

Clear Spring Health and its subsidiaries comply with applicable federal civil rights laws and do not discriminate or exclude on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

Below are the various ways Clear Spring Health is providing user accessibility.

To request language assistance, alternative formats, report anything difficult to use, or have questions, call **1 (877) 364-4566**; TTY: 711. (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.)







Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1 (877) 364-4566** (TTY: 711)

Hearing Impaired

Dial 711 and follow the prompts.

Language assistance, interpreter services and alternative formats

For our customers with disabilities or limited English proficiency, we provide the following communication services at no cost when interacting with Clear Spring Health:

-  Over-the-phone interpretation available in 200 languages
-  American Sign Language interpreters (in person or via video)
-  Linguistically trained interpreters for visually impaired customers
-  Video interpretation from a smartphone or computer
-  Teletype (TTY) services
-  Written materials available in languages other than English, and in alternative formats including braille, audio, large print, and accessible PDF

Provider responsibilities

Your providers must provide free language assistance or in-person sign language interpretation at your request. If you need communication assistance, please let the staff know. If the provider will not provide the services you need, contact us at the number above.

Websites

Clear Spring Health is continuously improving our digital experiences to meet or exceed universal design best practices and web accessibility standards. We follow and support [Section 508 of the US Rehabilitation Act](#), and the [Web Content Accessibility Guidelines \(WCAG\) 2.0 A/AA Guidelines](#), from the W3C [Web Accessibility Initiative](#).

To provide accessible Web and mobile app experiences, we strive to:

- ☺ Make our content and navigation easy to see
- ☺ Make it easy to interact using a mouse, keyboard, and/or touch screens
- ☺ Provide text and visual alternatives for sounds
- ☺ Provide text and audio alternatives for visuals
- ☺ Support using a computer without a monitor or display
- ☺ Support using assistive technologies to navigate and access content
- ☺ Support the use of native accessibility features on mobile devices and tablets

If you are having trouble accessing our websites or mobile apps, our Member Services team can read the website to you.

Complaints

If you were discriminated against, or if Clear Spring Health or a provider did not accommodate your needs, we will promptly address the matter. Please call the number on the back of your Clear Spring Health member ID card (TTY: 711). Or call **1 (877) 364-4566** (TTY: 711) for assistance.

Hours of operation: 8 a.m. – 8 p.m., Eastern time.

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, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, you can file a grievance with:

Discrimination Grievances

Attention: Appeals & Grievances
3601 SW 160th Avenue, Suite 450
Miramar, FL 33027

If you need help filing a grievance, call **1 (877) 364-4566** or the number on your Clear Spring Health member ID card (TTY: 711). Or call **1 (877) 364-4566**, (TTY: 711) for assistance.

Hours of operation: 8 a.m. – 8 p.m., Eastern time.

If you are located in the State of California, you may also call California Department of Insurance toll-free hotline number : **1 (877) 364-4566**, to file a grievance.

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, D.C. 20201

1 (800) 368-1019 or **1 (800) 537-7697** (TDD)

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