

Non-Discrimination Notice

Discrimination is Against the Law

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

Lifeworks Advantage provides free aids and services to people with disabilities to communicate effectively with us. Contact our Member services number at 844-854-6883 (TTY:711) for services, such as:

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

Lifeworks Advantage also provides free language services to people whose primary language is not English. Contact our Member services number at 844-854-6883 (TTY:711) for services, such as:

- Qualified interpreters
- Information written in other languages

If you believe that LifeWorks Advantage 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 LifeWorks Advantage Compliance. You can also file a grievance in person or by mail, fax, or email. If you need help filing a grievance our Compliance Officer is available to help you.

LifeWorks Advantage - Compliance Officer
P.O. Box 2190 Glen Allen, VA 23058
Email: compliance@lifeworksadvantage.com
Phone: 844-317-9059, TTY 711
Fax: 800-335-0270

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://www.hhs.gov/civil-rights/filing-a-complaint/index.html> or, if you prefer, you may submit a written complaint in your own format by either mail or email:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201
Email: OCRComplaint@hhs.gov