

Wellcare By 'Ohana Health Plan e usita'ia e le tulafono feterale talafeagai e uiga i aia tatau o tagata lautele ma e le faailoga tagata e faavae i le ituaiga, lanu, tupuaga faaleatunuu, tausaga, aafiaga tumau o le soifua, po o le itupa (aofia ai ma'itaga ma itua'iga itupa e fia feusua'i iai). **Wellcare By 'Ohana Health Plan** e le fa'aaofia e tagata pe fai ese latou ona o le ituaiga, lanu, tupuaga faaleatunuu, tausaga, aafiaga tumau o le soifua, po o le itupa (aofia ai ma'itaga ma itua'iga itupa e fia feusua'i ai).

Wellcare By 'Ohana Health Plan

- Tuuina atu fesoasoani ma auaunaga fai fua i tagata e iai aafiaga tumau o le soifua e fesoota'i lelei ai ma matou, e pei:
 - O faamatala upu e agavaa i le gagana faitaga
 - O tusitusiga i isi faatulagaga (lomiga tetele, leo, faatulagaga faaeletoroni, isi faatulagaga)
- O le tuuina atu o auaunaga tau gagana e leai se tofogi i tagata e le o le gagana muamua le gagana Igilisi, e pei o:
 - Faamatala upu agavaa
 - Faamatalaga tusitusia i isi gagana
- Afai e te mana'omia nei auaunaga, faamolemole faafesoota'i mai matou i le 1-877-374-4056 (TTY: 711). Mai le aso 1 o Oketopa i le aso 31 o Mati, e mafai ona e vili mai matou i le fitu aso o le vaiaso mai le 8 a.m. i le 8 p.m. Mai le aso 1 o Aperila i le aso 30 o Setema, e mafai ona e vili mai matou i le Aso Gafua agai le Aso Faraile mai le 8 a.m. i le 8 p.m. E faaaogaina se faiga o feau tusitusi i itula fafo atu ma faaiuga o vaiaso, ma aso malolo a le feterale.

Afai e te talitonu ua le mafai e **Wellcare By 'Ohana Health Plan** ona tuuina atu nei auaunaga poo ua faailoga tagata i se isi auala ona o le ituaiga, lanu, tupuaga faaleatunuu, tausaga, aafiaga tumau o le soifua, poo le itupa (aofia ai ma'itaga ma itupa e fia feusua'i ai), e mafai ona e tuu atu se faasea i le:

1557 Coordinator

PO Box 31384, Tampa, FL 33631

855-577-8234

TTY: 711

FAX: 866-388-1769

SM_Section1557Coord@centene.com

E mafai ona tuuina se faasea e ala i le meli, fax poo le imeli. Afai e te mana'omia se fesoasoani i le tuuina atu o se faasea, e avanoa le matou **1557 Faatonu** e fesoasoani ia te oe.

E mafai foi ona e tuuina atu se faasea tau aia tatau e ala i auala faaeletoroni i le U.S. Department of Health and Human Services, Office for Civil Rights, e ala i le Auala Faaoga mo Faasea (Portal) a le Office for Civil Rights, e maua i le <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, poo le meli poo le telefoni i le:

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)

E maua pepa faatumu mo faasea i le <https://www.hhs.gov/ocr/complaints/index.html>