

Affordable Care Act Section 1557

Effective October 16, 2016

South Texas Health System Behavioral Health Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. South Texas Health System Behavioral Health Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

South Texas Health System Behavioral Health Center:

- 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 formats, 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 Christy Gaitan-Valdez, Civil Rights Coordinator.

If you believe that South Texas Health System Behavioral Health Center 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:

Christy Gaitan-Valdez, Civil Rights Coordinator
301 W. Expressway 83
McAllen, Texas 78503
Office: (956) 632-4981
Fax: (956) 289-5234
Email: christy.gaitan-Valdez@uhsrgv.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Christy Gaitan-Valdez, Civil Rights Coordinator 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, 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, 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>.