



### Notice about non-discrimination

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

MMM Healthcare, 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 the Client Services Unit.

If you believe that MMM Healthcare, 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 the Appeals and Grievances Department. You can file a grievance in person or by mail, fax, or email:

<b>Medicare y Mucho Más</b>	<b>PMC Medicare Choice</b>	<b>First+Plus</b>
1-866-333-5470 (toll free)	1-866-516-7700 (toll free)	1-888-767-7717 (toll free)
1-866-333-5469 TTY (hearing impaired)	1-866-516-7701 TTY (hearing impaired)	1-877-672-4242 TTY (hearing impaired)
Appeals and Grievances PO BOX 71114 San Juan, PR 00936-8014	Appeals and Grievances PO BOX 366292 San Juan, PR 00936-6292	Appeals and Grievances PO BOX 71114 San Juan, PR 00936-8014
<b>Fax:</b> 787-622-0485	<b>Fax:</b> 787-999-9503	<b>Fax:</b> 787-622-0485
mmm@mmmhc.com	<a href="mailto:pmc@pmc-pr.com">pmc@pmc-pr.com</a>	mmm@mmmhc.com

If you need help filing a grievance, the Client Services Unit 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, DC 20201  
1-800-368-1019, 800-537-7697 (TDD)

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