

Please note: pursuant to decisions by various district courts regarding the 2024 Final Rule implementing Section 1557, entitled Nondiscrimination in Health Programs and Activities, 89 Fed. Reg. 37,522 (May 6, 2024) (“2024 Final Rule”), certain provisions regarding gender identity are stayed nationwide. Other provisions are stayed or enjoined as indicated at www.hhs.gov/1557.

GRIEVANCE PROCEDURE

In accordance with Section 1557 of the Affordable Care Act (Section 1557), it is the policy of AnovoRx Group, LLC as to persons or their caregivers seeking or obtaining pharmacy services available from AnovoRx Group, LLC to not discriminate against them on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

This is the grievance procedure for providing prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 and its implementing regulations at 45 C.F.R. Part 92, issued by the U.S. Department of Health and Human Services. Section 1557 and its implementing regulations may be examined at <https://www.hhs.gov/civil-rights/for-individuals/section-1557/index.html>.

Any person who believes that AnovoRx Group, LLC subjected persons or their caregivers seeking or obtaining pharmacy services available from AnovoRx Group, LLC to discrimination prohibited by Section 1557 may file a grievance under this procedure.

Section 1557 grievances/complaints must be in writing, and contain the full name, address, and telephone number of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.

Section 1557 grievances/complaints must be submitted within thirty (30) days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.

Filing a grievance does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age, or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. 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/smartscreen/main.jsf>, or to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
TDD: 1-800-537-7697

With a Copy to:
AnovoRx Compliance Office
1710 N Shelby Oaks Drive
Suite 2
Memphis TN 38134
Or Email: officialcontact@anovorx.com

It is against the law for AnovoRx Group, LLC to intimidate, threaten, coerce, retaliate, or otherwise discriminate against anyone who files a grievance, or participates in the investigation of a grievance for the purpose of interfering with any right or privilege secured by Section 1557.

Procedure:

- Grievances must be submitted to AnovoRx Group, LLC within 30 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A grievance should be in writing, containing the name and contact information of the person filing it as well as the alleged discriminatory action and alleged basis (or bases) of discrimination, the date the grievance was filed, and any other pertinent information.
- When a grievance includes allegations that would violate Section 1557, AnovoRx Group, LLC shall investigate the grievance. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the grievance.
- AnovoRx Group, LLC shall inform an individual that they have a right to request reasonable modifications in the grievance procedure if they need them.
- AnovoRx Group, LLC must keep confidential the identity of an individual who has filed a grievance under this part except as required by law or to carry out the purposes of this part, including the conduct on any investigation, including to investigate the grievance.
- AnovoRx Group, LLC will issue to the person who filed the grievance a written decision on the grievance no later than 30 days after its filing. The decision shall include the decision date and a notice to the complainant of their right to pursue further administrative or legal remedies.
- AnovoRx Group, LLC will maintain the files and records relating to such grievances for at least three years from the date it issues its response to the grievance.

The person filing the grievance may appeal the written decision by writing to the Anovo President within 15 days]of receiving the decision. The Anovo President shall issue a written decision in response to the appeal no later than 30 days after its filing.

AnovoRx Group, LLC will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided reasonable modifications, appropriate auxiliary aids and services, or language assistance services, respectively, to the extent requested and needed to participate in this grievance process. Such arrangements may include providing these necessary services in a timely manner and without cost to individuals being served to ensure that individuals have an equal opportunity to participate in the grievance process.