

The Centers for Advanced Orthopaedics (CAO) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CAO does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Centers for Advanced Orthopaedics:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Sign language interpreter Services
 - Written information in other formats (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 your Care Center's Administrator.

If you believe that CAO 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:

Renita Bean, CHC, MHA, MBA
Chief Compliance Officer
The Centers for Advanced Orthopaedics
6707 Democracy Blvd., Suite 504
Bethesda, MD 20817
301-637-8713
rbean@cfaortho.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a CAO staff member 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
800-368-1019
800-537-7697 (TDD)

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