





Clear Spring Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Clear Spring Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Clear Spring Health:

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 (877) 364-46=566** (TTY: 711)

Our hours of operation are: 8:00 a.m.–8:00 p.m., 7 days a week (Between April 1–September 30, voicemail will be available on Saturday, Sunday and federal holidays)

If you believe that Clear Spring Health 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 our Coordinator.

Write to:
Clear Spring Health
Attention: Appeals & Grievances
3601 SW 160th Avenue, Suite 450
Miramar, FL 33027

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Member Services department is available to help 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, DC 20201-800-368-1019, **1 (800) 537-7697** (TDD).

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

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **(877) 364-4566** (TTY: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **(877) 364-4566** (TTY: 711).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **(877) 364-4566** (TTY: 711).

Chinese: 注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 **(877) 364-4566** (TTY:711)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **(877) 364-4566** (TTY: 711). 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **(877) 364-4566** (TTY: 711).

Arabic: **(877) 364-4566** (TTY: 711) مقر لاد لصنا. اكل رفوتت، اناجم، تيوغلا ددعاسما تامدخ، تيبيرعلا ثدحتت تنك اذا: ميبنتي تـ

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **(877) 364-4566** (TTY:711).

Gujarati: સચનલ : જો તમ ગજરા તી બોલવત હો, તો નન:શલા ક ભા ષ સહા ય સવા ઓ તમા ર મા ઠ ઉપલબ ધ છ. ફોન કરો **(877) 364-4566** (TTY: 711).

Urdu: اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں خبردار: اگر آپ **(877) 364-4566** (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **(877) 364-4566** (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **(877) 364-4566** (TTY: 711).

Hindi: धू न दे : यदद आप हू दू बोलत है तो आपक ललए मफू त म् भू ष सह यत सेवू ए उपलब ध है। **(877) 364-4566** (TTY: 711) पर कॉल कर।

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **(877) 364-4566** (TTY: 711).

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **(877) 364-4566** (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **(877) 364-4566** (TTY: 711).