

Nondiscrimination and Accessibility Notice (ACA § 1557)

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

CVS Specialty:

- Provides certain aids and services, free of charge, when necessary so that people with disabilities have an equal opportunity to communicate effectively with us, such as:
 - Auxiliary aids and services
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services, free of charge, when necessary to provide meaningful access to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Care at 1-866-322-0984, Monday through Friday 6:30 a.m. to 8 p.m. (CST). TTY users should call 711.

If you believe that CVS Specialty 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:

CVS Specialty
Grievance Department
Attn: Civil Rights Coordinator
P.O. Box MC 1234
Woonsocket, Rhode Island, 02895

Fax: 1-401-652-9935

You can file a grievance by mail, or by fax. If you need help filing a grievance, the CVS Specialty Grievance Department's 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> by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

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