

CMS Managed Care Plan (or ICS) follows federal civil rights laws.

We don't discriminate against people because of their: race; color; national origin; age; disability; or sex or gender identity.

That means we won't exclude you or treat you differently because of these things.

Communicating with you is important.

For people with disabilities or who speak a language other than English, we offer these services at no cost to you:

- Qualified sign language interpreters
- Written materials in large print, audio, electronic, and other formats
- Help from qualified interpreters in the language you speak
- Written materials in the language you speak

To get these services, call the Member Services number on your ID card. Or you can call our Grievance Coordinator at the contacts listed below.

Your rights.

Do you feel you didn't get these services or we discriminated against you for reasons listed above? If so, you can file a grievance (complaint). File by mail, email, FAX or phone. Or if you need help filing call our Grievance Coordinator

CCP GRIEVANCE COORDINATOR

ADDRESS:
1643 Harrison Parkway
Bldg. H Suite 200
Sunrise, FL 33323

PHONE:
866-209-5022
TTY/TTD 855-655-5303

FAX: 954-251-4848

EMAIL: grievancesandappeals@ccpcares.org

PED-I-CARE GRIEVANCE COORDINATOR

ADDRESS:
1699 S.W. 16th Avenue
Gainesville, FL 32608-1153

PHONE:
866-376-2456
TTY/TTD 800-955-8771

FAX: 352-294-8075

EMAIL: pedicaregrievances@peds.ufl.edu



You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

FOR A COMPLAINT FORM: Visit www.hhs.gov/ocr/office/file/index.html.

ADDRESS:
U.S. Department of Health and Human Services
200 Independence Avenue
SW Room 509F, HHH Building
Washington, D.C. 20201

PHONE:
1-800-368-1019
TTY/TDD 1-800-537-7697

LEARN MORE: ocrportal.hhs.gov/ocr/portal/lobby.jsf

The information in this brochure is available for FREE in the languages listed.

To get these services, call the Member Services number on your ID card. Or you can call our Grievance Coordinator.



Spanish Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID Card).

Arabic لخصتاً. أن اجم داومل هذه قم جرت عيظتسن نودملا فتاهل اقمردم ادختسأب، اضعال اتادخب لكيدل اضعال اققاطب يلع.

Armenian Մենք կարող ենք անվճար թարգմանել սա: Զանգահարեք հանախորդներին սպասարկման բաժին ձեր անդամաքարտում (ID card) նշված հեռախոսահամարով:

Burmese ဝါစို့သည့်နောက် cost.Call မှာသင့်ရဲ့အဖွဲ့ဝင်တစ်ဦး၏ ID ကတ်စီအပေးအဖွဲ့ဝင်ဝန်ဆောင်မှုအရေအတွက်ကတ်တို့ကသာပိုင်ဆိုင်နိုင်

Chinese 我們可以免費為您提供翻譯版本。請撥打您 ID 卡上所列的電話號碼洽詢客戶服務中心

Farsi ناتیارب ناگیار هب ار نی می نوت یم ام مک ام نی ع ج ارم تا ادخ هرامش هب. می نک هم جرت نفلت، هدش جرد (ID) نات یی اسانش تراک تشپ دی نذب

French Nous pouvons traduire ceci gratuitement. Appelez le numéro du service après-vente sur votre carte d'identification.

Fr. Creole Nou ka tradwi sa la pou okenn pri. Pélé nimerò sèvis kliyantèl la sou tò kat didantité.

German Wir können das gerne kostenlos übersetzen. Bitte wenden Sie sich an die Kundenservice-Hotline auf Ihrer ID-Karte.