

Accessibility & Nondiscrimination Notice

Department of Medical Assistance Services (DMAS) Accessible Communication Provisions for the SUPPORT Act Grant

The Center for Medicare & Medicaid Services (CMS) and its grantees are responsible for complying with federal laws regarding accessibility. As an awardee, Virginia is required to provide members of the public with materials in accessible formats. DMAS provides access to free auxiliary aids and services including information in accessible formats like Braille, large print, data/audio files, relay services and TTY communications. If you request information in an accessible format from DMAS, you won't be disadvantaged as DMAS will ensure that you are provided with the necessary accommodation.

To request DMAS information in an accessible format you can:

- Call us on the ARTS Helpline at (804)-593-2453.
- Email us at sud@dmass.virginia.gov
- Send us a letter:
Department of Medical Assistance Services
Attention: Behavioral Health Division/ARTS Unit
600 E. Broad St, Richmond, VA. 23219

Your request should include your name, phone number, type of information you need (if known) and the mailing address where we should send the materials. We may contact you for additional information.

Nondiscrimination Notice

CMS doesn't exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, disability, sex, or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by CMS directly or through a contractor or any other entity with which CMS arranges to carry out its programs and activities.

How to file a complaint

You can contact CMS in any of the ways included in this notice if you have any concerns about getting information in a format that you can use.

You may also file a complaint if you think you've been subjected to discrimination in a CMS program or activity, including experiencing issues with getting information in an accessible format from any Medicare Advantage Plan, Medicare Prescription Drug Plan, State or local Medicaid office or

Marketplace Qualified Health Plans. There are 3 ways to file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

1. [Online](#)
2. By phone: Call 1-800-368-1019. TTY users can call 1-800-537-7697.
3. In writing: Send information about your complaint to:

*Office for Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201*