



Notice of Nondiscrimination: Discrimination is Against the Law

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

Leon Medical Centers Health Plans:

- 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 Member Services Department at 1-866-393-5366, 8:00 am – 8:00 pm, seven days a week October 1st – March 31st and 8:00 am – 8:00 pm, Monday – Friday from April 1st – September 30th. Messaging service used on weekends, after hours, and on federal holidays.

If you believe that Leon Medical Centers Health Plans 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:

Grievance Department
8600 NW 41st Street, Suite 201
Doral, FL 33166
Phone: 1-866-393-5366, TTY 711, Fax: (305) 642-1144.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Member Services 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>.

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