

# Clover

# 2019

# Pharmacy Directory South Carolina

**List of participating pharmacies for  
Clover Health Choice PPO (036)  
Clover Health Choice Value PPO (037)**



**Please read: this document contains information  
about the pharmacies covered by your plan.**

This directory was updated on 09/09/2019. For more recent information or other questions, please contact Clover at 1-888-657-1207 (TTY 711), 8 am–8 pm local time, 7 days a week, or visit [cloverhealth.com/pharmacy](https://cloverhealth.com/pharmacy). Between April 1st and September 30th, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

## **Clover Health**

### **2019 Pharmacy Directory**

This pharmacy directory was updated on 09/2019. For more recent information or other questions, please contact Clover Health at 1-888-657-1207 or, for TTY users, 711, Hours are 8 am–8 pm, local time, 7 days a week. From April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays, or visit [www.cloverhealth.com](http://www.cloverhealth.com).

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at [www.cloverhealth.com](http://www.cloverhealth.com). You may also call Member Services for updated provider.

## Introduction

This booklet provides a list of Clover Health’s network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and Clover Health’s formulary.

When this pharmacy directory refers to “we,” “us”, or “our,” it means Clover Health. When it refers to “plan” or “our plan,” it means Clover Health.

We call the pharmacies on this list our “network pharmacies” because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under Clover Health only if they are filled at a network pharmacy or through our mail order pharmacy service. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed here may no longer be in our network, or there may be newer pharmacies in our network that are not listed. This list is current as of 09/09/2019. For the most current list, please contact us. Our contact information appears on the front and back cover pages.

You can go to all the pharmacies on this list, but your costs for some drugs may be less at pharmacies in this list that offer preferred cost-sharing. We have marked these pharmacies with an asterisk (\*) to distinguish them from other pharmacies in our network that offer standard cost-sharing.

You can get prescription drugs shipped to your home through our network mail order delivery program. For more information, please contact us or see the mail order section of this pharmacy directory.

This directory is for Charleston County which includes the area in which you live. However, we cover a larger service area, and there are more pharmacies where your prescriptions may be covered by our Plan. For information on more pharmacies in our plan network not listed in this directory, please contact Clover Health at 1-888-657-1207.

If you have questions about any of the above, please see the first and last cover pages of this directory for information on how to contact Clover Health.

The types of pharmacies in this directory appear in this order:

Pharmacies are listed alphabetically by county and city and by type of pharmacy. The types of pharmacies in this directory appear in this order:

- Retail Pharmacies, including Chain Pharmacies
- Mail Order Pharmacy
- Home Infusion Pharmacies
- Long-Term Care Pharmacies

We have marked pharmacies that offers preferred cost-sharing with an asterisk (\*) to distinguish them from other pharmacies in our network.

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# Retail Pharmacies

## CHARLESTON

\* indicates Preferred Pharmacies

**ATLANTIC PHARMACY SERVICES**  
2090 EXECUTIVE HALL RD  
STE 100  
CHARLESTON, SC 29407  
Phone: (843)554-4000  
TTY: 711

**BI-LO PHARMACY**  
3125 BEE BERRY RD  
CHARLESTON, SC 29414  
Phone: (843)766-3360  
TTY: 711

**BI-LO PHARMACY**  
1200 SAM RITTENBERG  
BLVD STE A  
CHARLESTON, SC 29407  
Phone: (843)573-4776  
TTY: 711

**BI-LO PHARMACY**  
860 FOLLY RD  
CHARLESTON, SC 29412  
Phone: (843)406-7515  
TTY: 711

**CHARLESTON CANCER CENTER**  
2910 TRICOM STREET  
CHARLESTON, SC 29406  
Phone: (843)576-1353  
TTY: 711

**CHARLESTON ENT PHARMACY**  
2295 HENRY  
TECKLENBURG DR  
CHARLESTON, SC 29414  
Phone: (843)793-6402  
TTY: 711

**CHARLESTON HEMATOLOGY ONC PHCY**  
2085 HENRY  
TECKLENBURG DR FLR2  
CHARLESTON, SC 29414  
Phone: (843)577-6957  
TTY: 711

**CHARLESTON HEMATOLOGY ONCOLOGY**  
125 DOUGHTY ST STE 500  
CHARLESTON, SC 29403  
Phone: (843)577-2276  
TTY: 711

**COMMUNITY A WALGREENS PHARMACY**  
200 RUTLEDGE AVE  
CHARLESTON, SC 29403  
Phone: (843)779-3690  
TTY: 711

**COSTCO PHARMACY**  
3050 ASHLEY TOWN  
CORP. DRIVE  
CHARLESTON, SC 29414  
Phone: (843)460-2002  
TTY: 711

**CVS PHARMACY\***  
1739 MAYBANK HWY  
CHARLESTON, SC 29412  
Phone: (843)795-0792  
TTY: 711

**CVS PHARMACY\***  
65 SYCAMORE AVE  
CHARLESTON, SC 29407  
Phone: (843)571-4461  
TTY: 711

**CVS PHARMACY\***  
59 GEORGE ST  
CHARLESTON, SC 29401  
Phone: (843)720-8523  
TTY: 711

**CVS PHARMACY\***  
1858 REMOUNT RD  
CHARLESTON, SC 29406  
Phone: (843)747-5213  
TTY: 711

**CVS PHARMACY\***  
2566 ASHLEY RIVER RD  
CHARLESTON, SC 29414  
Phone: (843)769-6560  
TTY: 711

**CVS PHARMACY\***  
1020 ORANGE GROVE RD  
CHARLESTON, SC 29407  
Phone: (843)556-4064  
TTY: 711

**CVS PHARMACY\***  
983 HARBOR VIEW RD  
CHARLESTON, SC 29412  
Phone: (843)795-3216  
TTY: 711

**CVS PHARMACY\***  
2152 SAVANNAH HWY  
CHARLESTON, SC 29414  
Phone: (843)556-8974  
TTY: 711

**CVS PHARMACY\***  
1015 KING ST  
CHARLESTON, SC 29403  
Phone: (843)723-9481  
TTY: 711

**CVS PHARMACY\***  
2070 SAM RITTENBERG  
BLVD  
CHARLESTON, SC 29407  
Phone: (843)766-2130  
TTY: 711

**DELTA PHARMACY AND MEDICAL SUPPLY**  
320 E BAY ST STE A  
CHARLESTON, SC 29401  
Phone: (843)937-0960  
TTY: 711

**DOTTIES PHARMACY**  
325 FOLLY RD STE 101  
CHARLESTON, SC 29412  
Phone: (843)501-9500  
TTY: 711

**FAMILY MEDICINE PHARMACY**  
650 ELLIS OAK DR RM 119  
CHARLESTON, SC 29412  
Phone: (843)876-2969  
TTY: 711

**FETTER HEALTH CARE NETWORK**  
51 NASSAU ST  
CHARLESTON, SC 29403  
Phone: (843)720-5655  
TTY: 711

**FOCUS MEDS PHARMACY AND WELLNESS**  
2000 SAM RITTENBERG  
BLVD #134  
CHARLESTON, SC 29407  
Phone: (843)818-4638  
TTY: 711

# Retail Pharmacies

## CHARLESTON [continued]

\* indicates Preferred Pharmacies

### FOCUS: MEDS PHCY AND WELLNESS

2000 SAM RITTENBERG  
BL STE 134  
CHARLESTON, SC 29407  
Phone: (843)818-4638  
TTY: 711

### HARRIS TEETER PHARMACY

975 SAVANNAH HWY STE 135  
CHARLESTON, SC 29407  
Phone: (843)556-5630  
TTY: 711

### HARRIS TEETER PHARMACY

675 FOLLY RD  
CHARLESTON, SC 29412  
Phone: (843)406-7085  
TTY: 711

### HARRIS TEETER PHARMACY

1812 SAM RITTENBERG  
BLVD, U-2  
CHARLESTON, SC 29407  
Phone: (843)766-4811  
TTY: 711

### HEROLD'S PHARMACY

2057 CHARLIE HALL BLVD  
ST C  
CHARLESTON, SC 29414  
Phone: (843)637-3037  
TTY: 711

### HOLY CITY PHARMACY LLC

354 FOLLY RD STE 1  
CHARLESTON, SC 29412  
Phone: (843)762-8155  
TTY: 711

### LONG'S DRUGS OF CHARLESTON

1481 TOBIAS GADSDEN  
BLVD #2D  
CHARLESTON, SC 29407  
Phone: (843)996-1496  
TTY: 711

### MUSC ASHLEY RIVER TOWER PHCY

25 COURTENAY DRIVE RM M104  
CHARLESTON, SC 29425  
Phone: (843)876-0199  
TTY: 711

### MUSC HOLLINGS CANCER CTR PHCY

86 JONATHAN LUCAS RM 114  
CHARLESTON, SC 29425  
Phone: (843)876-0199  
TTY: 711

### MUSC MAIL ORDER PHARMACY

230 ALBEMARLE RD RM WH # 126  
CHARLESTON, SC 29407  
Phone: (843)876-0199  
TTY: 711

### MUSC RUTLEDGE TOWER PHARMACY

135 RUTLEDGE AVE RM 106  
CHARLESTON, SC 29425  
Phone: (843)876-0199  
TTY: 711

### MUSC UNIVERSITY HOSPITAL PHCY

169 ASHLEY AVE RM 149  
CHARLESTON, SC 29425  
Phone: (843)876-0199  
TTY: 711

### OMNICARE OF BISHOP GADSEN

1 BISHOP GADSDEN WAY  
CHARLESTON, SC 29412  
Phone: (843)406-0902  
TTY: 711

### PLANTATION PHARMACY

531 WAPPOO RD  
CHARLESTON, SC 29407  
Phone: (843)556-1994  
TTY: 711

### PLANTATION PHARMACY LLC

776 DANIEL ELLIS DR 2C  
CHARLESTON, SC 29412  
Phone: (843)795-9554  
TTY: 711

### PUBLIX PHARMACY

1401 SAM RITTENBERG  
BLVD  
CHARLESTON, SC 29407  
Phone: (843)852-2031  
TTY: 711

### PUBLIX PHARMACY

520 FOLLY RD  
CHARLESTON, SC 29412  
Phone: (843)762-5676  
TTY: 711

### PUBLIX PHARMACY

10 WESTEDGE ST STE 100  
CHARLESTON, SC 29403  
Phone: (843)998-6047  
TTY: 711

### WALGREENS

334 E BAY ST UNIT D  
CHARLESTON, SC 29401  
Phone: (843)723-0263  
TTY: 711

### WALGREENS

1925 ASHLEY RIVER RD  
CHARLESTON, SC 29407  
Phone: (843)405-1500  
TTY: 711

### WALGREENS

380 KING ST  
CHARLESTON, SC 29401  
Phone: (843)714-6243  
TTY: 711

### WALGREENS

907 FOLLY RD  
CHARLESTON, SC 29412  
Phone: (843)795-5452  
TTY: 711

### WALGREENS

1115 OLD TOWNE RD  
CHARLESTON, SC 29407  
Phone: (843)766-5593  
TTY: 711

### WALGREENS

261 CALHOUN ST  
CHARLESTON, SC 29401  
Phone: (843)805-6022  
TTY: 711

# Retail Pharmacies

## CHARLESTON [continued]

\* indicates Preferred Pharmacies

### WALMART PHARMACY\*

1231 FOLLY RD  
CHARLESTON, SC 29412  
Phone: (843)762-9047  
TTY: 711

### WALMART PHARMACY\*

3951 W ASHLEY CIR  
CHARLESTON, SC 29414  
Phone: (843)763-2006  
TTY: 711

### DELTA PHARMACY & MEDICAL SUPPLY

6251 HIGHWAY 162  
HOLLYWOOD, SC 29449  
Phone: (843)564-5720  
TTY: 711

### PREFERRED CARE PHARMACEUTICAL SV

4794 HIGHWAY 162  
HOLLYWOOD, SC 29449  
Phone: (843)769-6522  
TTY: 711

### DELTA PHARMACY & MEDICAL SUPPLY

1400 PALM BLVD STE E  
ISLE OF PALMS, SC 29451  
Phone: (843)885-8008  
TTY: 711

### CVS PHARMACY\*

2803 MAYBANK HWY  
JOHNS ISLAND, SC 29455  
Phone: (843)559-0871  
TTY: 711

### CVS PHARMACY\*

3575 MAYBANK HWY STE A  
JOHNS ISLAND, SC 29455  
Phone: (843)559-0328  
TTY: 711

### PUBLIX PHARMACY

3642 SAVANNAH HWY  
JOHNS ISLAND, SC 29455  
Phone: (843)573-8780  
TTY: 711

### VINCENTS DRUG STORE\*

110 PLANTED ROW LANE  
JOHNS ISLAND, SC 29455  
Phone: (843)243-0007  
TTY: 711

### WALGREENS

3621 SAVANNAH HWY  
JOHNS ISLAND, SC 29455  
Phone: (843)571-0615  
TTY: 711

### CHARLESTON ENT ASSOCIATES SMP

180 WINGO WAY STE 103  
MOUNT PLEASANT, SC 29464  
Phone: (843)793-6402  
TTY: 711

### COSTCO PHARMACY

3525 PARK AVENUE BLVD  
MOUNT PLEASANT, SC 29466  
Phone: (843)375-7031  
TTY: 711

### CVS PHARMACY\*

1401 BEN SAWYER BLVD  
MOUNT PLEASANT, SC 29464  
Phone: (843)881-1725  
TTY: 711

### CVS PHARMACY\*

1676 N HIGHWAY 17  
MOUNT PLEASANT, SC 29464  
Phone: (843)884-8281  
TTY: 711

### CVS PHARMACY\*

650 JOHNNIE DODDS BLVD  
MOUNT PLEASANT, SC 29464  
Phone: (843)849-3471  
TTY: 711

### CVS PHARMACY\*

225 FAISON RD  
MOUNT PLEASANT, SC 29466  
Phone: (800)746-7287  
TTY: 711

### CVS PHARMACY\*

2884 N HIGHWAY 17  
MOUNT PLEASANT, SC 29466  
Phone: (843)216-7021  
TTY: 711

### CVS PHARMACY\*

1300 LONG GROVE DR  
MOUNT PLEASANT, SC 29464  
Phone: (843)388-8769  
TTY: 711

### CVS PHARMACY\*

640 LONG POINT RD  
MOUNT PLEASANT, SC 29464  
Phone: (843)881-5644  
TTY: 711

### EAST COOPER FAMILY PHCY

913 BOWMAN RD STE A  
MOUNT PLEASANT, SC 29464  
Phone: (843)881-0478  
TTY: 711

### HARRIS TEETER PHARMACY

620 LONG POINT RD UNIT H  
MOUNT PLEASANT, SC 29464  
Phone: (843)856-4902  
TTY: 711

### HARRIS TEETER PHARMACY

2195 TEA PLANTER LN  
MOUNT PLEASANT, SC 29466  
Phone: (843)881-2622  
TTY: 711

### HARRIS TEETER PHARMACY

2035 HIGHWAY 41  
MOUNT PLEASANT, SC 29466  
Phone: (843)971-2075  
TTY: 711

### HARRIS TEETER PHARMACY

1981 RIVIERA DR  
MOUNT PLEASANT, SC 29464  
Phone: (843)849-1515  
TTY: 711

\* indicates Preferred Pharmacies

# Retail Pharmacies

## CHARLESTON [continued]

\* indicates Preferred Pharmacies

### LONG POINT PHARMACY

616 LONG POINT RD UNIT  
H  
MOUNT PLEASANT, SC  
29464  
Phone: (843)884-8806  
TTY: 711

### PUBLIX PHARMACY

1125 PARK WEST BLVD  
MOUNT PLEASANT, SC  
29466  
Phone: (843)388-2908  
TTY: 711

### PUBLIX PHARMACY

1000 JOHNNIE DODDS  
BLVD  
MOUNT PLEASANT, SC  
29464  
Phone: (843)856-3007  
TTY: 711

### PUBLIX PHARMACY

1435 BEN SAWYER BLVD  
MOUNT PLEASANT, SC  
29464  
Phone: (843)856-3187  
TTY: 711

### RAVEN PHARMACY

953 HOUSTON  
NORTHCUTT BLVD  
MOUNT PLEASANT, SC  
29464  
Phone: (843)936-7877  
TTY: 711

### SWEETGRASS PHCY AND COMPOUNDING

1952 LONG GROVE DR STE  
5  
MOUNT PLEASANT, SC  
29464  
Phone: (843)654-4013  
TTY: 711

### TIDEWATER PHARMACY

421 JOHNNIE DODDS  
BLVD STE 100  
MOUNT PLEASANT, SC  
29464  
Phone: (843)375-6310  
TTY: 711

### WALGREENS

2903 N HIGHWAY 17  
MOUNT PLEASANT, SC  
29466  
Phone: (843)856-2491  
TTY: 711

### WALGREENS

1810 N HIGHWAY 17  
MOUNT PLEASANT, SC  
29464  
Phone: (843)388-2585  
TTY: 711

### WALGREENS

389 JOHNNIE DODDS  
BLVD  
MOUNT PLEASANT, SC  
29464  
Phone: (843)972-4068  
TTY: 711

### WALMART PHARMACY\*

1481 US HWY 17 N  
MOUNT PLEASANT, SC  
29464  
Phone: (843)881-9585  
TTY: 711

### WALMART PHARMACY\*

3000 PROPRIETORS PL  
MOUNT PLEASANT, SC  
29466  
Phone: (843)884-2824  
TTY: 711

### BLUE SKY SPECIALTY PHARMACY\*

570 LONG POINT RD 170  
MT PLEASANT, SC 29464  
Phone: (843)352-7662  
TTY: 711

### CHARLESTON ENT NMP

3510 N HIGHWAY 17 STE  
135  
MT PLEASANT, SC 29466  
Phone: (843)793-6402  
TTY: 711

### CHARLESTON HEMATOLOGY ONCOLOGY

3510 HWY 17 NORTH STE  
300  
MT PLEASANT, SC 29466  
Phone: (843)577-6957  
TTY: 711

### CORAM CVS/SPLTY INFUSION SVCS

5955 CORE AVE STE 512  
NORTH CHARLESTON, SC  
29406  
Phone: (843)744-4183  
TTY: 711

### CVS PHARMACY\*

4400 DORCHESTER RD  
NORTH CHARLESTON, SC  
29405  
Phone: (843)554-6192  
TTY: 711

### CVS PHARMACY\*

8995 UNIVERSITY BLVD  
NORTH CHARLESTON, SC  
29406  
Phone: (843)414-0710  
TTY: 711

### CVS PHARMACY\*

7250 RIVERS AVE  
NORTH CHARLESTON, SC  
29406  
Phone: (843)572-8918  
TTY: 711

### CVS PHARMACY\*

1506 E MONTAGUE AVE  
NORTH CHARLESTON, SC  
29405  
Phone: (843)554-8867  
TTY: 711

### HEROLD'S PHARMACY NORTH

8983 UNIVERSITY BLVD  
STE 105  
NORTH CHARLESTON, SC  
29406  
Phone: (843)628-3330  
TTY: 711

### NC CHARLESTON ENT PHARMACY

9185 UNIVERSITY BLVD  
NORTH CHARLESTON, SC  
29406  
Phone: (843)793-6402  
TTY: 711



# Retail Pharmacies

## CHARLESTON [continued]

\* indicates Preferred Pharmacies

### **PALMETTO INFUSION SERVICES**

9295 MEDICAL PLAZA DR  
SUITE C  
NORTH CHARLESTON, SC  
29406  
Phone: (843)414-0287  
TTY: 711

### **WALMART PHARMACY\***

7400 RIVERS AVE  
NORTH CHARLESTON, SC  
29406  
Phone: (843)572-9616  
TTY: 711

### **PRONETICS HLTH CARE GROUP INC**

4476 LEEDS PL W  
NORTH CHARLESTON, SC  
29405  
Phone: (843)747-0847  
TTY: 711

### **WALMART PHARMACY\***

4920 CENTRE POINTE DR  
NORTH CHARLESTON, SC  
29418  
Phone: (843)740-5484  
TTY: 711

### **SAM'S CLUB PHARMACY\***

4900 CENTRE POINTE DR  
NORTH CHARLESTON, SC  
29418  
Phone: (843)529-9908  
TTY: 711

### **CVS PHARMACY\***

6323 SAVANNAH HWY  
STE D  
RAVENEL, SC 29470  
Phone: (843)889-3113  
TTY: 711

### **TPC PHARMACY**

9275 A MEDICAL PLAZA  
DRIVE  
NORTH CHARLESTON, SC  
29406  
Phone: (843)266-6095  
TTY: 711

### **WALGREENS**

7501 RIVERS AVE  
NORTH CHARLESTON, SC  
29406  
Phone: (843)764-1745  
TTY: 711

### **WALGREENS**

1861 REMOUNT RD  
NORTH CHARLESTON, SC  
29406  
Phone: (843)740-6977  
TTY: 711

# Mail Order Pharmacies

## LUZERNE

\* indicates Preferred Pharmacies

### **CVS-CAREMARK PRESCRIPTION SERVICES**

1 GREAT VALLEY BLVD.  
WILKES BARRE, PA 18706  
Phone: 570-820-2700  
TTY: 711

You can get prescription drugs shipped to your home through our network mail order delivery program.

For refills of your mail order prescriptions, please contact us 15 (fifteen) calendar days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

For refills of your mail order prescriptions, you have the option to sign up for an automatic refill program called ReadyFill at Mail®. Under this program, we will start to process your next refill automatically when our records show that you should be close to running out of your drug. We will contact you prior to shipping each refill to make sure you are in need of more medication. You can cancel scheduled refills if you have enough of your medication or if your medication has changed. If you choose not to use the auto refill program, please contact us 15 (fifteen) calendar days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. To opt out of the automatic refill program, please contact us by calling CVS Caremark Customer Care at 1-855-479-3657.

Typically, you should expect to receive your prescription drugs within 10 (ten) calendar days from the time that the mail order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact us at CVS Caremark Customer Care at 1-855-479-3657 (TTY user: 711).

# Home Infusion Pharmacies

## CHARLESTON

\* indicates Preferred Pharmacies

### **INTRAMED PLUS**

4995 LACROSS RD STE  
1200  
CHARLESTON, SC 29406  
Phone: (843)763-2080  
TTY: 711

### **BIOSCRIP INFUSION SERVICES**

462 WANDO PARK BLVD  
STE A  
MT. PLEASANT, SC 29464  
Phone: (855)375-1650  
TTY: 711

### **CORAM CVS/SPLTY INFUSION SVCS**

5955 CORE AVE STE 512  
NORTH CHARLESTON, SC  
29406  
Phone: (843)744-4183  
TTY: 711

### **PALMETTO INFUSION SERVICES**

9295 MEDICAL PLAZA DR  
SUITE C  
NORTH CHARLESTON, SC  
29406  
Phone: (843)414-0287  
TTY: 711

### **PRONETICS HLTH CARE GROUP INC**

4476 LEEDS PL W  
NORTH CHARLESTON, SC  
29405  
Phone: (843)747-0847  
TTY: 711

# Long Term Care Pharmacies

Residents of a long-term care facility may access their prescription drugs covered under Clover Health through the facility's long-term care pharmacy or another network long-term care pharmacy.

## CHARLESTON

\* indicates Preferred Pharmacies

### **FOCUS MEDS PHARMACY AND WELLNESS**

2000 SAM RITTENBERG  
BLVD #134  
CHARLESTON, SC 29407  
Phone: (843)818-4638  
TTY: 711

### **OMNICARE OF BISHOP GADSEN**

1 BISHOP GADSDEN WAY  
CHARLESTON, SC 29412  
Phone: (843)406-0902  
TTY: 711

### **PREFERRED CARE PHARMACEUTICAL SV**

4794 HIGHWAY 162  
HOLLYWOOD, SC 29449  
Phone: (843)769-6522  
TTY: 711

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# 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 1-888-657-1207. (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

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

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



# Clover

## 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. Chiama 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, 언어지원 서비스를 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 jiik'eh, éí ná hóló, koji' hódíílnih áojiiioééíóááóí (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).

## RUSSIAN:

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



# Clover

## **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).

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*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. This information is not a complete description of benefits. Call 1-888-657-1207 (TTY 711) for more information.*

# Clover is here to help.

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This directory was updated on **09/09/2019**. For more recent information or other questions, please contact Clover at **1-888-657-1207** (TTY 711), 8 am–8 pm local time, 7 days a week, or visit **[cloverhealth.com/doctors](https://www.cloverhealth.com/doctors)**. Between April 1st and September 30th, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

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. This information is not a complete description of benefits. Call 1-888-657-1207 (TTY 711) for more information.

Out-of-network/non-contracted providers are under no obligation to treat Clover members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

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