

*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](http://www.hhs.gov/1557).*

## **REASONABLE MODIFICATION PROCEDURES FOR PATIENTS, PROSPECTIVE PATIENTS AND CARE GIVERS:**

In accordance with Section 1557 of the Affordable Care Act, this document serves as AnovoRx Group, LLC’s procedures designed to ensure that qualified individuals with disabilities seeking the pharmacy services that are available from AnovoRx Group, LLC, may obtain reasonable modifications as to such services when appropriate. Qualified individuals with disabilities may, at any time, request that AnovoRx Group, LLC reasonably modify, change, except, or adjust a rule, policy, practice, or service when necessary so AnovoRx Group, LLC does not unlawfully deny the individual equal access to its available pharmacy services.

AnovoRx Group, LLC’s reasonable modifications for qualified individuals with disabilities who seek pharmacy services from AnovoRx Group, LLC may include, but are not limited to: assisting an individual perform a task required for receipt of pharmacy services; allowing an individual to perform such task with assistance, or in another way, time, or place; or modifying non-essential program requirements. Reasonable modifications that are granted to an individual when they first contact AnovoRx Group, LLC should again be made available to that individual if the individual returns to AnovoRx Group, LLC, unless the individual confirms that they no longer require the same modification or the modification would now result in a fundamental change to an AnovoRx Group, LLC program.

### **1. REQUESTS FOR REASONABLE MODIFICATIONS**

AnovoRx Group, LLC accepts written and verbal requests for reasonable modifications. Individuals are not required to use the term “reasonable modification” when making a request. But the individual’s modification request must describe the needed modification and explain how it is related to their disability unless these things are apparent. If you require a reasonable modification, contact your pharmacist at 888-288-5007 or the Anovo Pharmacy General Manager via email at [officialcontact@anovorx.com](mailto:officialcontact@anovorx.com). AnovoRx Group, LLC will document the request in the individual’s pharmacy record.

The decision to provide a specific reasonable modification to a qualified individual with a disability shall be made on a case-by-case basis in a timely manner after evaluating the relevant facts.

When AnovoRx Group, LLC receives a request for a reasonable modification, including when it receives the request at the point of service, it will initiate an interactive, good faith dialogue with the requestor to assess the request. In most cases the individual with a disability will know best what type of modification will meet their needs. When the disability and type of modification needed are obvious, there is no need to have that dialogue

When an individual affirmatively requests a reasonable modification to access our pharmacy services, AnovoRx Group, LLC will in a timely manner determine whether AnovoRx Group, LLC can provide the requested reasonable modification. AnovoRx Group, LLC will provide the modification to the individual if the requested modification does not result in a fundamental alteration to our program, activity, service, or other benefit at issue.

If a AnovoRx Group, LLC staff member is unable to immediately provide an individual with a disability their requested reasonable modification, the staff member will so advise the individual and forward the request to pharmacy management, including the covered entity's Section 1557 Coordinator to evaluate whether the requested modification will fundamentally alter the nature of the program, activity, service, or other benefit at issue. If the requested modification would result in a fundamental alteration, we will provide a written explanation of how the requested modification will alter the program, activity, service or benefit at issue. We will also decide if there is another modification that can be provided that would not result in a fundamental alteration.

For modification requests that AnovoRx Group, LLC cannot provide immediately, including at the point of service, barring extenuating circumstances, we will make a final decision regarding our provision of the modification within fifteen business days of the request, and we will communicate the decision via telephone or text, and in writing, to the requestor.

AnovoRx Group, LLC may ask for documentation when the disability or need for modification is not obvious. If the disability is visually apparent or otherwise known, and if the requested modification does not appear related to the disability, AnovoRx Group, LLC may request additional information from the individual necessary to evaluate the disability-related need for the modification.

If neither the disability nor the relationship between the disability and the requested modification is clear, AnovoRx Group, LLC may ask the individual for proof of both. AnovoRx Group, LLC will review and consider, as appropriate, documentation from an individual's doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability and need for the requested modification.

When additional information is necessary, AnovoRx Group, LLC will notify the requestor about what information is needed and offer a reasonable time for the requester to provide the information to us. If, after a reasonable period of time, the requestor fails to provide the necessary information, the decision about the request will be based upon the information available to AnovoRx Group, LLC. If necessary, AnovoRx Group, LLC will inform the requestor of the opportunity to submit another modification request with more information.

AnovoRx Group, LLC will document the outcome of our decision to grant or deny the individual the requested modification in the individual's pharmacy record.

## 2. STAFF TRAINING

AnovoRx Group, LLC will ensure that all relevant staff are trained on the procedures for reasonable modification requests as set forth in this document.