

Notice about Non-Discrimination

MMM Multi Health, LLC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MMM Multi Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MMM Multi Health, LLC:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact our Enrollee Services Department.

If you believe that MMM Multi Health, LLC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: MMM Multi Health, LLC, Enrollee Services Department, P.O. Box 72010, San Juan PR. 00936-7710, call 1-844-336-3331 (toll free), 787-999-4411 TTY (hearing impaired), fax 1-844-990-1990 or email: agplanvital@mmmhc.com. If you need help filing a grievance, the Member Services Department is available to help you.

You can also file a civil rights 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, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

16-102-027E