

# 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

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

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