



Your Extended Family

**Non-Discrimination Notification
Molina Healthcare, Inc.**

Molina Healthcare, Inc. (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members and does not discriminate based on race, color, national origin, age, disability, or sex.

Molina also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

To help you talk with us, Molina provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language

If you need these services, contact Molina Member Services (TTY 711).

Molina Member Services Phone Number					
Medicaid		Marketplace		Medicare	
CA	(888) 665-4621	CA	(888) 858-2150	CA, FL, MI, NM, OH, TX, UT, VA, WA, WI	(800) 665-3086; 7 days a week, 8 a.m. - 8 p.m., local time.
FL	(866) 472-4585	FL	(888) 560-5716		
IL	(855) 766-5462	MI	(866) 560-4087		
MI	(888) 898-7969	NM	(888) 295-7651		
NM	(800) 580-2811	OH	(888) 296-7677		
OH	(800) 642-4168	TX	(888) 560-2025	MMP/Duals	
PR	(877) 335-3305	UT	(888) 483-0760	CA	(855) 665-4627; Mon-Fri, 8 a.m. - 8 p.m., local time
SC	(855) 882-3901	WA	(800) 869-7165	IL	(877) 901-8181; Mon-Fri, 8 a.m. - 8 p.m., local time
TX	(866) 449-6849	WI	(888) 560-2043	MI	(855) 735-5604; Mon-Fri, 8 a.m. - 8 p.m., local time
UT	(888) 483-0760			OH	(855) 665-4623; Mon-Fri, 8 a.m. - 8 p.m., local time
WA	(800) 869-7165			SC	(855) 735-5831; Mon-Fri, 8 a.m. - 8 p.m., local time
WI	(888) 999-2404			TX	(866) 856-8699; Mon-Fri, 8 a.m. - 8 p.m., local time

If you think that Molina failed to provide these services or discriminated based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (866) 606-3889, or TTY, 711.

Mail your complaint to:
Civil Rights Coordinator
200 Oceangate
Long Beach, CA 90802



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You can also email your complaint to civil.rights@molinahealthcare.com. Or, fax your complaint.

Complaint Fax Number					
Medicaid		Marketplace		Medicare	
CA	(310) 507-6186	CA	(844) 479-5337	CA, FL, MI, NM, OH, TX, UT, VA, WA, WI	(562) 499-0610
FL	(877) 508-5738	FL	(877) 508-5748		
IL	(855) 766-5462	MI	(248) 925-1799		
MI	(248) 925-1765	NM	(505) 342-0583		
NM	(505) 342-0595	OH	(866) 713-1891		
OH	(888) 295-4761	TX	(877) 816-6416	MMP/Duals	
PR	(787) 200-3257	UT	(866) 472-0589	CA, IL, MI, OH, SC, TX	(562) 499-0610
SC	(877) 823-5961	WA	(800) 816-3778		
TX	(713) 623-0645	WI	(888) 560-2043		
UT	(801) 858-0409				
WA	(800) 816-3778				
WI	(414) 831-2886				

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

If you need help, call 1-800-368-1019; TTY 800-537-7697.