

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 a.m.–8 p.m., 7 days a week.

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>.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. "Leon Medical Centers" is a registered trademark of Leon Medical Centers. ATTENTION: If you speak languages other than English, language assistance services, free of charge are available to you. Call 1-866-393-5366 (TTY 711), 8 a.m.–8 p.m., 7 days a week. ATENCIÓN: si usted habla un idioma que no sea inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-393-5366 (TTY 711), 8 a.m.–8 p.m., 7 días de la semana. Leon Medical Centers Health Plans is an HMO plan with a Medicare contract. Enrollment in Leon Medical Centers Health Plans depends on contract renewal. INT_17_49135