

## PUBLIC NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the Inland Empire Health Plan (IEHP) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** IEHP does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

**Effective Communication:** IEHP will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities, so they can participate equally in IEHP programs, services, and activities, including qualified sign language interpreters, documents in braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** IEHP will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in IEHP offices, even where pets are generally prohibited.

The ADA does not require IEHP to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Requests for auxiliary aids or services or complaints that a IEHP program, service, or activity is not accessible to persons with disabilities should be directed to:

Inland Empire Health Plan  
Attn: ADA Coordinator – Disability Program  
10801 6<sup>th</sup> Street  
Rancho Cucamonga, CA 92354  
Phone: (800) 440-4347 or TTY (800) 718-4347 / California Relay 711  
[ADA@iehp.org](mailto:ADA@iehp.org)

IEHP will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

This information can be provided in an alternative format upon request.



January 18, 2024