

## Discrimination is Against the Law

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

CHC Solutions, Inc. provides free aids and services to people with disabilities to communicate effectively with us, which includes written information in other formats (large print, audio, and accessible electronic formats).

CHC Solutions, Inc. provides free language services to people whose primary language is not English, which includes qualified interpreters and information written in other languages.

If you need these services, contact a **Customer Services Representative**.

If you believe that CHC Solutions, Inc. 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:

Cathy Vetica, Compliance Officer  
Continuum/bioCARE/HealthSource  
162 Industry Road  
Pittsburgh, PA 15275  
P: 1.800.220.5262 F: 1.412.567.1281  
[cvetica@chcsolutions.com](mailto:cvetica@chcsolutions.com)

Monica Johnson, Compliance Officer  
Burmans Medical Supplies  
201 Bridgewater Rd., Suite 1  
Aston, PA 19014  
P: 1.844.800.5777 F: 1.800.220.3542  
[mjohnson@chcsolutions.com](mailto:mjohnson@chcsolutions.com)

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Compliance Officer 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>

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  
1-800-368-1019, 800-537-7697

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

*CHC Solutions, Inc. is a family of companies providing comprehensive medical equipment and supplies as well as patient-focused service. Family brands include., Continuum, LLC, Burmans Medical Supplies, Inc., bioCARE, Inc. and HealthSource, LLC.*