

Clover

Non-Discrimination Notice

Clover Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Clover Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Clover 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 Member Services at 1-888-657-1207. (TTY users should call 711.) We are open 8 a.m. - 8 p.m. local time, 7 days a week. Between April 1st and September 30th, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

If you believe that Clover 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:

Clover Health

Attention: Appeals and Grievances
PO Box 471
Jersey City, NJ 07303

Phone: 1-888-657-1207 (TTY 711)

Fax: 1-888-240-7243

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Clover Health Appeals and Grievances 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, D.C. 20201

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GUJARATI:

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-657-1207 (TTY: 711).

HINDI:

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं 1-888-657-1207 (TTY: 711) पर कॉल करें।

ITALIAN:

ATTENZIONE: Se lei parla italiano, sono disponibili servizi gratuiti di assistenza linguistica nella sua lingua. Chiami 1-888-657-1207 (TTY: 711).

JAPANESE:

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。
1-888-657-1207 (TTY: 711) まで、お電話にてご連絡ください。

KOREAN:

주의: 한국어를 사용하시는 경우, 언어지원서비스를 무료로 이용하실 수 있습니다.
1-888-657-1207 (TTY: 711). 번으로 전화해 주십시오.

LAOTIAN:

ໄປດຊາຍ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໄດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-657-1207 (TTY: 711).

NAVAJO:

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, koji' hódíílnih 1-888-657-1207 (TTY: 711).

PERSIAN (FARSI TRANSLATION):

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-657-1207 (TTY: 711) تماس بگیرید.

POLISH:

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-657-1207 (TTY: 711).

PORTUGUESE:

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-657-1207 (TTY: 711).

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RUSSIAN:

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-657-1207 (телетайп 711).

SERBO-CROATIAN:

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-657-1207 (TTY-711 Telefon za osobe sa oštećenim govorom ili sluhom: 1-888-657-1207).

SPANISH:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-657-1207 (TTY: 711).

TAGALOG:

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-657-1207 (TTY: 711).

THAI:

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-657-1207 (TTY: 711).

UKRAINIAN:

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-657-1207 (телетайп: 711)

URDU:

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-888-657-1207 (TTY: 711).

VIETNAMESE:

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-657-1207 (TTY: 711).

Clover Health is a Preferred Provider Organization (PPO) plan and a Health Maintenance Organization (HMO) plan with a Medicare contract. Enrollment in Clover Health depends on contract renewal.