



Notice of Non-Discrimination

Clear Spring Health and our affiliates Community Care Alliance of Illinois and Eon Health, comply 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 and their affiliates do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Clear Spring Health and our affiliates:

- **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 (877) 364-4566 (TTY: 711). Our hours of operation are:

- From October 1 – March 31, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m.
- From April 1 – September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m.

If you believe that Clear Spring Health or our affiliates have 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:

Clear Spring Health Care
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, 800-537-7697 (TDD).

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