

Consumer Civil Rights Notice

First Medical Health Plan, Inc., (First Medical) complies with applicable Federal Civil Rights Laws and does not discriminate based on race, color, national origin, age, disability, sex, objection moral, or religion. First Medical does not exclude people or treat them differently because of their race, color, national origin, age, disability, sex, objection moral, or religion.

First Medical provides free aids and services for people with disabilities to communicate effectively with us. The services available are detailed below:

- Qualified Sign Language Interpreters.
- Written information in other formats (Braille, large print, audio, accessible electronic formats, among others).

Free language services are available to people whose primary language is not spanish, such as:

- Qualified Interpreters.
- Information written in other languages.

If you need to receive these services, please contact First Medical Compliance Department. If you believe that First Medical did not provide these services or discriminated in another way on the basis of ethnic origin, color, national origin, age, disability, sex, moral objection, or religion, you may file a complaint in person, by email, postal mail, or fax with Mrs. Betzaida Batiné, Privacy Specialist through:

Email	Post Mail	Phones
b.batine@firstmedicalpr.com	First Medical Health Plan, Inc. Compliance Department PO Box 191580 San Juan PR 00919-1580	787-625-9557 ext. 2108 TTY: 1-844-347-7805 Fax: 787-300-3913

If you need assistance to do so, Mrs. Batiné is available to assist you. Also, you can file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the [Office for Civil Rights Complaint Portal](#), or by mail or phone to the numbers below:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, (TTY) 800-537-7697

You can get the claim forms on the website: <http://www.hhs.gov/ocr/office/file/index.html>.