

It is the policy of Market 32/Price Chopper Pharmacy not to discriminate on the basis of race, color, national origin, sex, age or disability. Market 32/Price Chopper Pharmacy has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C 18116) and its implementing regulations at 45 C.F.R. part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain programs and activities. Section 1557 and its implementing regulations may be examined in the office of Pharmacy Compliance Officer, who has been designated to coordinate the efforts of Market 32/Price Chopper to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Market 32/Price Chopper to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Pharmacy Compliance Officer within 60 days of the days the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Pharmacy Compliance Officer (or a designee) shall investigate the complaint. This investigation may be informal, but it will be thorough, affording all interested persons the opportunity to submit evidence relevant to the complaint. The Pharmacy Compliance Officer will maintain files and records of Market 32/Price Chopper relating to such grievances. To the extent possible, and in accordance with applicable law, the Pharmacy Compliance Officer will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.”
- The Pharmacy Compliance officer will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of the Pharmacy Compliance Officer by writing to the Chief Counsel within 15 days of receiving the decision. The Chief Counsel shall issue a written decision in response to the appeal no later than 30 days after filing.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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 Ave, SW
Room 509, HHH Building
Washington, DC 20201

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html> . Such complaints must be filed within 180 days of the date of the alleged discrimination. OCR may extend the 180-day period if the person can show “good cause”.