

# Clover Health

## 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 1-888-778-1478. (TTY users should call 711.) We are open 8 a.m. - 8 p.m, local time, 7 days a week. Between April 15<sup>th</sup> and September 30<sup>th</sup>, 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 2091  
Jersey City, NJ 07303

Phone: 1-888-778-1478 (TTY 711)  
Fax: 1-732-412-9706  
Email: [PO\\_Box\\_2091@cloverhealth.com](mailto:PO_Box_2091@cloverhealth.com)

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

Phone: 1-800-368-1019, 800-537-7697 (TDD)

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

**SPANISH:**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-778-1478 (TTY: 711).

**CHINESE:**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電  
1-888-778-1478 (TTY: 711).

**KOREAN:**

주의: 한국어를 사용하시는 경우, 언어지원 서비스를 무료로 이용하실 수 있습니다.  
1-888-778-1478 (TTY: 711). 번으로 전화해 주십시오.

**PORTUGUESE:**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-778-1478 (TTY: 711).

**GUJARATI:**

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.  
ફોન કરો 1-888-778-1478 (TTY: 711).

**POLISH:**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.  
Zadzwoń pod numer 1-888-778-1478 (TTY: 711).

**ITALIAN:**

ATTENZIONE: Se lei parla italiano, sono disponibili servizi gratuiti di assistenza linguistica nella sua lingua. Chiami 1-888-778-1478 (TTY: 711).

**ARABIC:**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-8714-877-

888 (رقم هاتف الصم والبكم: 117).

**TAGALOG:**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-778-1478 (TTY: 711).

**RUSSIAN:**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-778-1478 (телетайп 711).

**FRENCH CREOLE:**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-778-1478 (TTY: 711).

**HINDI:**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं 1-888-778-1478 (TTY: 711) पर कॉल करें।

**VIETNAMESE:**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-778-1478 (TTY: 711).

**FRENCH:**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-778-1478 (ATS: 711).

**URDU:**

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-888-778-1478 (TTY: 711)۔

**AMHARIC:**

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ 1-888-778-1478 (መስማት ለተሳናቸው፡ 711) ይደውሉ።

**PERSIAN (FARSI TRANSLATION):**

وجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما

