

Discrimination is against the law.

Cigna Healthcare Medicare Prescription Drug Plans

Cigna HealthcareSM complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity or sexual orientation. Cigna Healthcare does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity or sexual orientation.

Cigna Healthcare:

- 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 Customer Service at **1-800-222-6700 (TTY 711)**, 8 am – 8 pm local time, 7 days a week. Our automated phone system may answer your call during weekends from April 1 – September 30.

If you believe that Cigna Healthcare 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 by writing to the following address:

Cigna Healthcare Medicare

Nondiscrimination Complaint Coordinator
PO Box 269005, Weston, FL 33326-9927
Phone: **1-800-222-6700 (TTY 711)**,
Fax: **1-800-735-1469**

If you need assistance filing a written grievance, please call Cigna Healthcare Customer Service at the phone number previously listed. 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, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

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

