

**Wellcare By 'Ohana Health Plan** e pili ana i nā kānāwai kīwila Pekelala e pili ana a 'a'ole ho'okae ma muli o ka lāhui, ka waiho'olu'u, ke kumu o ka lāhui, ka makahiki, ke kino kīnā, a i 'ole ke kāne (me ka hāpai 'ana a me ka mana'ō wahine). **Wellcare By 'Ohana Health Plan** 'A'ole ho'oka'awale i nā kānaka a mālama 'oko'a paha iā lākou ma muli o ka lāhui, ka waiho'olu'u, ka lāhui, ka makahiki, ke kīnā, a i 'ole ke kāne (me ka hāpai 'ana a me ka 'ano moe kolohe).

#### Wellcare By 'Ohana Health Plan

- Hā'awi i nā kōkua manuahi a me nā lawelawe i ka po'e me ke kino kīnā e kama'ilio maika'i me mākou, e like me:
  - Nā unuhi 'ōlelo hō'ailona kūpono
  - Nā 'ike i kākau 'ia ma nā 'ano 'ano 'ē a'e (pa'i nui, nā leo, nā palapala uila hiki ke loa'a, nā 'ano 'ē a'e)
- Hā'awi i nā lawelawe 'ōlelo manuahi i ka po'e 'a'ole ka 'ōlelo Pelekania, e like me:
  - Nā unuhi 'ōlelo kūpono
  - 'Ike i kākau 'ia ma nā 'ōlelo 'ē a'e
- Inā makemake 'oe i kēia mau lawelawe, e kelepona mai iā mākou ma 1-877-374-4056 (TTY: 711). Mai 'Okakopa 1 a Malaki 31, hiki iā 'oe ke kelepona iā mākou i 'ehiku lā o ka pule mai 8 a.m. a 8 p.m. Mai 'Apelila 1 a i Kepakemapa 30, hiki iā 'oe ke kelepona iā mākou i ka Pō'akahi a hiki i ka Pō'alima mai 8 a.m. a 8 p.m. Ho'ohana 'ia kahi 'ōnaehana leka ma hope o nā hola, nā hopena pule, a me nā lā ho'omaha federal.

Inā mana'ō'īo 'oe i kēlā **Wellcare By 'Ohana Health Plan** 'a'ole i hā'awi i kēia mau lawelawe a i 'ole ho'okae 'ia ma ke 'ano 'ē a'e ma ke kumu o ka lāhui, ka waiho'olu'u, ka lāhui, ka makahiki, ke kīnā, a i 'ole ke kāne (me ka hāpai 'ana a me ka moe kolohe), hiki iā 'oe ke waiho i kahi ho'opi'i me:

1557 Coordinator

PO Box 31384, Tampa, FL 33631

855-577-8234

TTY: 711

FAX: 866-388-1769

SM\_Section1557Coord@centene.com

Hiki iā 'oe ke waiho i kahi ho'opi'i ma ka leka uila, fax, a i 'ole leka uila. inā makemake 'oe i ke kōkua e waiho i kahi ho'opi'i, kā mākou **1557 Luna hooponopono** hiki ke kōkua iā 'oe.

Hiki iā 'oe ke waiho i kahi ho'opi'i kuleana kīwila me ka U.S. Department of Health and Human Services, Office for Civil Rights, uila ma o ka Office for Civil Rights Complaint Portal, loa'a ma <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, a i 'ole ma ka leka uila a kelepona paha ma:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

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

Loa'a nā palapala ho'opi'i ma <https://www.hhs.gov/ocr/complaints/index.html>