

NOTICE OF NON-DISCRIMINATION - MAPD



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:**
 - o Qualified sign language interpreters
 - o 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:**
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact us at 1-877-364-4566 (TTY: 711)

We are available seven days a week, 8:00 am to 8:00 pm from October 1st through March 31st, and Monday through Friday, 8:00 am to 8:00 pm from April 1st through September 30th. If you reach us after hours or on the weekend or a Federal Holiday, you may leave a voicemail and your call will be returned the next business day.

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
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. Enrollment in these plans is dependent on annual renewal with the federal government.