Discrimination is against the law

PerformCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, pregnancy, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, pregnancy, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

PerformCare reduces language barriers to accessing services through the New Jersey Children's System of Care by:

- Providing free aids and services to people with disabilities to communicate effectively with us, such as:
  - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
  - Telecommunication devices such as Device for the Deaf (TDD) and Text Telephone (TTY) systems to enable individuals who are deaf, hard of hearing, or speech-impaired to use the phone to communicate
- Providing language services at no cost to people whose primary language is not English, such as:
  - Qualified interpreter services over the phone via a language line
  - Information written in other languages

If you need these services, contact PerformCare at 1-877-652-7624 or TTY (for the hearing impaired) 1-866-896-6975. We are available 24 hours a day, seven days a week.

If you believe that PerformCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, pregnancy, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation, you can submit a complaint by mail or phone by either calling PerformCare’s Quality department at 1-877-652-7624 or by writing to:

PerformCare
Attn: Quality Department
300 Horizon Center Drive, Suite 306, Robbinsville, NJ 08691

If you need help filing a complaint, PerformCare’s Quality department 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 S09F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)