

Notice of Non-Discrimination

DISCRIMINATION IS AGAINST THE LAW

Network Medical Management (NMM) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NMM does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NMM:

- 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 your health plan's Member Services at the phone numbers listed under Language Assistance.

If you believe that NMM 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:

Network Medical Management, Attn: Civil Rights Coordinator,
1680 S. Garfield Ave, Suite 200, Alhambra CA 91801

Tel. 1-877-282-8272, (TTY: 1-877-735-2929),

Fax: 1-626-943-6359

Email: complianceaudits@nmm.cc

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance the Civil Rights Coordinator 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

Tel. 1-800-368-1019, (TDD: 800-537-7697). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

LANGUAGE ASSISTANCE

AETNA

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-624-0756 (TTY: 711)

Alignment

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-866-634-2247 (TTY/711)

Anthem Blue Cross

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. For Medi-cal call 1-800-797-6438 (TTY/TDD: 711) or Medicare call 1-855-817-5785 (TTY/711)

Blue Shield

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-844-831-4133 (TTY/711)
1-855-817-5785 (TTY 711) Fax: (916) 350-7405

Brand New Day

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-866-321-4795 (TTY/1-866-321-5955)

Care 1st

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-605-2556 (TTY/1-800-735-2929)

CIGNA

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-866-459-4272 (TTY/711)

Central Health Plan

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800 633-4227 (TTY/ 1-877-486-2048)

Easy Choice

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-866-999-3945 (TTY/ 1-800-735-2929)

Health Net

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-675-6110 (TTY/711)

Humana

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-457-4708 (TTY/711)

IEHP

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-440-4347 (TTY: 1-800-718-4347).

LA Care

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-839-9909 (TTY/711)

Molina

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-665-4621 (TTY/711) for Medi-Cal, Marketplace 888-858-2150 (TTY/711), Medicare 1-800-665-3086 (TTY/711) and Dual 1-855-664-4627 (TTY/711).

United Health Care

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 888-383-9253 (TTY/711).

SCAN

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-559-3500 (TTY/711).