

## Discrimination is Against the Law

Clarity Healthcare complies with applicable Federal civil rights laws and does not discriminate against clients/patients on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Clarity Healthcare does not exclude people or treat them less favorably because of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

Clarity Healthcare:

- Provides individuals with disabilities (including individuals' companions with disabilities) reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified interpreters, including American Sign Language
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to individuals whose primary language is not English (including individuals' companions with limited English proficiency), which may include:
  - Qualified interpreters
  - Electronic and written translated documents

If you need appropriate auxiliary aids and services or language assistance services, contact the Language Coordinator, Will Crites, at 417-893-7896 or [will.crites@burrellcenter.com](mailto:will.crites@burrellcenter.com).

If you need reasonable modifications, contact your provider and/or the Section 1557 Coordinator, Leah Barber at 855-450-5770 or [BrightliCompliance@LiveBrightli.org](mailto:BrightliCompliance@LiveBrightli.org).

If you believe that Clarity Healthcare 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 complaint/grievance by contacting the Section 1557 Coordinator, Leah Barber, via:

- Phone: 855-450-5770
- Email: [BrightliCompliance@LiveBrightli.org](mailto:BrightliCompliance@LiveBrightli.org)
- Mail: Section 1557 Coordinator c/o Brightli Compliance and Integrity Department, 1111 S. Glenstone Ave, Springfield, MO 65804

You can file a grievance in person or by mail or email. If you need help filing a grievance, the Section 1557 Coordinator, Leah Barber, 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:  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services, 200 Independence Avenue, S.W. – 509F, Washington, D.C. 20201

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

This notice is available at Clarity Healthcare's website: [clarity-healthcare.org](http://clarity-healthcare.org).