

# Notice of Nondiscrimination

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

Clover Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
  - Qualified sign language interpreters
- Provides free language services to people whose primary language is not English, such as:
  - Information written in other languages
  - Qualified interpreters

If you need these services, contact Member Services at [1-888-778-1478](tel:1-888-778-1478). TTY users should call 711. We are open 8 am-8 pm local time, 7 days a week. From April 1 through September 30, alternate technologies (for example, voicemail) will be used on weekends and holidays.

If you believe that Clover 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:

Clover Health

Attention: Appeals and Grievances

PO Box 471

Jersey City, NJ 07303

Phone: [1-888-778-1478](tel:1-888-778-1478) (TTY 711)

Fax: 1-732-412-9706

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Clover Health Appeals and Grievances Department 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](https://www.hhs.gov/ocr/office/file/index.html), 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, 800-537-7697 (TDD)

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