

Title VI Notice to the Public

As a recipient of federal financial assistance, AdaptHealth Patient Care Solutions (AHPCS) does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, or on the basis of disability or age in admission to, participate in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by AHPCS directly or through a contractor or any other entity with whom AHPCS arranges to carry out its programs and activities. The Company is committed to compliance with all applicable laws providing equal opportunities in adherence with the provisions of Title VI of the Civil Rights Act of 1965.

AHPCS has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Title VI. Any person who believes she or he has been discriminated against on the basis of race, color, or national origin or otherwise aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with AHPCS. Grievances should be submitted to the Civil Rights Coordinator typically within 30 days but no longer than 180 days of the date the person filing the grievance becomes aware of the alleged discriminatory action. Complaints should contain as much detailed information about the alleged discrimination as possible including complainant's contact information.

The Civil Rights Coordinator or designee shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Civil Rights Coordinator will maintain the files and records of AHPCS relating to such grievances. The Civil Rights Coordinator will issue a written decision on the grievance no later than 30 days after its filing.

The person filing the grievance may appeal the decision of the Civil Rights Coordinator by writing to the AHPCS Compliance Officer within 15 days of receiving the Civil Rights Coordinator's decision. The AHPCS Compliance Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.

AHPCS will make appropriate arrangements to ensure that disabled persons and those with limited English proficiency are provided other accommodations if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Civil Rights Coordinator will be responsible for such arrangements and will inform the customer of the availability of such assistance free of charge.

In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above, please inform the Company at the following contact information:

AdaptHealth Patient Care Solutions
ATTN: Sandy Shedwick, Civil Rights Coordinator
Compliance Department
600 Lindbergh Drive
Moon Township, PA 15108
412-472-6910 (TTY, 7-1-1-Relay)

In addition to the AHPCS complaint process outlined above, complaints may be filed directly with the Department of Health and Human Services' Office for Civil Rights (OCR) within 180 days from the date of the alleged violation. The person filing the complaint may send a written complaint or complete and send OCR the Complaint Form available on OCR's webpage at www.hhs.gov/ocr. The filing of an internal complaint will not toll the timeline for filing a complaint with OCR.