

# Access to Services

JTJ Medical Supply, Inc. DBA Mail-Meds Clinical Pharmacy and Bliss Rx are dedicated to improving the health and quality of life of all people, including those with disabilities, with the opportunity to access goods, facilities, privileges and services offered at Mail-Meds Clinical Pharmacy and Bliss Rx.

Mail-Meds Clinical Pharmacy and Bliss Rx complies with applicable civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, sex, disability or any other legally protected characteristic.

**Mail-Meds Clinical Pharmacy and Bliss Rx provides free aids and services to people with disabilities to communicate effectively with us, such as:**

- Written information available in other formats (large print, audio, braille, accessible electronic and other formats)
- Qualified sign language interpreters

**Mail-Meds Clinical Pharmacy and Bliss Rx provides free language services to people whose primary language is not English, such as:**

- Qualified interpreters
- Information written in other languages

If you require these services, for more information on accessibility of services or to request special accommodations, call us at 800-939-2022 or email us at [customercare@mailmeds.com](mailto:customercare@mailmeds.com)

If you believe that Mail-Meds Clinical Pharmacy and Bliss Rx has failed to provide these services or discriminated on the basis of race, color, national origin, age, sex, disability or any other legally protected characteristic, you can report a concern or grievance to Lisa Shiers, Civil Rights Coordinator. You can report a concern or grievance in person, or by mail, fax or email. If you need assistance reporting a concern, Lisa Shiers, Civil Rights Coordinator, is available to help you.

Lisa Shiers  
2692 Oak Ridge Court  
Fort Myers, FL 33901

Phone: 239-317-3033  
Fax: 855-523-0910  
E-Mail: [compliance@mailmeds.com](mailto:compliance@mailmeds.com)

You may also file a formal complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, 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 Avenue, SW, Room 509F, HHH Building,

Washington D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-939-2022.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-939-2022.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-939-2022。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-939-2022.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-939-2022.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-939-2022.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-939-2022.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-939-2022.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 15-800-939-2022.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-939-2022.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-939-2022.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-939-2022.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-939-2022.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-939-2022.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-939-2022

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-939-2022.