



We want you to know how to make a complaint.

Your right to nondiscrimination.

We’ve included nondiscrimination information for your county and the Colorado Department of Health Care Policy and Financing (HCPF). HCPF is the agency that oversees Colorado’s medical assistance programs. If you think your rights have been violated, you can file a complaint, which is also called a grievance, with your county, HCPF, the state or U.S. Office for Civil Rights, or all of them.

Your County

Your county has a nondiscrimination notice. You can file a complaint with your county if you think your rights have been violated.

This county’s nondiscrimination information is online at:

For more information or to file a discrimination complaint with the county, contact:

Colorado Office for Civil Rights

You can submit a complaint with the Colorado Civil Rights Division online at [socgov07.my.salesforce-sites.com/ColoradoCivilRights/](https://my.salesforce-sites.com/ColoradoCivilRights/) or by emailing dora_ccrd@state.co.us. The Colorado Civil Rights Division (CCRD) is the State of Colorado’s authority for the Colorado Anti-Discrimination Act (CADA).

U.S. Office for Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, online at ocrportal.hhs.gov/ocr/smartscreen/main.jsf, or by mail, phone, fax, or email.

Office for Civil Rights U.S. Department of Health and Human Services

1961 Stout Street, Rooms 08-148
Denver, CO 80294

Telephone: 800-368-1019 (TDD: 800-537-7697)
FAX: 202-619-3818

Email: OCRComplaint@hhs.gov

HCPF Nondiscrimination Notice

The Colorado Department of Health Care Policy and Financing (HCPF) does not discriminate based on race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability. HCPF does not discriminate in employment, admission or access to, treatment or participation in, or receipt of the services and benefits under any of its programs, services and activities.

HCPF provides:

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| Free aids and services for individuals with disabilities to communicate effectively with us, such as: | Free language services for individuals whose primary language is not English, such as: |
| <ul style="list-style-type: none">• Qualified sign language interpreters• Written information in other formats | <ul style="list-style-type: none">• Qualified foreign language interpreters• Information written in other languages |

If you believe HCPF has failed to provide these services or discriminated in another way, you can file a grievance with the Civil Rights Officer within 60 days of the incident. You can file by mail, phone, fax, or email. The Civil Rights Officer can also help you file the grievance. To request aids and services or to file a grievance:

504/ADA Coordinator

303 E. 17th Ave Denver, CO 80203

Phone: 303-866-6010 (State Relay 711)

Fax: 303-866-2828

Email: hcpf504ada@state.co.us

Learn more at

hcpf.colorado.gov/nondiscrimination-policy