

Discrimination is against the law

Magellan Complete Care of Arizona, Inc. (MCC of AZ) (HMO SNP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MCC of AZ (HMO SNP) does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

MCC of AZ (HMO SNP):

- 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 us at 1-800-424-4509 (TTY 711)

If you believe MCC of AZ (HMO SNP) 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:

Civil Rights Coordinator
Corporate Compliance Department
8621 Robert Fulton Drive, Columbia, MD 21046
Phone: 1-800-424-7721 (TTY 711) Fax: 410-953-5207
Email: compliance@magellanhealth.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Civil Rights Coordinator is available to 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
Phone: 1-800-368-1019 (TDD 1-800-537-7697)

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

Magellan Complete Care of Arizona, Inc. (HMO SNP) is a managed care plan with a Medicare Advantage contract. Enrollment in MCC of AZ (HMO SNP) depends on contract renewal.