



Notice of Nondiscrimination

Community Care Plan (CCP) complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. The Florida Healthy Kids Corporation and Community Care Plan do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Community Care Plan provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Information written in other languages (large print, audio, accessible electronic formats, other formats)
- 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 Community Care Plan's Member Services Department.

If you believe that Community Care Plan (CCP) 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:

The Grievance and Appeals Department
Community Care Plan
1643 Harrison Parkway, Building H, Suite 200
Sunrise, FL 33323
Main Line: 1-866-930-0944; TTY/TTD: 1-855-655-5303
Fax: 954- 251- 4848
Email: Grievancesandappeals@ccpcares.org

You can file a grievance by mail, fax, or email. If you need help filing a grievance, Community Care Plan's Grievance and Appeals Department can 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/smartscreen/main.jsf>, or by mail or by phone at:

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)

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

**This information is available for free in other languages.
Please contact our customer service number at 1-866-930-0944 and TTY/TTD 1-855-655-5303 Monday to Friday from 7:30 am to 7:30 pm EST**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-930-0944 (TTY: 1-855-655-5303).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-930-0944 (TTY: 1-855-655-5303).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-930-0944 (TTY: 1-855-655-5303).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-930-0944 (TTY: 1-855-655-5303).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-930-0944 (TTY: 1-855-655-5303).

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 1-866-930-0944 (TTY: 1-855-655-5303)。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-930-0944 (TTY: 1-855-655-5303).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-930-0944 (TTY: 1-855-655-5303).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-930-0944 (TTY: 1-855-655-5303).

1-866-930-0944 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (رقم)

1-855-655-5303 هاتف الصم والبك

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-930-0944 (TTY: 1-855-655-5303).



ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-930-0944 (TTY: 1-855-655-5303).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-930-0944 (TTY: 1-855-655-5303). 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-930-0944 (TTY: 1-855-655-5303).

เรียน: หากคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-866-930-0944 (TTY: 1-855-655-5303).