



Feedback Form

Directions: Please complete all the sections except the gray one at the bottom of the page. Mail or fax the form to Consumer Direct. Complaints and/or grievances should be sent to your health plan. You can reach Staywell Health Plan Member Services at 1-866-334-7927 (TTY 711) Monday-Friday, 8 a.m. to 7 p.m.

Name: _____ **Date:** _____
(Please Print)

You are a (Please check): Participant Direct Service Worker Agency

Address: _____

City: _____ **State:** _____ **Zip:** _____

Telephone: _____ **Email:** _____

Please check the box that applies: Compliment Suggestion

Would you like us to contact you? Yes No **If yes, how:** phone email mail

Please describe the compliment and/or suggestion:

Please fax completed form to:

Consumer Direct for Florida
Toll-Free Fax: 1-877-344-0999

For Consumer Direct Office Use:

Date Received: ____ / ____ / ____ Signature: _____

Action Taken: Resolved Not Resolved Submitted to Program Manager
Plan: (Please use back of form)



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You can reach Staywell Health Plan Member Services at **1-866-334-7927** (TTY **711**). We are here for you Monday-Friday, 8 a.m. to 7 p.m.

Discrimination is Against the Law

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

Staywell:

- 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 Staywell at **1-866-334-7927** (TTY: **711**), Monday–Friday from 8 a.m. to 7 p.m., for help or you can ask Customer Service to put you in touch with a Civil Rights Coordinator who works for Staywell.

If you believe that Staywell 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: Staywell, 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 Staywell 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**, **1-800-537-7697** (TDD).

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



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ATTENTION: If English is your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.

ATTENTION: If Spanish is your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.

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ATTENTION: If Haitian Creole is your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.

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ATTENTION: If Russian is your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.

ATTENTION: If Portuguese is your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.

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ATTENTION: If Tagalog is your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.

ATTENTION: If Arabic is your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.

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ATTENTION: If Vietnamese is your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes Braille, audio, large print and provide American Sign Language interpreter services. Just give us a call toll-free. You can reach us at **1-866-334-7927**. For TTY, call **711**.