



Better Health, Inc. follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- Color
- National origin
- Age
- Disability
- Sex or gender identity

That means we won't exclude you or treat you differently because of these things.

Communicating with you is important

For people with disabilities or who speak a language other than English, we offer these services at no cost to you:

- Qualified sign language interpreters
- Written materials in large print, audio, electronic, and other formats
- Help from qualified interpreters in the language you speak
- Written materials in the language you speak

To get these services, call the Member Services number on your ID card. Or you can call our Grievance Coordinator at 1-305-921-2630 (TTY 711).

Your rights

Do you feel you didn't get these services or we discriminated against you for reasons listed above? If so, you can file a grievance (complaint). File by mail, email, fax, or phone:

Grievance Coordinator

9250 W. Flagler St. Suite 600

Miami, FL 33174

Phone: 1-305-921-2630

Fax: 1-786-441-8183

Email: ewilliford@simplyhealthcareplans.com

Need help filing? Call our [Grievance Coordinator] at the number above. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **On the Web:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **By mail:** U.S. Department of Health and Human Services
200 Independence Avenue
SW Room 509F, HHH Building
Washington, D.C. 20201
- **By phone:** 1-800-368-1019 (TTY/TDD 1-800-537-7697)

For a complaint form, visit www.hhs.gov/ocr/office/file/index.html.

This information is available for free in other languages. Please contact our customer service number at 1-800-514-4561 (TTY 711) Monday through Friday from 8 a.m. to 7 p.m. Eastern time.

Esta información está disponible gratuitamente en otros idiomas. Póngase en contacto con nuestro número de servicio al cliente al 1-800-514-4561 (TTY 711) de lunes a viernes de 8 a.m. a 7 p.m. hora del Este.