



P.O. Box 459089
Fort Lauderdale, FL
33345-9089



Your Child Deserves Quality Healthcare

Your child's health plan works hard to make sure members get quality healthcare. Goals are set for quality and our progress is reviewed. Member feedback is also looked at throughout the year. If you get a survey from Sunshine Health, please fill it out. Information from surveys helps the health plan continue to improve and better serve your child.

Having **access to important health information** also lets you get the most from your child's coverage.

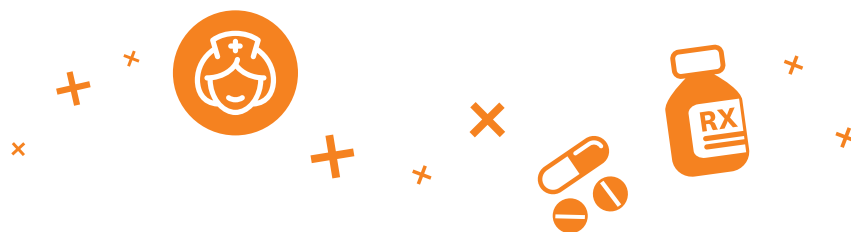
Visit our Quality Program web page at SunshineHealth.com/cw-quality for helpful information about coverage and services available. You can also get more details on various topics, like:

- Rights as a Sunshine Health member
- Getting prescriptions filled
- Knowing if a service is covered
- New services and technology
- If a service is denied
- And more



Sunshine Health is dedicated to serving our members. If you have any questions or concerns, call Member Services at **1-855-463-4100** (TTY 1-800-955-8770).





Su hijo merece atención médica de calidad

El plan de salud de su hijo trabaja duro para asegurarse de que los miembros reciban atención médica de calidad. Se fijan metas de calidad y nuestro progreso es evaluado. La retroalimentación de los miembros también es revisada a lo largo del año. Si usted recibe una encuesta de Sunshine Health, por favor diligénciela. La información de las encuestas ayuda al plan de salud a continuar mejorando y a atender mejor a su hijo.

Tener **acceso a información médica importante** también le permite aprovechar al máximo la cobertura de su hijo.

Visite la página de Internet de nuestro Programa de Calidad a SunshineHealth.com/cw-quality para información útil acerca de cobertura y servicios disponibles. Usted también puede encontrar mayor información sobre temas como:

- Derechos como miembro de Sunshine Health
- Cómo surtir recetas
- Cómo saber si un servicio está cubierto
- Tecnología y servicios nuevos
- Qué hacer si se le niega un servicio
- Y más



En Sunshine Health estamos dedicados a servir a nuestros afiliados. Si tiene cualesquiera preguntas o inquietudes, llame a Servicios para los Afiliados al **1-855-463-4100** (TTY 1-800-955-8770).





This information is available for free in other languages. Please contact our customer service number at 1-855-463-4100, TTY 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-855-463-4100, TTY 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

Notice of Non-Discrimination

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

Sunshine Health:

- 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 Sunshine Health at 1-855-463-4100 (TTY 1-800-955-8770). If you believe that Sunshine Health 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: Grievance/Appeals Unit Sunshine Health, P.O. Box 459087 Fort Lauderdale, FL 33345-9087, 1-855-463-4100 (TTY 1-800-955-8770), Fax, 1-866-534-5972. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Sunshine Health 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 (TTY). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish: Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Sunshine Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-855-463-4100 (TTY 1-800-955-8770).

French Creole: Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Sunshine Health, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-855-463-4100 (TTY 1-800-955-8770).

Vietnamese: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Sunshine Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-855-463-4100 (TTY 1-800-955-8770).

Portuguese: Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Sunshine Health, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-855-463-4100 (TTY 1-800-955-8770).

Chinese: 如果您，或是您正在協助的對象，有關於 Sunshine Health 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-855-463-4100 (TTY 1-800-955-8770)。

French: Si vous-même ou une personne que vous aidez avez des questions à propos d'Sunshine Health, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-855-463-4100 (TTY 1-800-955-8770).

Tagalog: Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa Sunshine Health, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-855-463-4100 (TTY 1-800-955-8770).

Russian: В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Sunshine Health вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-855-463-4100 (TTY 1-800-955-8770).

Arabic: للتحدث مع مترجم إذا كان لديك أو لدى شخص تساعد أسئلة حول Health Sunshine ، لديك الحق في الاتصال للحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. 1-855-463-4100 (TTY 1-800-955-8770).

Italian: Se lei, o una persona che lei sta aiutando, avesse domande su Sunshine Health, ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami il 1-855-463-4100 (TTY 1-800-955-8770).

German: Falls Sie oder jemand, dem Sie helfen, Fragen zu Sunshine Health hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-855-463-4100 (TTY 1-800-955-8770) an.

Korean: 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Sunshine Health 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-855-463-4100 (TTY 1-800-955-8770) 로 전화하십시오.

Polish: Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów za pośrednictwem Sunshine Health, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-855-463-4100 (TTY 1-800-955-8770).

Gujarati: જે તમને અથવા તમે જમે ની મદદ કરી રહ્યા હોય તેમને, Sunshine Health વવશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વવના તમારી ભાષામાં મદદ અને માવહતી પ્રાપ્ત કરવાનો અવિકાર છે. દુભાવષયા સાથે વાત કરવા માટે 1-855-463-4100 (TTY 1-800-955-8770) ઉપર કોલ કરો.

Thai: หากหา นหรือ ผนู้ ทั ำ นให้ค้ วามชว ยเหลือ อยใู่ นขณะนั้นค้ ำถามเกีย วกั Sunshine Health หา นมสึ ทั ฐั ี ะได้ร้ ับความชว ยเหลือ และช้อ มลู ในภาษาของหา น โดยไมเ่ สยิ ค่าง ไขจ้ ำ ะยใด ๆ ึงสั นี หากต้อ งการใ้ ปรกิ ารลา น ม กรณ ำโทรศัพท ์ ดิ ตอ ทั ี มายเลข 1-855-463-4100 (TTY 1-800-955-8770).