



Last updated on  
September 22, 2020

## **Nondiscrimination Notice**

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Granite Alliance Insurance Company (PDP) complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex/gender.

Granite Alliance:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic format, and other formats as requested and reasonably available)
- Provides free language services to people whose primary language is not English, including:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Granite Alliance at 1-855-586-2573.

If you believe that Granite Alliance 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 in person, by phone, mail, or email.

**Mail:** Civil Rights Coordinator,  
Corporate Compliance Department  
Magellan Health  
8621 Robert Fulton Dr.  
Columbia, MD 21046

**Phone:** 1-800-424-7721  
**Email:** [compliance@magellanhealth.com](mailto:compliance@magellanhealth.com)

If you need help filing a grievance, Granite Alliance's customer service team is available to help you. They can be reached at 1-855-586-2573 (TTY 711). Granite Alliance's customer service team is available 24 hours a day, 7 days a week.

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 Ave. S.W., 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>.