

## Discrimination is against the law

The Delta Dental companies comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex, including sex stereotypes and gender identity. We do not exclude people or treat them differently because of their race, color, national origin, age, disability or sex.

Coverage for medically necessary health services are available on the same terms for all individuals, regardless of gender assigned at birth, gender identity or recorded gender. The Delta Dental companies will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity or recorded gender is different from the one to which such health service is ordinarily available. Delta Dental will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual.

If you believe that your Delta Dental company has failed to provide these services or discriminated in another way based on the basis of race, color, national origin, age, disability or sex, you can file a grievance electronically online, over the phone with a customer service representative or by mail, using the contact information provided by your Delta Dental company.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Offices 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, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Information on free aids and services to assist an individual with disabilities in communicating effectively with their Delta Dental company, such as sign language and language interpreters, written information in non-English languages and formats (e.g. large print, audio, accessible electronics) and related services, are available from your Delta Dental company.

If you need assistance in locating the contact information for your Delta Dental company, please contact James W. Hutchison, General Counsel, Delta Dental Plans Association, by email at [jhutchison@deltadental.com](mailto:jhutchison@deltadental.com) or by phone at (630) 574-6993.