



Formulario de retroalimentación

Instrucciones: Por favor llene todas las secciones excepto la gris que se encuentra al final de la página. Envíe el formulario por correo o fax a Consumer Direct. Las quejas o agravios deben enviarse a su plan de salud. Puede ponerse en contacto con los servicios para miembros del Plan Médico de Staywell al 1-866-334-7927 (TTY 711) de lunes a viernes de 8:00 a.m. a 7:00

Nombre: _____ **Fecha:** _____
(Por favor escríbalo en letra de molde)

Usted es (marque una): Participante Trabajador de servicio directo Agencia

Dirección: _____

Ciudad: _____ **Estado:** _____ **Código postal:** _____

Teléfono: _____ **Correo electrónico:** _____

Por favor marque todas las casillas que apliquen: Cumplido Sugerencia

¿Desea que lo contactemos? Sí No ¿Cómo?: teléfono correo electrónico correo postal

Por favor describa el cumplido o sugerencia:

Por favor envíe el formulario completado por fax a:

Consumer Direct de Florida

Número sin costo: 1-877-344-0999

Para uso de la oficina de Consumer Direct:

Fecha en la que se recibió: ____ / ____ / ____ Firma: _____

Medidas tomadas: Resuelto No resuelto Enviado al administrador del programa
Plan: (Por favor utilice el reverso del formulario)



Formulario de retroalimentación

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>.



Formulario de retroalimentación

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 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**.

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