

## Discrimination is Against the Law

Harmony Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Harmony Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Harmony Health Plan:

- 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, Braille, 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 Harmony Member Services at **1-800-608-8158** (TTY: **1-877-650-0952**), Monday – Friday from 8 a.m. to 5 p.m., for help or you can ask Member Services to put you in touch with a Civil Rights Coordinator who works for Harmony Health Plan.

If you believe that Harmony Health Plan 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:

Harmony Health Plan, Grievance Department, P.O. Box 31384, Tampa, FL 33631-3384; Telephone **1-866-530-9491**; TTY number **711**; Fax: **1-866-388-1769**; **OperationalGrievance@wellcare.com**. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Harmony Civil Rights Coordinator 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, DC 20201, **1-800-368-1019**, **800-537-7697** (TDD).

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

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-608-8158** (TTY: **1-877-650-0952**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-608-8158** (TTY: **1-877-650-0952**).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-608-8158** (TTY: **1-877-650-0952**).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-608-8158** (TTY: **1-877-650-0952**)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-608-8158** (TTY: **1-877-650-0952**) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-608-8158 (TTY: 1-877-650-0952).

مقرب لصتا. ن اجمالاب لكل رفاوتت ةيوجلل ا ةدعاسملا تامدخ نإف، ةغلل ركذا ثدحتت تنك اذا: ةظوحلم  
1-800-608-8158 (مكبل او مصلا فتاه مقر) (TTY: 1-877-650-0952).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-608-8158 (TTY: 1-877-650-0952).

सुचना: जो तमे गुजराती ओवता डो, तो नःशुक् भाषा सहाय सेवाओ तमारा माटे उपलब्ध छे. फोन करो 1-800-608-8158 (TTY: 1-877-650-0952).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں - کال کریں 1-800-608-8158 (TTY: 1-877-650-0952).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-608-8158 (TTY: 1-877-650-0952).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-608-8158 (TTY: 1-877-650-0952).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-608-8158 (TTY: 1-877-650-0952) पर कॉल करें।

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-608-8158 (TTY: 1-877-650-0952).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-608-8158 (TTY: 1-877-650-0952).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-608-8158 (TTY: 1-877-650-0952).