yvettem@lenzaadmin.com / 210-600-0041

**NOTICE OF NON-DISCRIMINATION**

**Section 1557 of the Affordable Care Act (ACA)** 12/2024

Lenza Home Health, LLC complies with applicable Federal civil rights laws and does not discriminate in hiring or admissions, on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity). Our Agency does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity).

**NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND**

**AUXILIARY AIDS AND SERVICES**

Lenza Home Health, LLC:

* Provides free aids/services to individuals 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).

**ATTENTION**: For individuals whose primary language is not English (LEP) free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call our agency at 210-600-0040.

* Free language assistance services and auxiliary aids and services when necessary for compliance with Section 1557, to patients whose primary language is not English (LEP) such as:

○ Qualified interpreters.

○ Information written in other languages.

 Language Line Services (<http://www.languageline.com/> 800-752-6096)

 If you need these services, contact Yvette Macias.

If you believe that Lenza Home Health, LLC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity), you can file a grievance with:

Agency Name: Lenza Home Health, LLC

Civil Rights Coordinator: Yvette Macias

Civil Rights Coordinator Email: yvettem@lenzaadmin.com

Agency Address: 1100 North Main Avenue, San Antonio, TX. 78212

Agency Phone: 210-600-0040

Agency Fax: 210-600-0041

You can file a grievance in person or by mail, email or fax. If you need assistance filing a grievance,

Yvette Macias, our 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*](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, 1-800-368-1019, 800-537-7697 (TDD)