

Nondiscrimination & Accessibility Statement

Eye Care Associates of Manhattan, P.A. complies with applicable Federal and State civil rights laws. We do not discriminate, exclude, or treat people differently based on **race, color, national origin, age, disability, or sex.**

- We provide services to all patients without discrimination and make reasonable accommodations for individuals with disabilities. Language assistance services may be available upon request.
- We are committed to fostering a welcoming and respectful environment for every patient, visitor, and team member.
- If you believe you have been subjected to discrimination, please contact our office at [phone/email] so we can address your concerns promptly.

How to File a Grievance

If you believe we have failed to provide these services or discriminated in any way, you can file a grievance with our coordinator:

Alicia Weis, Office Manager

1640 Charles Pl, Ste 103 | Manhattan, KS 66502

Phone: 785-776-9461 | **Fax:** 785-776-9946

Email: info@eyecaremanhattan.com

Grievance Procedure Summary

- **Submit within 60 days:** Provide a written complaint including your name, address, the problem, and your desired resolution.
- **Investigation:** The Coordinator will conduct a thorough investigation, allowing all interested parties to submit evidence.
- **Written Decision:** You will receive a written decision based on the evidence within **30 days** of filing.
- **Appeal:** If you disagree with the decision, you may appeal in writing within **15 days**.

It is against the law for our practice to retaliate against anyone who files a grievance or participates in an investigation.

Federal Civil Rights Complaints

You may also file a complaint directly with the **U.S. Department of Health and Human Services, Office for Civil Rights:**

- **Online:** [OCR Complaint Portal](#)
- **Mail:** 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201
- **Phone:** 1-800-368-1019 (TDD: 1-800-537-7697)
- **Forms:** Available at [hhs.gov/ocr](https://www.hhs.gov/ocr)