

Wellcare By Trillium Advantage's Nondiscrimination Policy

Discrimination is against the law. Wellcare By Trillium Advantage must follow state and federal civil rights laws. We cannot treat people (members or potential members) unfairly in any of our programs or activities because of a person's:

- Age
- Disability
- National origin, primary language and proficiency of English language
- Race
- Religion
- Color
- Sex, sex characteristics, sexual orientation, gender identity or sex stereotypes
- Pregnant or related conditions
- Health status or need for services

If you feel you were treated unfairly for any of the above reasons, you can make a complaint. This is also called filing a grievance.

Make (or file) a complaint with Wellcare By Trillium Advantage in any of these ways:

Phone: Call our Section 1557 Coordinator at **1-855-577-8234** (TTY: **711**)

Fax: 1-866-388-1769

Mail: PO Box 31384, Tampa, FL 33631

Email: SM_Section1557Coord@centene.com

Web: <https://wellcare.trilliumadvantage.com/member-resources/member-rights/appeals-grievances.html>

You can read our complaint process at:

<https://wellcare.trilliumadvantage.com/member-resources/member-rights/appeals-grievances.html>

If you have a disability, Wellcare By Trillium Advantage has these types of free help:

- Qualified sign language interpreters
- Written information in large print, audio, or other formats
- Other reasonable modifications

If you need language help, Wellcare By Trillium Advantage has these types of free help:

- Qualified interpreters
- Written information in other languages

Need help filing a complaint? Need language help or reasonable modifications? Call Member Services at **1-844-867-1156** (TTY: **711**) to speak with a peer wellness specialist or personal health navigator. Member Services hours: 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.

You also have a right to file a complaint with any of these organizations:

Oregon Health Authority (OHA) Civil Rights

Phone: 1-844-882-7889 (TTY 711)

Web: www.oregon.gov/OHA/EI

Email: OHA.PublicCivilRights@odhsoha.oregon.gov

Mail:

Office of Equity and Inclusion Division
421 SW Oak St., Suite 750 Portland, OR 97204

Bureau of Labor and Industries Civil Rights Division

Phone: 1-971-673-0764

Web: <https://www.oregon.gov/boli/civil-rights>

Email: BOLI_help@boli.oregon.gov

Mail:

Bureau of Labor and Industries Civil Rights Division
800 NE Oregon St., Suite 1045 Portland, OR 97232

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

Phone: 1-800-368-1019, TDD: 1-800-537-7697

Web: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Email: OCRComplaint@hhs.gov

Mail:

Office for Civil Rights
200 Independence Ave. SW, Room 509F, HHH Bldg.
Washington, DC 20201