



## **Home Health Services Issues Reporting**

March 2021

Dear MMA Enrollee,

We value you as a Community Care Plan (CCP) member and want to make sure you let CCP know of any issues with your home health services provided by Coastal Care Services.

Please call CCP at any time if you have any issues with your home health services. You may call your Nurse Care Coordinator during normal business hours or you can call CCP at 1-866-899-4828 at any time.

During normal business hours, your Nurse Care Coordinator will work with Coastal Care Services to ensure your issue is resolved. After hours, CCP's Member Services will forward your call to Coastal Care Services for resolution. Please ensure any issues reported after hours are also shared with your Nurse Care Coordinator on the following business day for updates.

Thank you,

Community Care Plan



## Notice of Nondiscrimination

Community Care Plan (CCP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Community Care Plan (CCP) does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Community Care Plan (CCP):

- ♥ 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 Susan Ragazzo.

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 with Susan Ragazzo, Civil Rights Coordinator, 1643 Harrison Parkway Building H, Suite 200. Sunrise, Florida 33323, 1-866-899-4828, TTY/TDD 1-855-655-5303.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance Susan Ragazzo, 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, 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-**



**899-4828 and TTY/TTD 1-855-655-5303 Monday to Friday  
from 8:00 am to 7:00 pm EST**

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-866-899-4828 (TTY: 1-855-655-5303).

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-899-4828 (TTY: 1-855-655-5303).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-899-4828 (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 1-866-899-4828 (TTY: 1-855-655-5303).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-899-4828 (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 1-866-899-4828 (TTY: 1-855-655-5303)。

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-899-4828 (ATS : 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 1-866-899-4828 (TTY: 1-855-655-5303).

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-899-4828 (телетайп: 1-855-655-5303).

(رقم 1-866-899-4828 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 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 1-866-899-4828 (TTY: 1-855-655-5303).