



Statement of Non-Discrimination

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

Wellcare By Superior HealthPlan:

- **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, 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 Wellcare By Superior HealthPlan's Member Services at **1-855-445-3556** (TTY: **711**). Between October 1 and March 31, representatives are available seven days a week, 8 a.m. to 8 p.m. Between April 1 and September 30, representatives are available Monday–Friday, 8 a.m. to 8 p.m. The call is free. If you believe that Wellcare By Superior HealthPlan 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 complaint with:

1557 Coordinator
PO Box 31384, Tampa, FL 33631
855-577-8234
TTY: 711
FAX: 866-388-1769
SM_Section1557Coord@centene.com

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, our 1557 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, D.C. 20201
1-800-368-1019, (TDD: **1-800-537-7697**)

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