

# NOTICE OF NON-DISCRIMINATION

Guardian Pharmacy, LLC and its related entities comply with applicable federal, state and civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex or any other protected status. In addition, Guardian:



Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Auxiliary aids and services
- Written information in other formats

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Guardian at (205)-451-1822.

If you believe that Guardian has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, or any other protected status, you can file a grievance with Guardian's Compliance Department by calling 1-866-827-5477.

If you feel your concern is not addressed you can file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, 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 PROCEDURES

You have the right and responsibility to express concerns, dissatisfaction or make complaints about services you do or do not receive without fear of reprisal, discrimination or unreasonable interruption of services. The telephone number is 1-866-827-5477; when you call you will be directed to a compliance specialist.

If you follow this process, we will ensure your concerns will be reviewed, investigated and responded to in accordance with state and federal regulations.

## MEDICARE PATIENTS

If your concern is not addressed, you can file a complaint/or speak to a customer service representative at Medicare by calling 1-800-MEDICARE or 1-800-633-4227