

## It's important we treat you fairly

Our goal is to treat you fairly. We do not view or treat people differently because of their race, color, national origin, sex, age or if they have a disability. If you need our help with any of the information we send you, please let us know. We have services that may help you. These can include aids, interpreters and information written in other languages. These are free at no charge to you. If you are in need of any of these services, please call us. You can reach us at the number on the back of your member ID card. If you feel we didn't offer you these services, please let us know. If you feel we didn't treat you fairly because of your race, color, national origin, sex, age or disability, let's talk about it. We are here for you. You can also file a grievance. This is also known as a complaint. To file a complaint, please contact: Civil Rights Coordinator at Medical Mutual of Ohio at 2060 East Ninth Street, MZ: 01-10-1900, Cleveland, OH 44115-1355 or [CivilRightsCoordinator@MedMutual.com](mailto:CivilRightsCoordinator@MedMutual.com).

You can also contact the U.S. Department of Health and Human Services, Office for Civil Rights at:

- Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201
- Phone: 1.800.368.1019 or 1.800.537.7697 (TDD)

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