sleep * Forward Healthcare

Corporate Office: 21 West Rd Ste 105 Towson, MD 21204

Sept 2023