



## Notice about Non-discrimination

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

MMM of Florida:

- 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 such English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, contact the Customer Services Unit.

If you believe that MMM of Florida 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 P. O. Box 260430 Miami, FL 33126; Phone: 1-844-212-9858; TTY: 1-833-523-2620; Fax: 1-833-523-2626; Email: [info@mmm-fl.com](mailto:info@mmm-fl.com). You can file a grievance in person or by mail, fax, or email.

If you need help filing a grievance, the Customer 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 of Civil Rights electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/looby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW.  
Room 509 F, HHH Building  
Washington DC 20201  
1-800-368-1069, 800-537-7697 (TDD).

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