

## NOTICE OF NON-DISCRIMINATION

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 1-877-364-4566 (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 160<sup>th</sup> Avenue, Suite 450  
Miramar, FL 33027

You can also file a grievance by phone, in person, fax, or email. To file a grievance or if you need help filing a grievance, our Member Services department is available to help you at 1-877-364-4566; (TTY: 711).

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:

<https://www.hhs.gov/ocr/office/file/index.html>

Clear Spring Health has a contract with Medicare to offer HMO, PPO, and PDP Plans. Clear Spring Health has contracts with the Georgia and South Carolina Medicaid programs. Enrollment in these plans is dependent on annual contract renewal with the federal government.