How to Use the Secure Member Portal

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Your secure member portal is your one-stop shop to manage your healthcare and find information about your plan. Through the member portal, you can create and access a personalized account. This account will have details about your specific health plan, the care you get, and more.

Once you register and create an account you can:

- View or print your digital member ID card.
- View important documents and plan materials online.
- Pay your premium.
- Update your address and contact information.
- View your recent claims.
- Access My Wellcare Rewards and other extra benefits like fitness, Twill, and Wellcare Spendables® if they're included with your plan.
- Search medical and supplemental benefits covered by your plan.

In this guide, we're going to walk you through all the things you can do in your secure member portal account.

Note: Some features are only available after your plan's start date.

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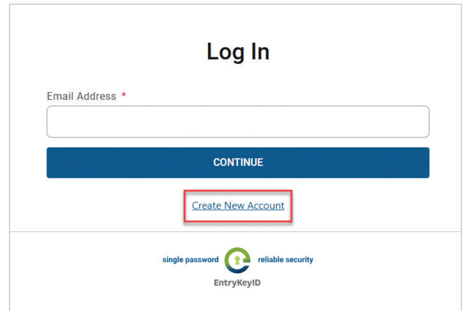
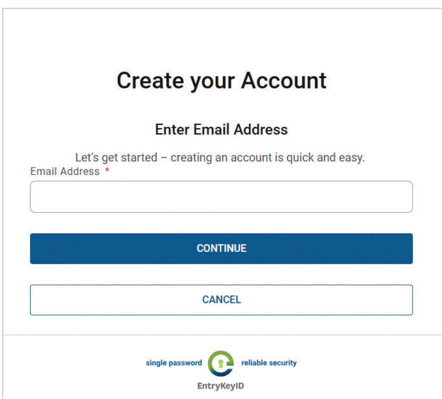
How to Create an Account

1. Go to **member.membersecurelogin.com** in your internet browser and click “Create New Account.”

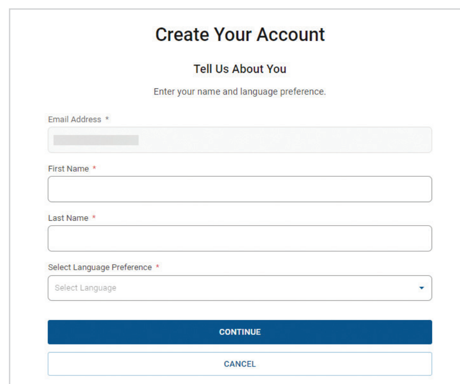
   Note: Make sure you have your member ID card handy.



2. Enter your email address and click **“Continue.”**

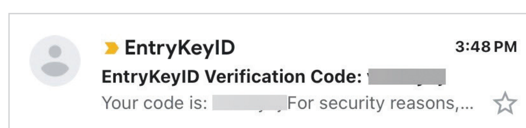


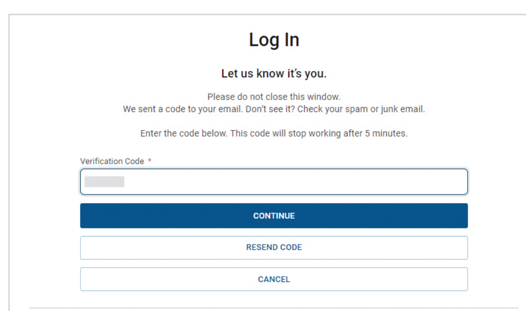
3. Enter your first name, last name, and language preference. Then click **“Continue.”**



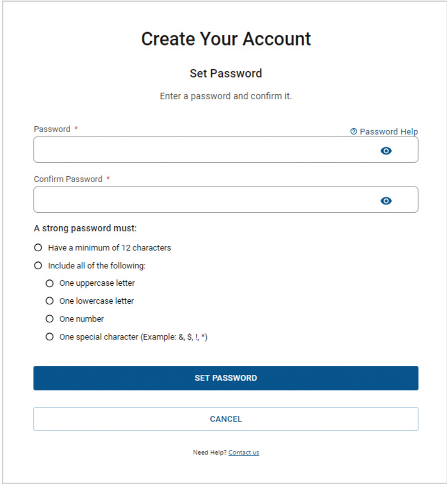
4. You will get a verification code from **no-reply@mail.entrykeyid.com**. Check your email and enter the code that you got. Then click **“Continue.”**

   Note: You have 5 minutes to enter the code. Click **“Resend Code”** if you need a new code sent to you.





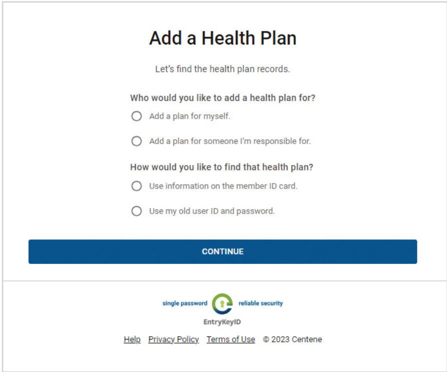
5 Create a password that follows the password guidelines. Confirm your password by retyping it. Then click **"Set Password."**



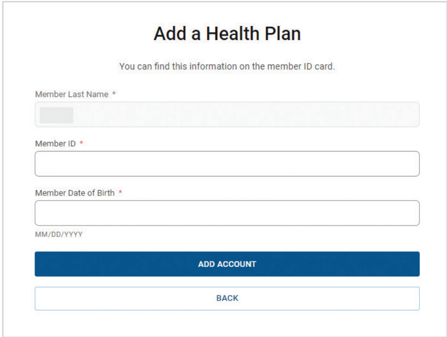
6 Next, you're going to add your health plan.

- **a** If you're adding a plan for yourself, select **"Add a plan for myself."**
- **b** If a family member or caregiver is going to manage your account for you, they should select **"Add a plan for someone I'm responsible for."**

7 You also need to pick how you would like to find your plan. New members should select **"Use information on the member ID card."** Make sure you have your member ID card in front of you for the next step. Then, click **"Continue."**



8 Enter your member ID number listed on your member ID card and your date of birth. Click **"Add Account."**

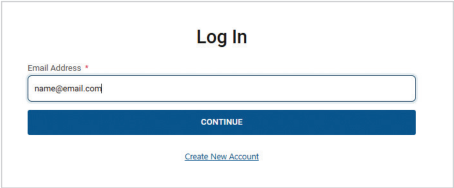


Congratulations! You've created your secure member portal account.

Already Have an Account? How to Log In

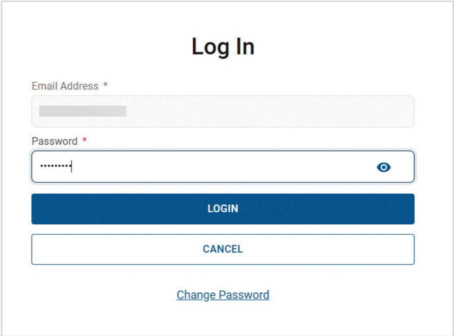
If you already have a secure member portal account, log in using your email address and password.

1. Go to **member.membersecurelogin.com** in your internet browser and enter the email address you used to create your account. Click **"Continue."**



2. Next, enter your password and click **"Login."** You will be taken to your home page.

Note: If you forgot your password and need to reset it, click **"Forgot Password"** and follow the steps. You will get an email with a link to reset your password.



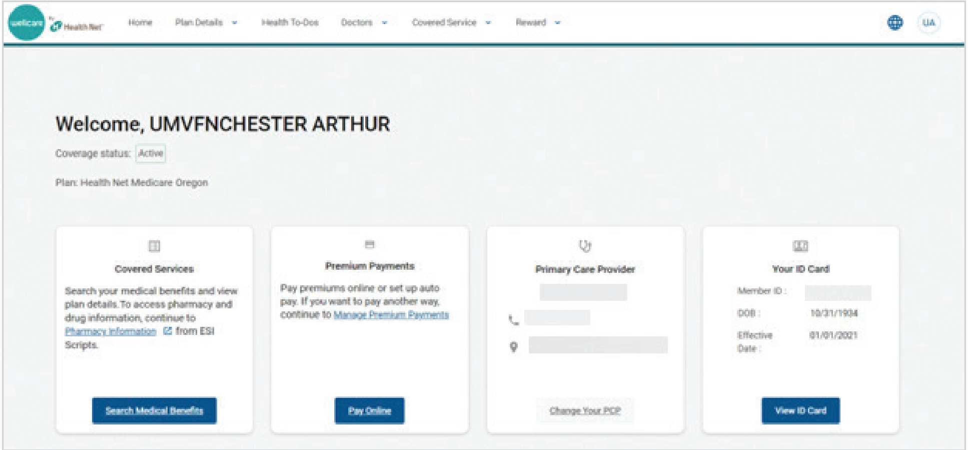
Home Page Overview

Now that you've created or logged into your account, let's go through the home page.

Note: Your home page may look a bit different depending on your plan and benefits.

Coverage Status and Plan Name

After you log in, you will be taken to your home page. Here, you can find your **Coverage Status** and **Plan Name**.

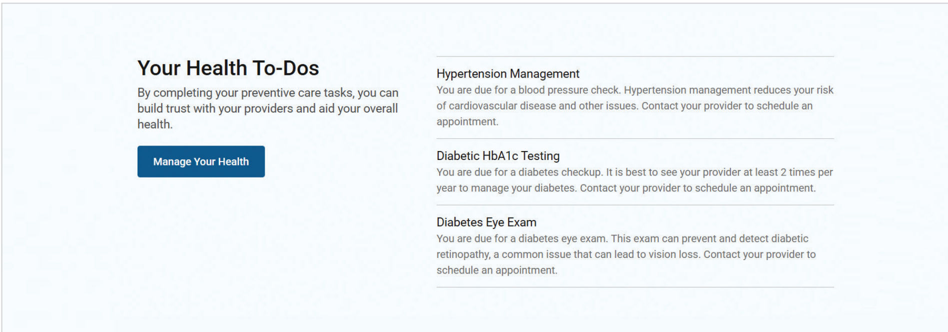


You will also see four tiles for **Covered Services, Premium Payments, Primary Care Provider,** and **Your ID Card**. Again, these tiles may vary based on your plan and benefits.

Health To-Do’s

Below the tiles are your **Health To-Do’s**, you’ll see any exams, screenings, or appointments you’re due for. Click **“Manage Your Health”** to go the **Health To-Do’s** page.

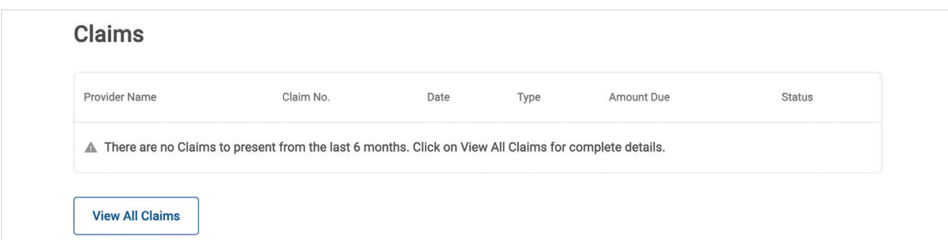
For more about **Health To-Do’s** go to page 19.



Claims & Authorizations

Below your **Health To-Do’s** you’ll find your **Claims** and **Authorizations**. Here, you can quickly view the status of your medical and drug authorizations and claims.

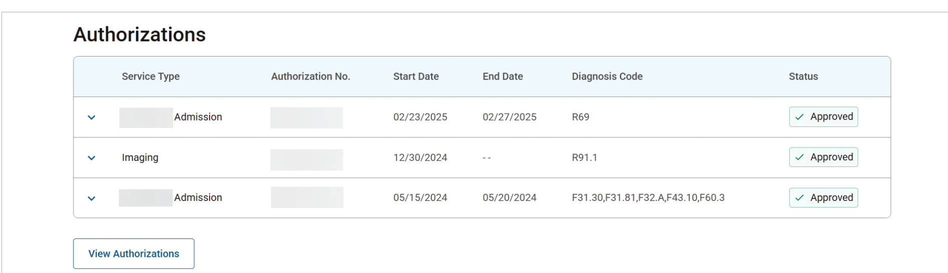
Note: Authorizations and claims will depend on your plan. Always refer to your plan materials.



Claims

Provider Name	Claim No.	Date	Type	Amount Due	Status
There are no Claims to present from the last 6 months. Click on View All Claims for complete details.					

View All Claims



Authorizations

Service Type	Authorization No.	Start Date	End Date	Diagnosis Code	Status
Admission		02/23/2025	02/27/2025	R69	Approved
Imaging		12/30/2024	--	R91.1	Approved
Admission		05/15/2024	05/20/2024	F31.30,F31.81,F32.A,F43.10,F60.3	Approved

View Authorizations

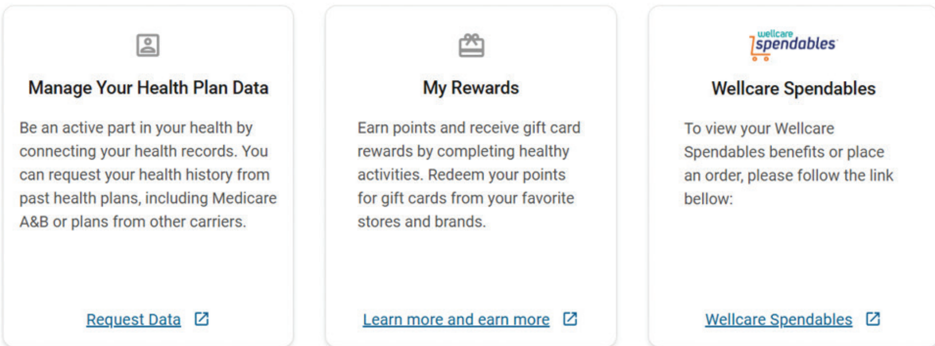
It may take up to 30 days for a submitted authorization or claim to appear in your account.

- ✓ For more about claims, go to page 22
- ✓ For more about authorizations, go to page 24

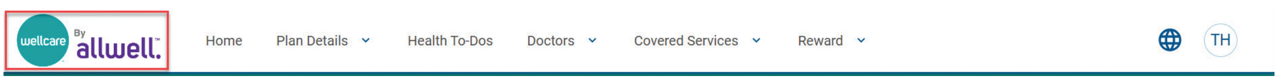
Links

At the bottom of the home page, you'll find helpful links to learn more about your extra benefits, like **My Wellcare Rewards and Wellcare Spendables®**, if they're included with your plan.

Note: Your extra benefits may be different based on your plan.



Take the time to click around and get familiar with your home page and the different tools there. If you ever need to get back to the home page, click **"Home"** or the logo in the top left corner of the top bar menu.



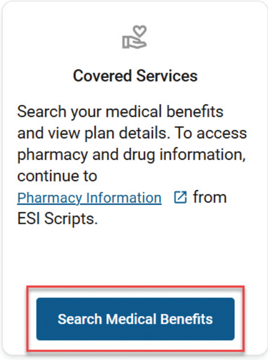
Next, we'll go through how to use specific tools you can find on your portal.

How to Search Covered Services (Medical Benefits Page)

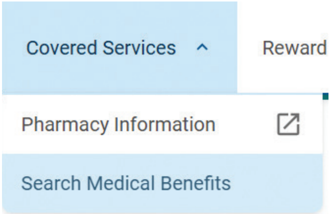
The Search Services tool will show your plan coverage for different services you may get from your providers and specialists, including appointments like your annual preventive visit, urgent care visits, and more.

1 There are two ways to get to the Search Services tool:

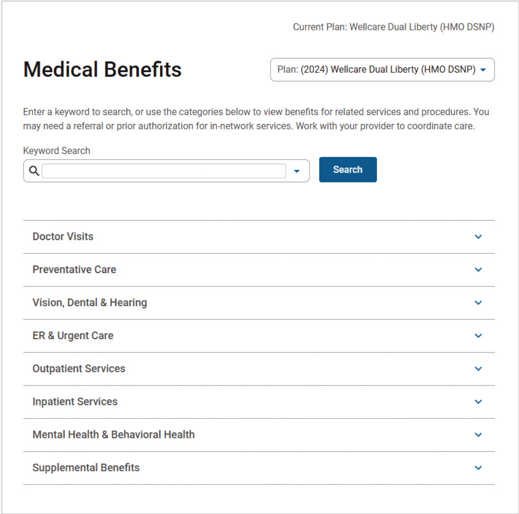
✓ From the home page, you can click **"Search Medical Benefits"** in the **Covered Services** tile.



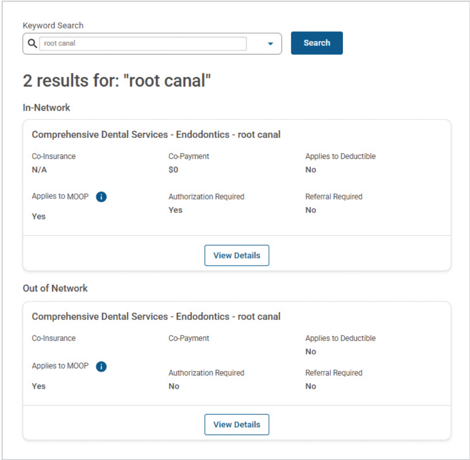
✓ You can also click **"Covered Services"** in the top bar menu and click **"Search Medical Benefits."**



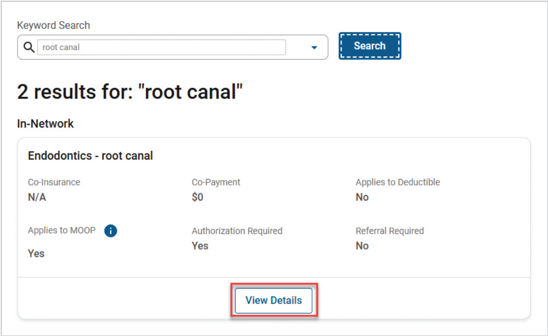
2 Next, you'll be taken to your **Medical Benefits** page where you can use the **Search Services** tool. Type in the search box to search by keyword (ex. root canal, eye exam, annual physical, primary care provider, emergency care, etc.) or click the down arrow to the right of the categories shown to view your benefits.



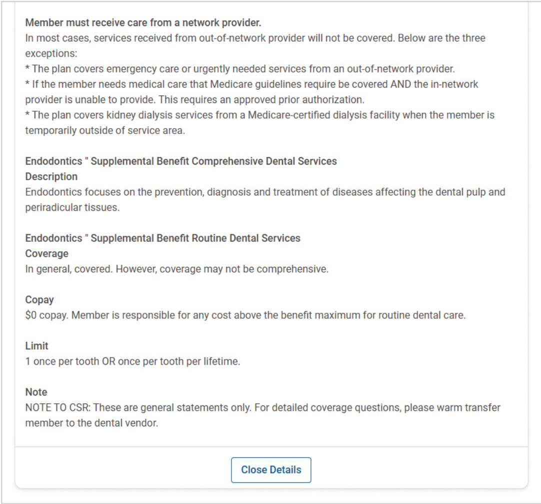
3 Once you pick a service, you will see details on your coverage, like if you'll owe a co-pay. You will also see whether an authorization or referral is needed and if the cost counts towards your deductible. Lastly, you can also compare in-network and out-of-network options.



4 For more information about the service and what your plan covers, click **"View Details."**



5 This will give you in-depth information about what your plan requires and the service you searched. For example, if you searched for a root canal, you would see your plan network requirements, your dental vendor, and the type of care root canals fall under *(endodontics)*.



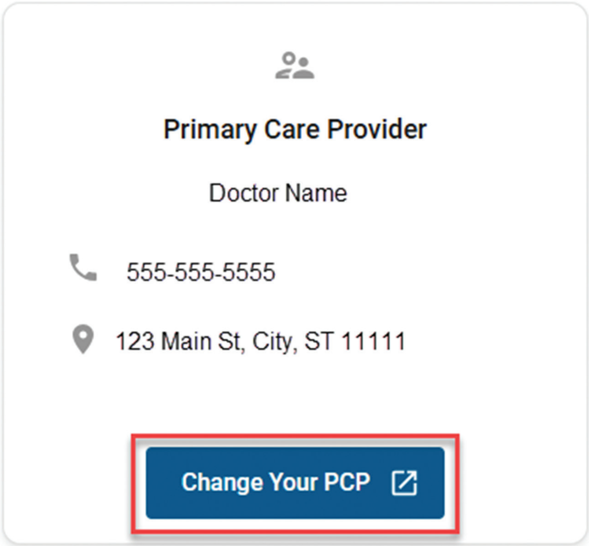
Take the time to get used to the tool and search for different services. Remember to always verify your plan costs and coverage by checking your plan materials.

How to Change Your Primary Care Provider or Find In-Network Providers (Find A Provider)

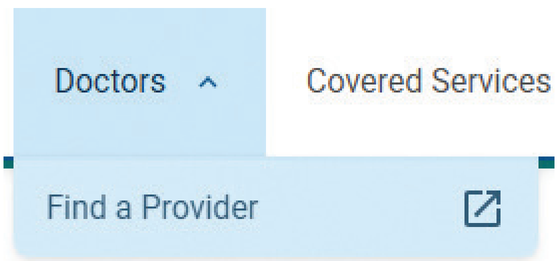
Using an in-network provider helps you save on out-of-pocket costs. If you ever need to change your PCP, find an in-network provider or pharmacy, or check if your current provider is in-network, you can use the Find A Provider tool on the member portal.

NOTE: Health Net CA members have a different Find A Provider tool. These instructions will not apply to Health Net CA members.

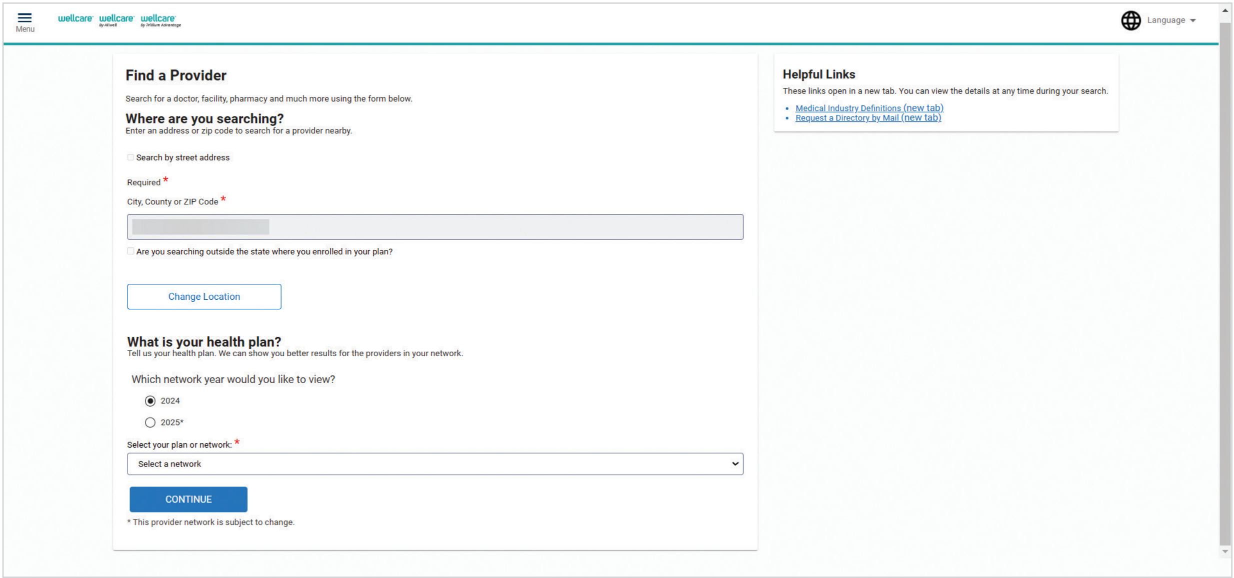
1. Click **"Change Your PCP"** on the **Primary Care Provider** tile on the home page.



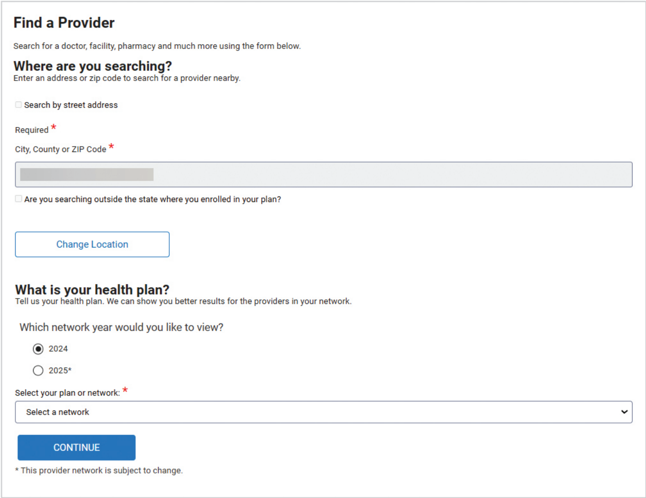
   a. You can also click **"Doctors"** in the top menu bar and click **"Find A Provider."**



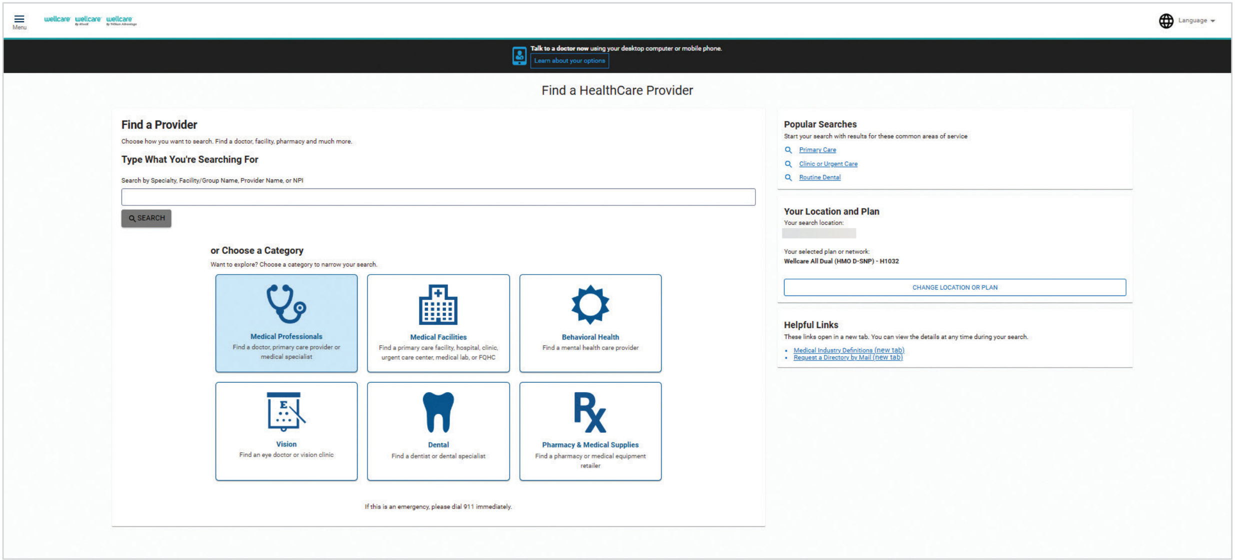
2 You will be taken to the **Find A Provider** tool,where you can search for in-network providers, specialists, and pharmacies in your area.



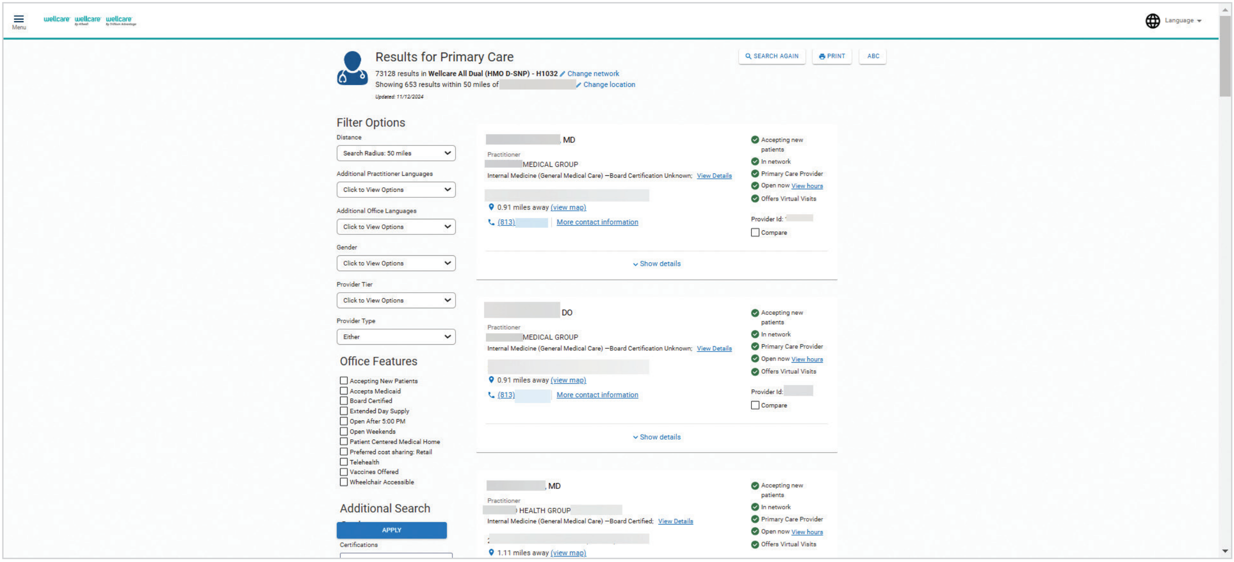
3 Make sure your location is correct. If it's not, click **"Change Location."** Then choose your plan year and name from the list.



4 You can use the search box to type what you're looking for. Or you can choose from the categories to narrow your search.



5 A list of in-network providers will appear according to what you searched. You can view the providers' contact information, additional details about them, and compare providers.



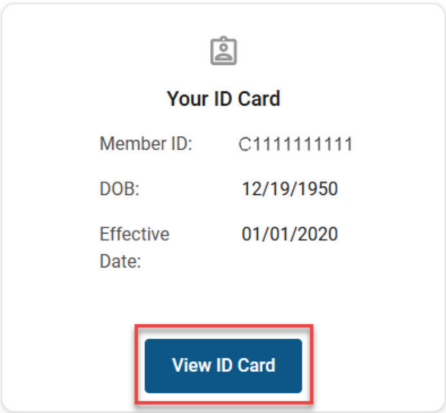
Always use in-network providers. If you get care from an out-of-network provider, it may not be covered by your plan.

Note: If you request to change your PCP, a new member ID card with your new PCP's name will be mailed to you within 10 business days. Always verify network status with your provider before getting care.

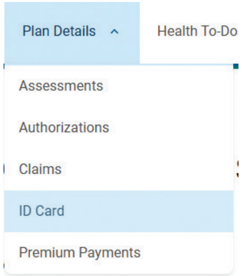
How to View or Print Your Digital Member ID Card

If you ever lose your member ID card, don't worry! You can access your member ID card online at any time through your member portal. You can also print a temporary version.

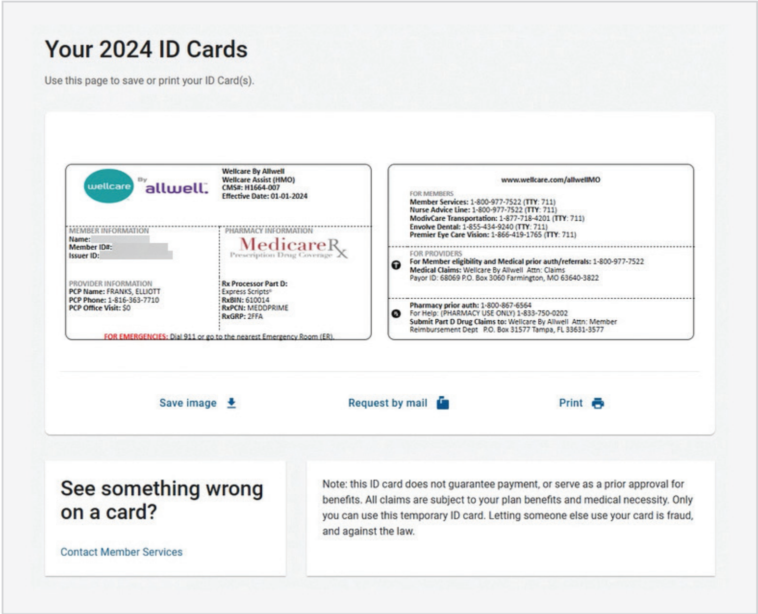
1. Click **"View ID Card"** in the **Your ID Card** tile on the home page.



a. You can also click **"Plan Details"** in the top bar menu and select **"ID Card."**

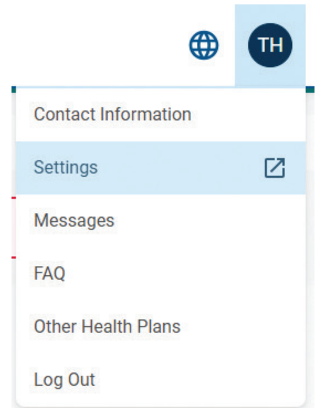


2. You will be taken to your current plan year member ID card. You can save or print a copy.



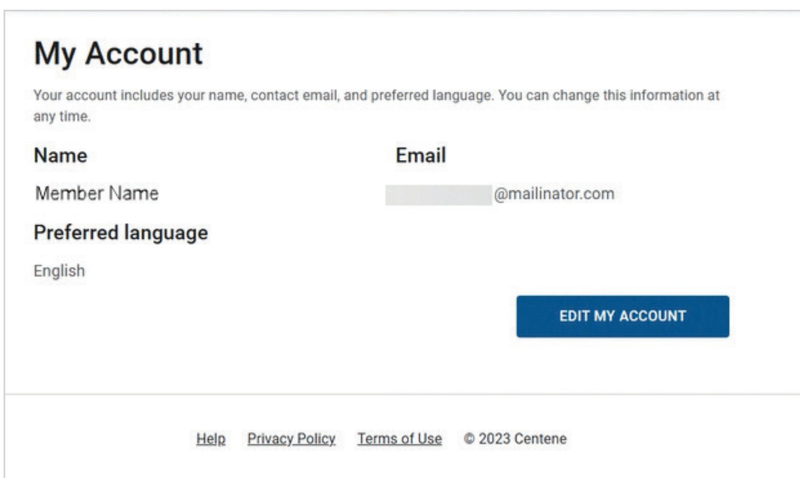
Remember, your member ID card is the key to getting the care you need. Make sure you have it with you for all your appointments.

How to Change Your Account Password/Email (Settings)



1. Click on your initials in the top right corner of the page and select **"Settings"** from the dropdown menu.

2. You'll be taken to the **My Account** page. Here, you can change information about your account, including your email address and password. Click **"Edit My Account"** to make changes.

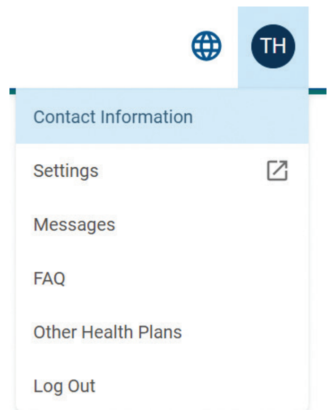


Remember to keep your login information in a safe place. Don't give your login information to anyone unless they're a trusted caregiver.

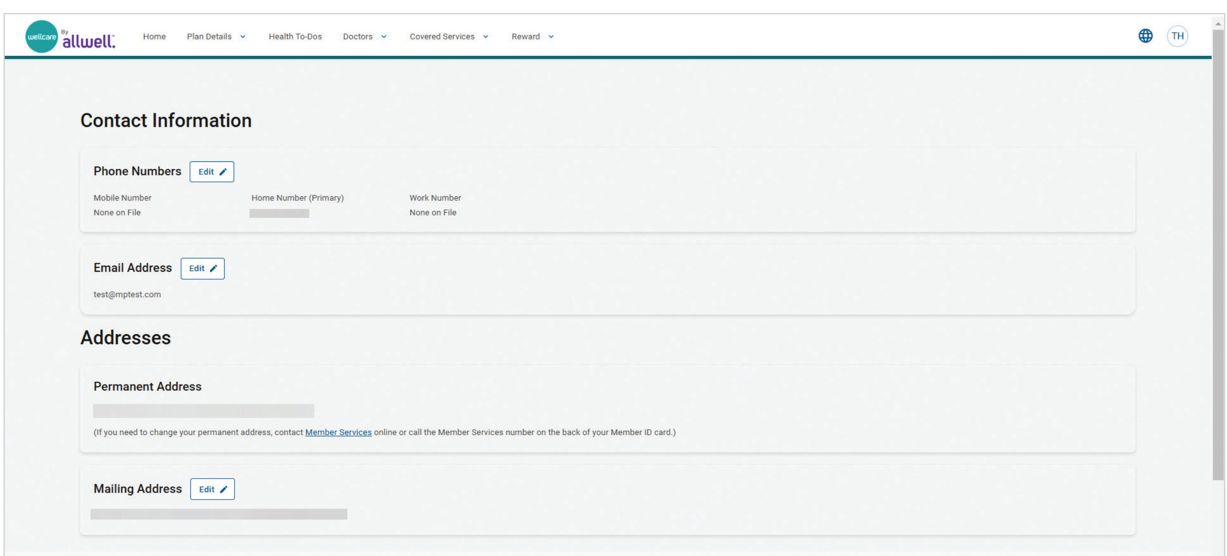
How to View or Change Your Contact Information

Have a new mailing address, phone number, or email address? You can update your contact information through your member portal.

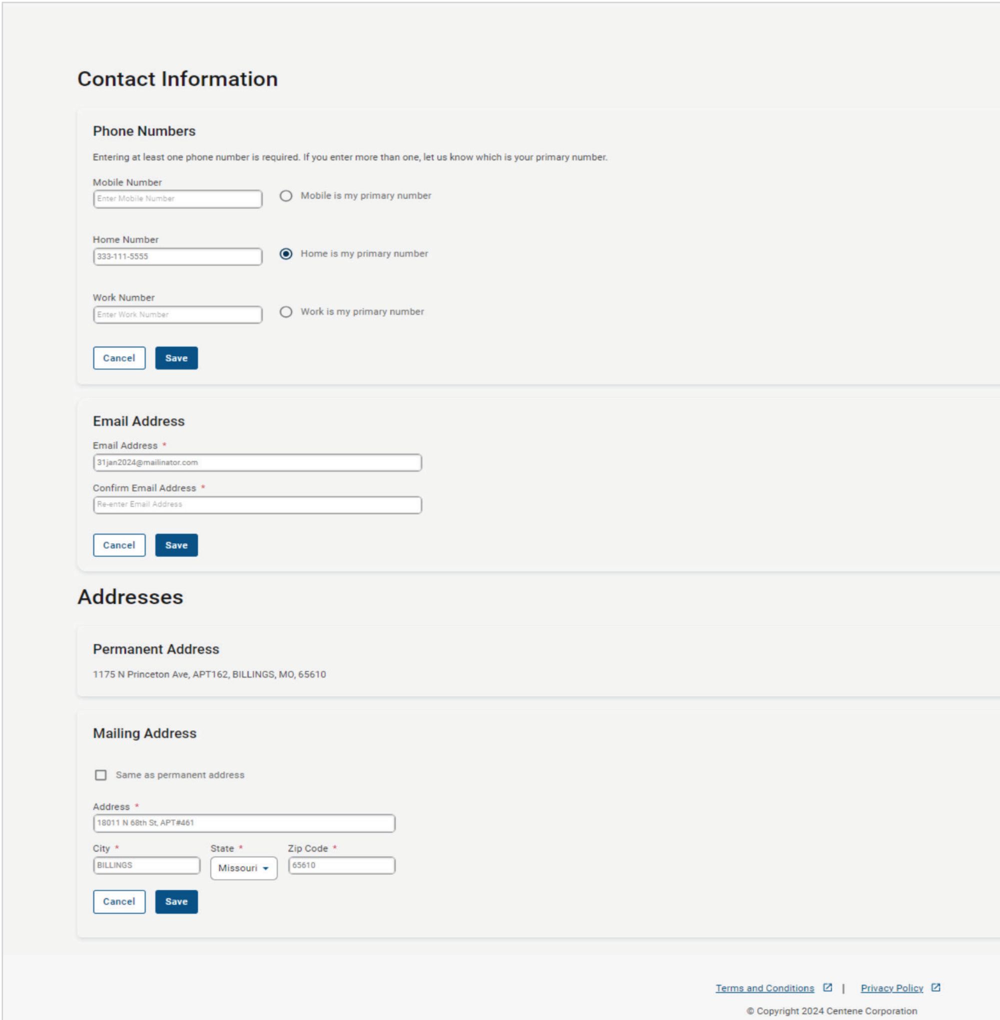
1. On the home page, click on your initials in the top right corner of the page and select **"Contact Information"** from the dropdown menu.



2. You will be taken to your **Contact Information** page, where you can view the current phone number(s), email address, and home address. Select **"Edit"** to update your phone number, home address, or email if needed.



3 Select **"Save."**

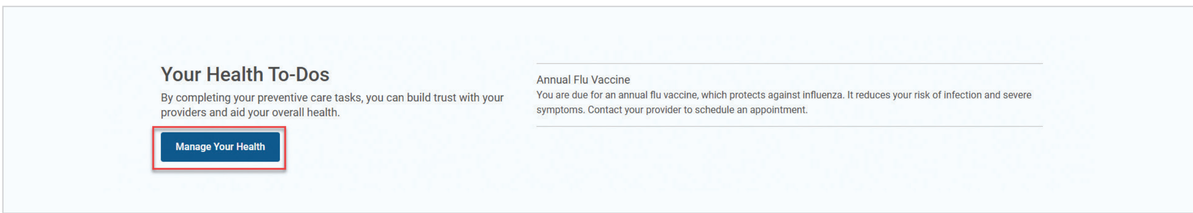


Make sure to keep your contact information updated so you don't miss out on any important plan updates and communications.

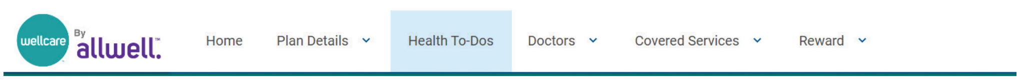
How to View Your Health To-Dos

We know it can be hard to track when you're due for important appointments and exams. With Health To-Dos, we make it easy for you to check off your list.

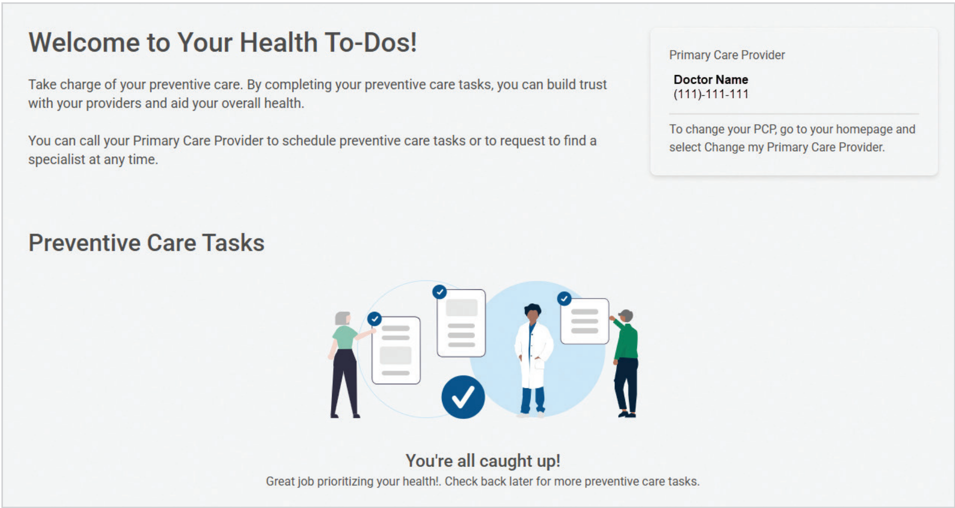
1. Go to your home page and scroll down below the four tiles to see **Your Health To-Dos**. Click **"Manage Your Health"** to view your missing preventive care appointments.



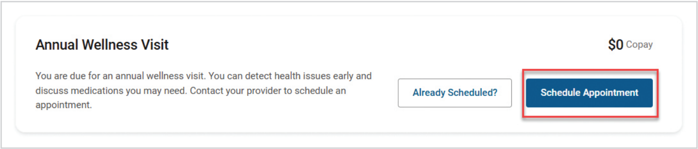
a. You can also click **Health To-Dos** in the top bar menu.



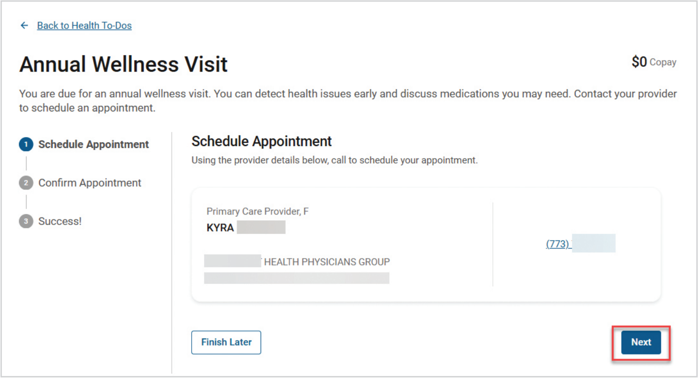
2. You'll be taken to your **Health To-Dos** page, where you can view and manage any preventive care tasks that are missing or scheduled.



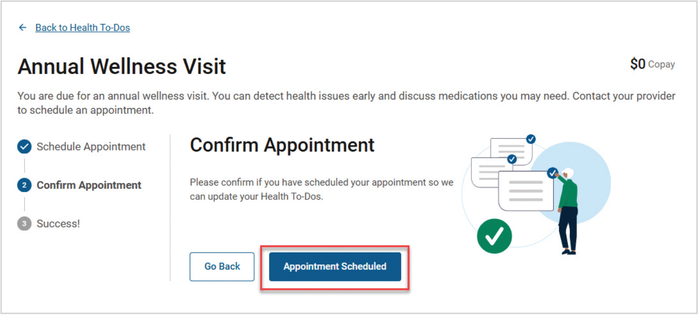
3 To schedule an appointment, click the blue **“Schedule Appointment”** button.



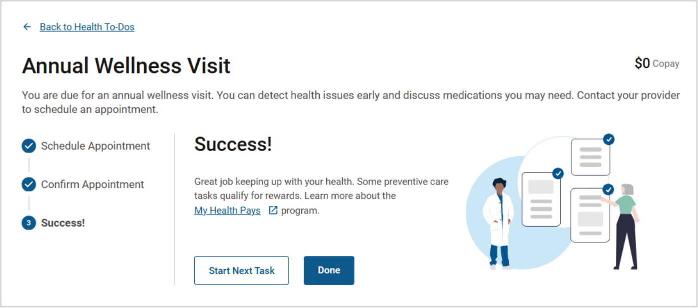
4 You will be taken to a new page that has your PCP’s contact information so you can call to schedule your appointment. After you have called and scheduled your appointment, click **“Next.”**



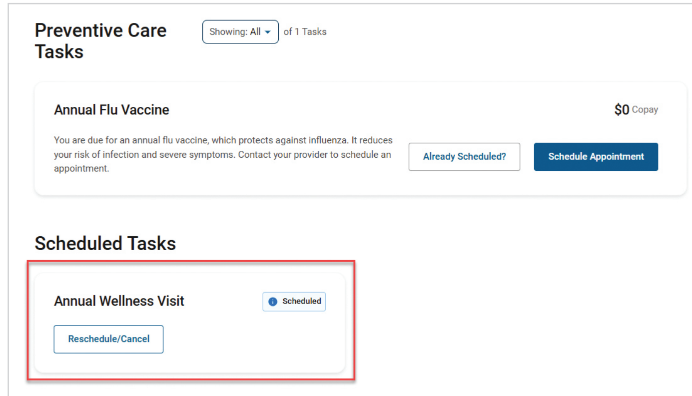
5 Click **“Appointment Scheduled”** to confirm.



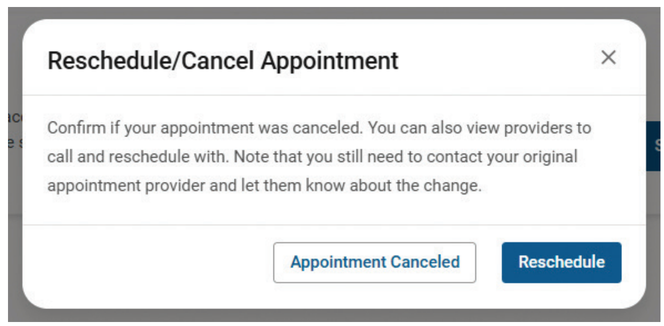
6 Once you confirm, you will be taken to a Success page. You can click **“Start Next Task”** to schedule another appointment, or **“Done”** to go back to your **Health To-Dos**.



7 You should now see your planned appointment under **Scheduled Tasks**.



8 If your appointment was rescheduled or cancelled, click **"Reschedule"**. This will move the appointment from **Scheduled Tasks** back to **Preventive Care Tasks**.



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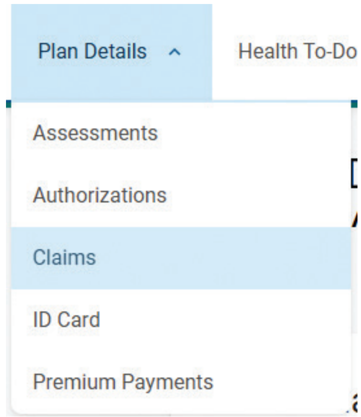
Preventive care is key to staying healthy. It's important to keep track of your **Health To-Dos** and to see your PCP regularly to stay on top of your health.

How to View Your Claims

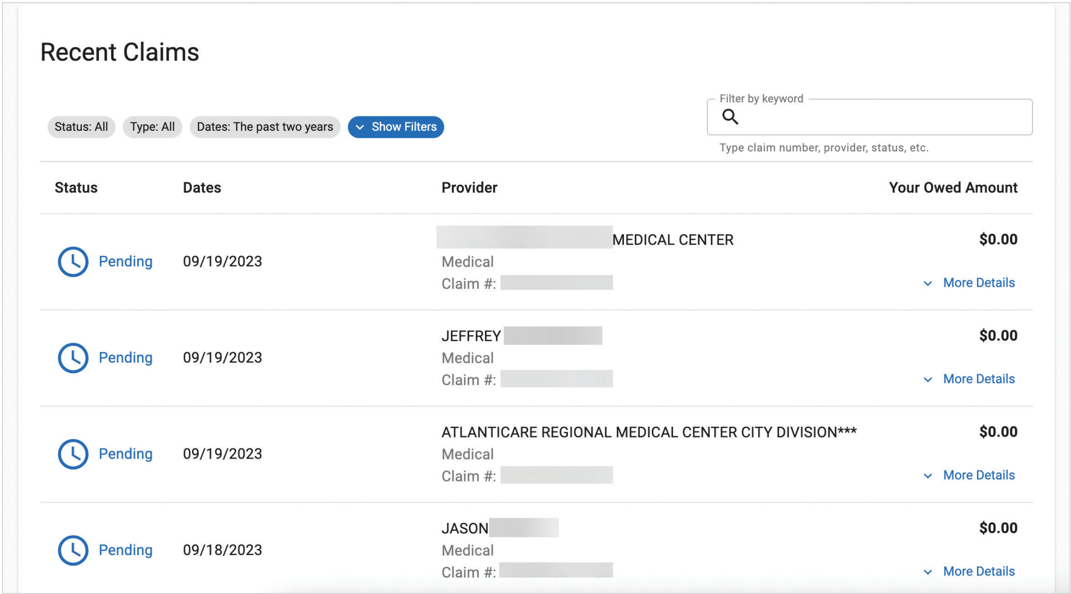
You can easily check your medical and prescription drug claims through your secure member portal. It's good to check your claims to ensure your provider is charging your plan.

1. Click **"Plan Details"** in the top bar menu, then select **"Claims."**

   a. You can also view your recent claims on your home page.



2. The **Recent Claims** page will open. Here, you can see a list of your medical and prescription drug claims, if you have any.



3 Click **“More Details”** to see more information about a claim. Click **“Less Details”** to go back.

Pending 09/19/2023 JEFFREY
Medical
Claim #:

$0.00

Less Details

SBSQ NURSING FACILITY CARE MOD MDM 30 MINUTES (99309)

Dates of Service:
09/19/2023

Amount Billed:
$104.00

Remarks: What's this?
(N2) PEND-SERVICE DOES NOT MAP TO BENEFIT KEY

Amount Approved:	**Amount Paid:**	**Amount you owe:**
$0.00 -$0.00 Discount	By Plan: $0.00	= **$0.00** Includes Copay: $0.00 Includes Coinsurance: $0.00 Deductible: $0.00

Total Copay: $0.00
Total Coinsurance: $0.00
Total Deductible: $0.00

Your Owed Amount*: **$0.00**

* You may receive a bill from your provider for this amount. Part of this amount may have been paid at the time of the service. You will never receive a bill from MMP/Allwell from Absolute Total Care.

If you have any questions about your claim, Contact Us.

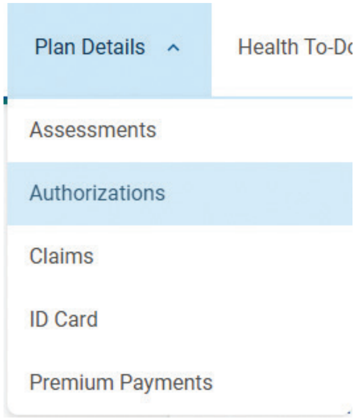
Remember, claims may take up to 30 days to process.

How to View Your Authorizations

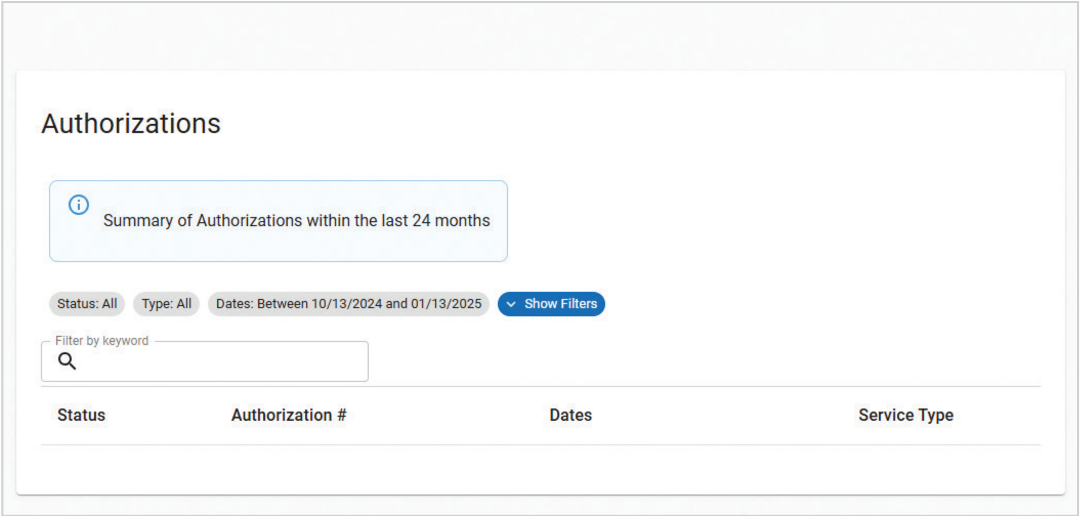
Some services or medications need prior authorization, or plan approval, before you can get them. You can track the status of your authorizations through your secure member portal.

1. Click **“Plan Details”** in the top bar menu, then select **“Authorizations.”**

   a. You can also view your recent authorizations on your home page.



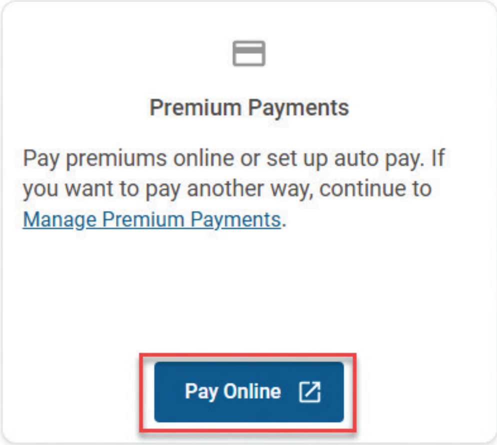
2. The **“Authorizations”** page will open. Here, you can see a list of your medical and prescription drug authorizations, if you have any.



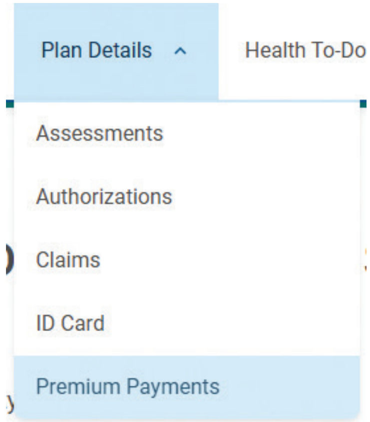
How to Pay Your Premium

You can pay your monthly premium online through your member portal. All payments are safe and secure. You can also set up automatic recurring payments, so you won't have to worry about remembering to pay your premium every month.

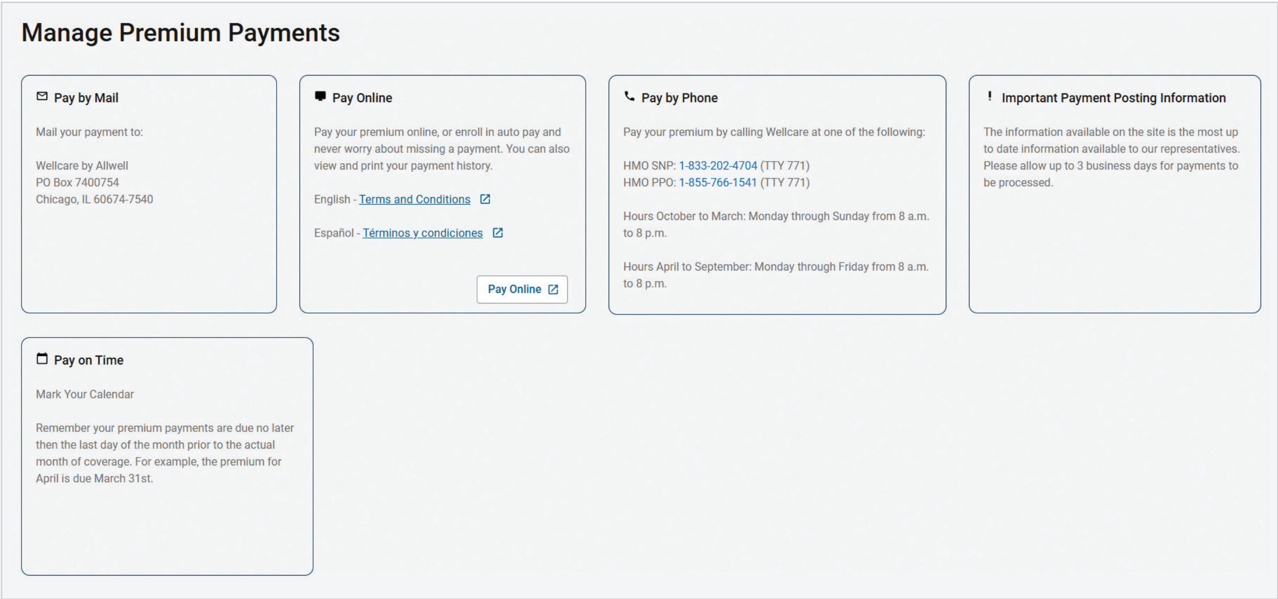
1. To go straight to the billing page, click **"Pay Online"** in the "Premium Payments" tile on the home page.



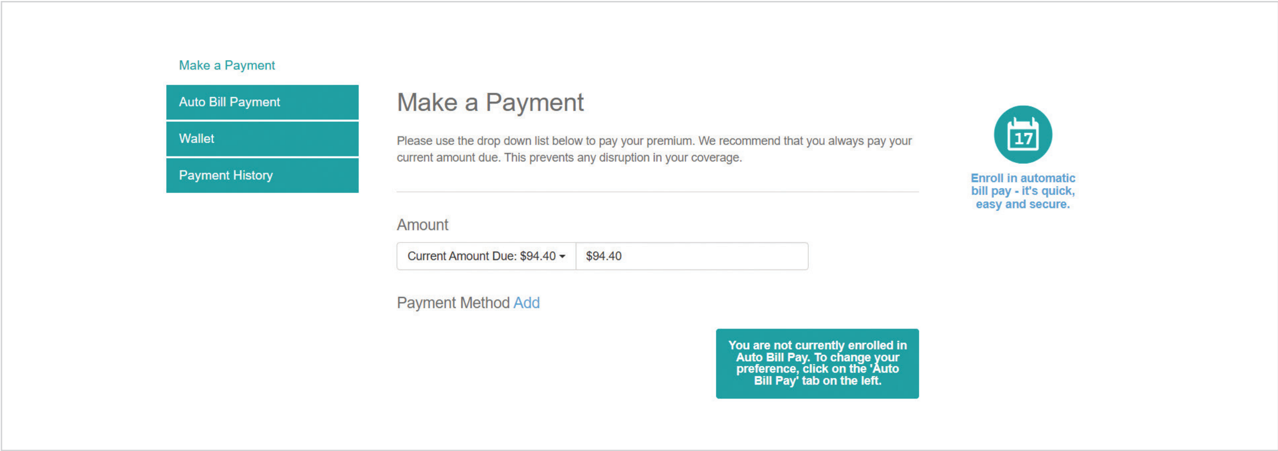
a. To see more options, click the blue text that says **"Manage Premium Payments,"** or go to **"Plan Details"** in the top bar menu and select **"Premium Payments"** to go to your **Premium Payments** page.



2 On this page, you will find different ways to pay your plan premium. These includes mail, online, and phone options.

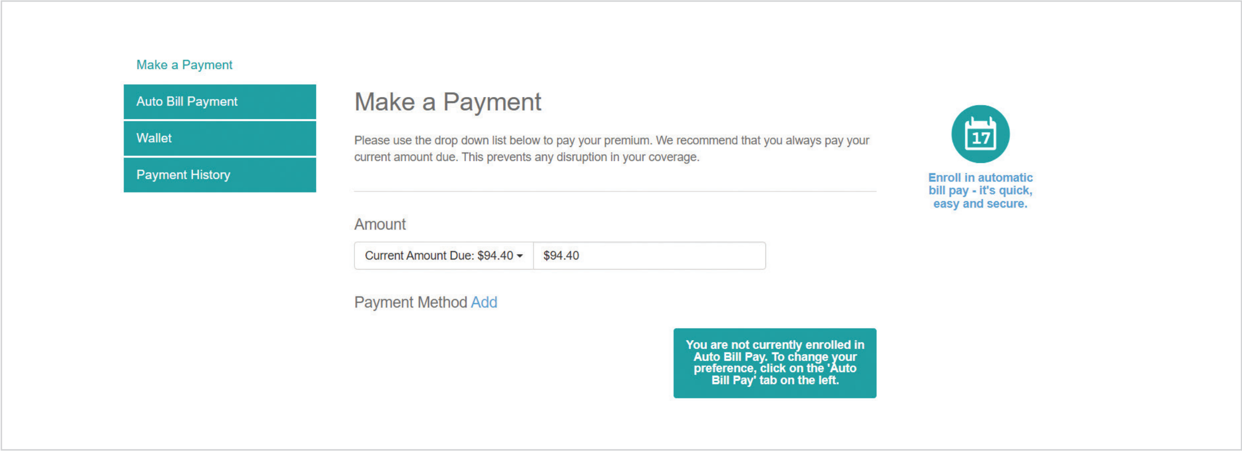


3 Click **"Pay Online"** to be taken to your billing page. You will see your current amount due.

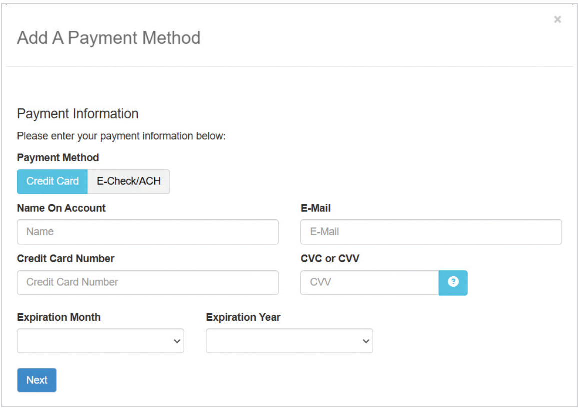


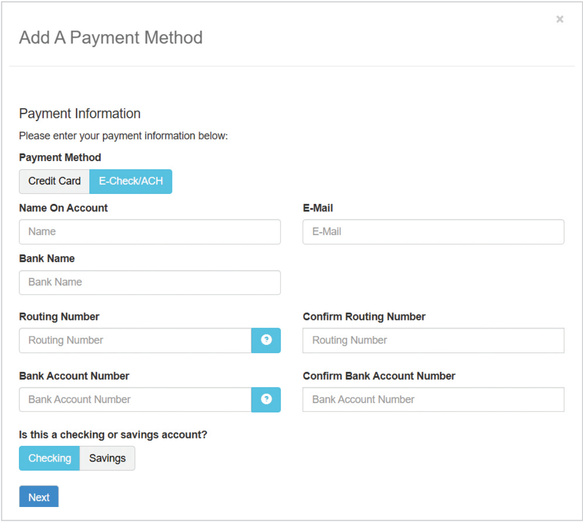
$ How to Make a One-Time Payment

1. To make a one-time payment, click the blue text that says **“Add”** next to **“Payment Method.”**

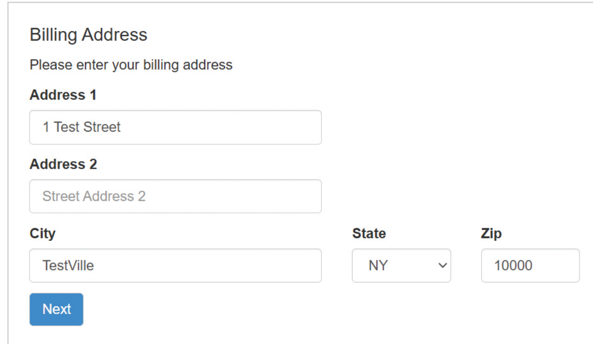


2. A pop-up will appear where you can add your payment information. You can use a credit card or bank account to pay. After you’ve entered your information, click **“Next.”**

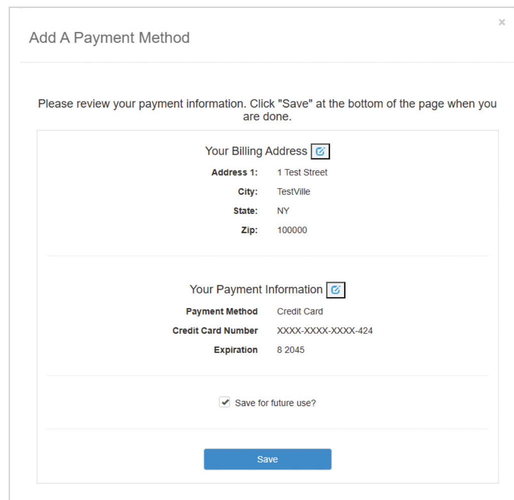




3 Enter your billing address and click **"Next."**

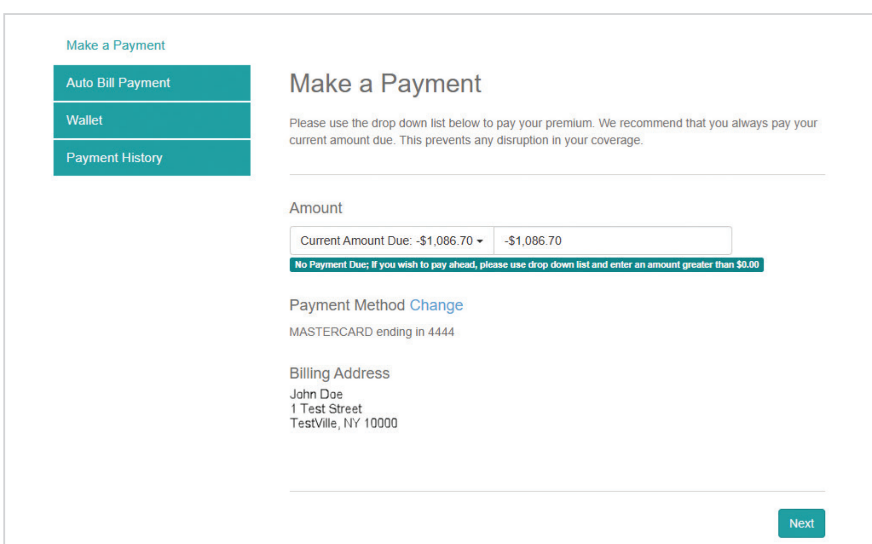


4 Review your information to ensure it is correct, then click **"Save."**

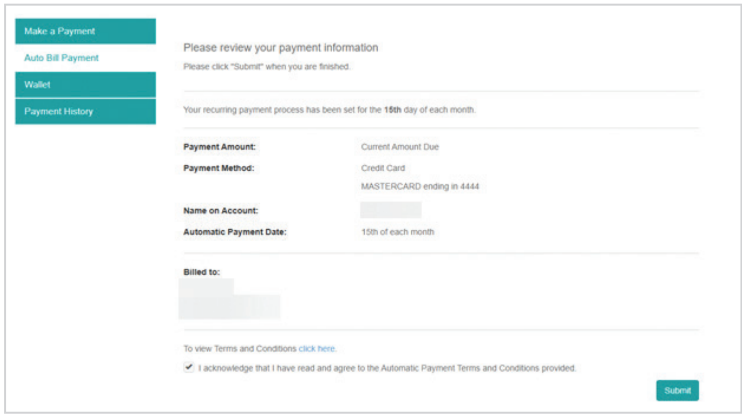


Note: Check the box next to **"Save for future use?"** to save your payment information for use in the future and for Autopay.

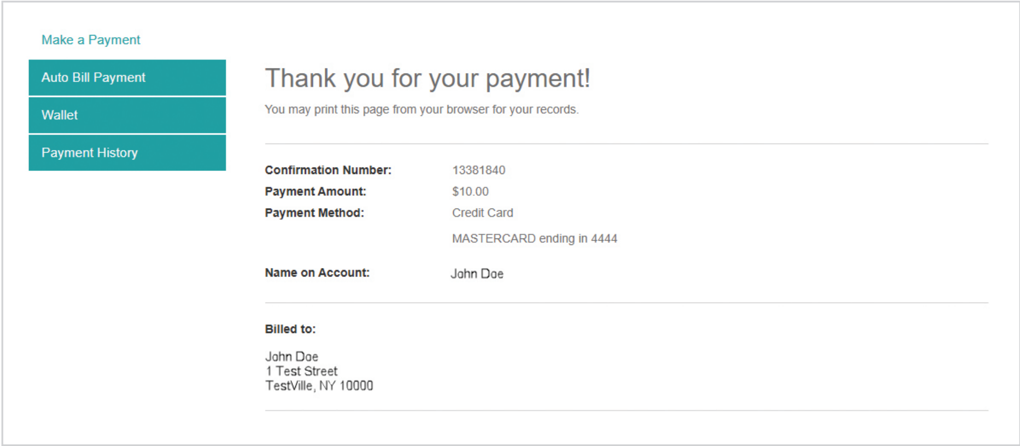
5 You will be taken back to the **Make a Payment** page, where your amount due and payment method will be automatically filled in. Click **"Next."**



6 Review your payment information, check the required box, and click **“Submit”** to make a one-time payment. To get an email confirmation, you can check the box next to **“I would like a confirmation email”** and enter your email address.

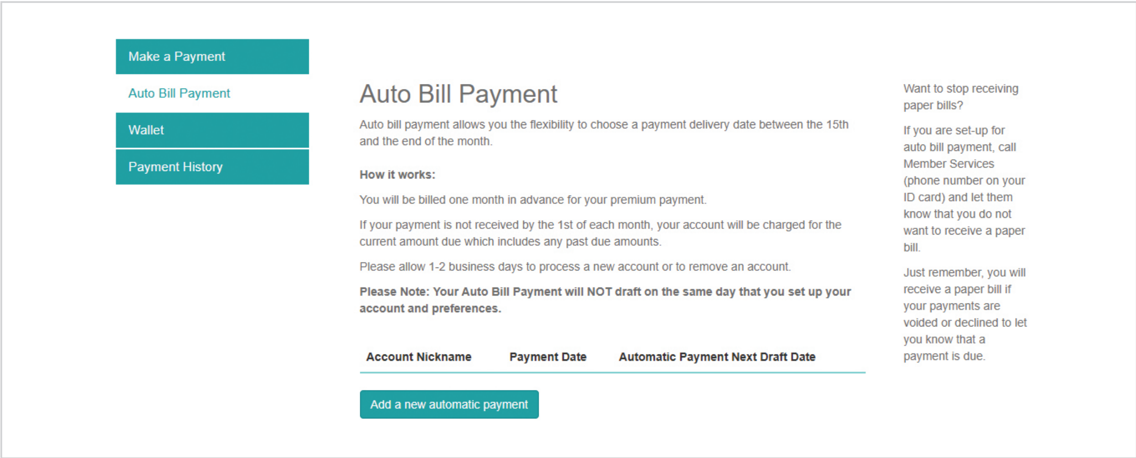


7 You will be taken to a confirmation page with a confirmation number.

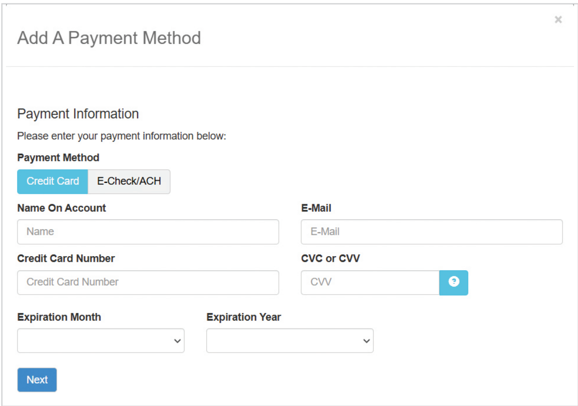


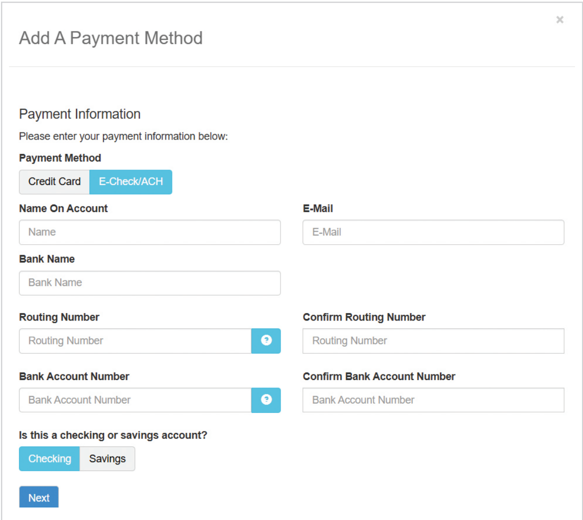
How to Set Up Automatic Payments

1 If you would like to set up automatic payments, click **"Auto Bill Payment"** on the left menu. Then click **"Add a new automatic payment."**

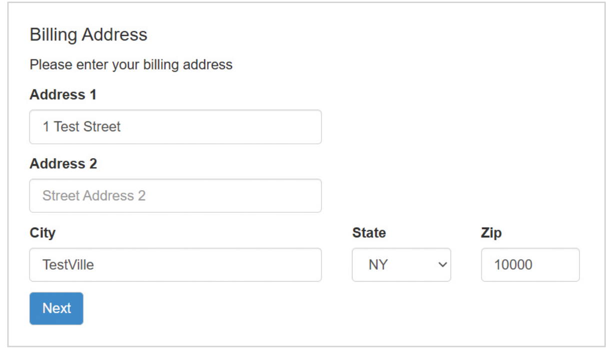


2 A pop-up will appear where you can add your payment information. You can use a credit card or bank account to pay. After you've entered your information, click **"Next."**

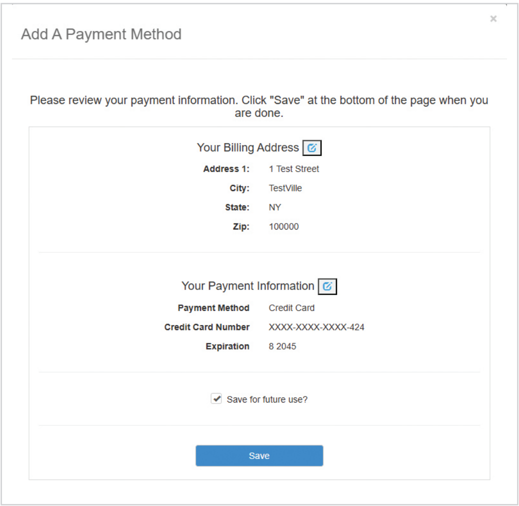




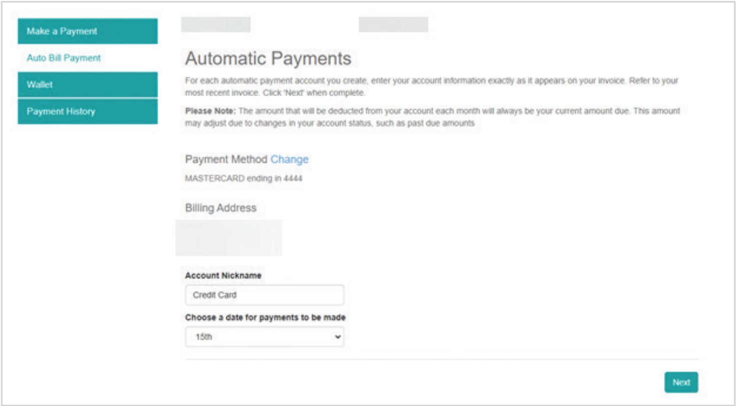
3 Enter your billing address and click **“Next.”**



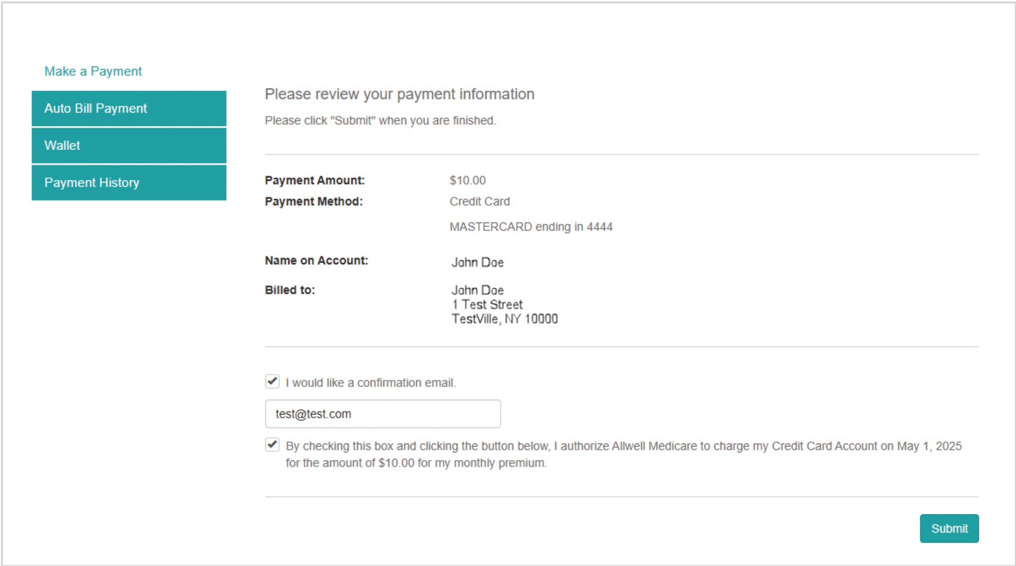
4 Review your information to ensure it is correct. Be sure to check the box next to **“Save for future use?”** to save your payment information. Then click **“Save.”**



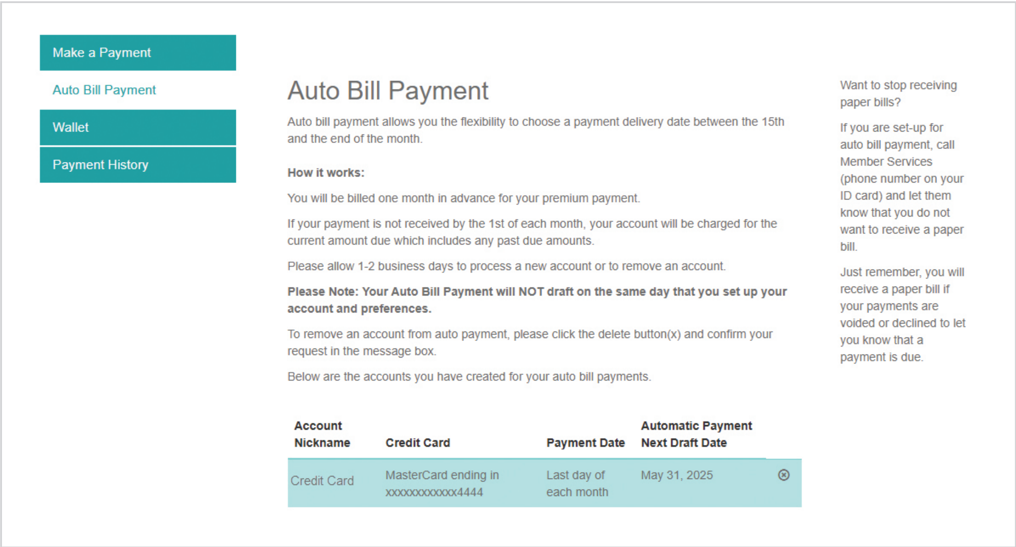
5 You will be taken back to the **Make a Payment** page, where your amount due and payment method will be automatically filled in. Click **“Next.”**



6 Review your information and click the blue text that says **“click here”** if you would like to view the Terms and Conditions. Be sure to check the box next to **“I acknowledge that I have read and agree to the Automation Payment Terms and Conditions provided.”** Then click **“Submit”** to set up your automatic payments.



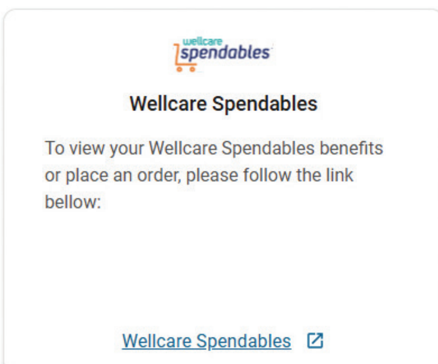
7 You will be taken back to your **Auto Bill Payment** page, where you can see your scheduled payments.



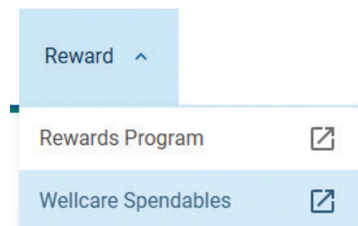
How to Access Wellcare Spendables®

(NOT AVAILABLE FOR ALL PLANS—Check your plan materials to verify coverage and benefits.)

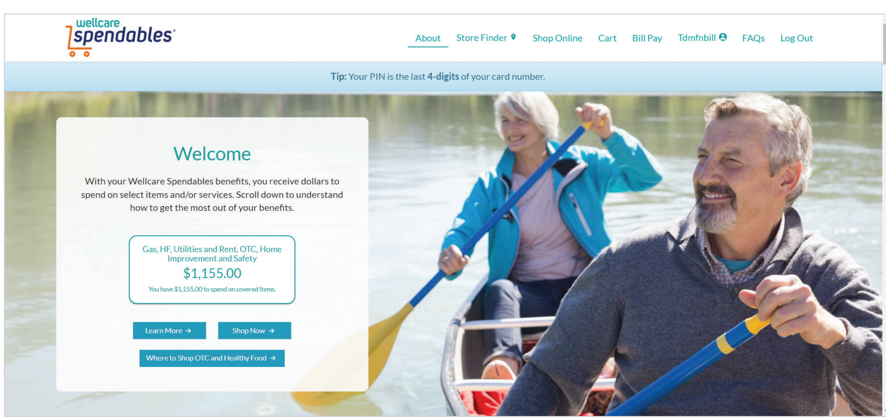
1. If Wellcare Spendables® is included with your plan, you will see a **Wellcare Spendables®** tile at the bottom of your home page. Click the blue text that says **"Wellcare Spendables"** to be taken to your Healthy Benefits+ account.



a. You can also click **"Reward"** in the top bar menu and select **"Wellcare Spendables."**



2. On your Healthy Benefits+ account you can check your benefits and balance, find a store, place an online order, and more.



How to Access Twill

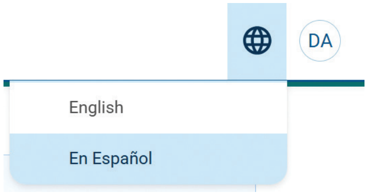
Twill is a free digital platform to support healthy aging and your overall wellbeing through community support, self-guided programs, and interactive activities. All Medicare Advantage members have Twill included with their plan.

1. You will see a banner message at the top of your homepage with a link to Twill. Click the blue text that says **"Visit Twill"** and follow the instructions to get started.

> **Introducing Twill for Medicare Advantage Members**
> Your plan includes a digital platform tool to support healthy aging and your overall wellbeing through community support, self-guided programs, and interactive activities. Twill is included in Medicare Advantage Plans, at no extra cost to you. Visit Twill to log in and get started. (Note: This benefit is not available for Medicare-Medicaid Plan Members at this time)

How to Access the Portal in Spanish

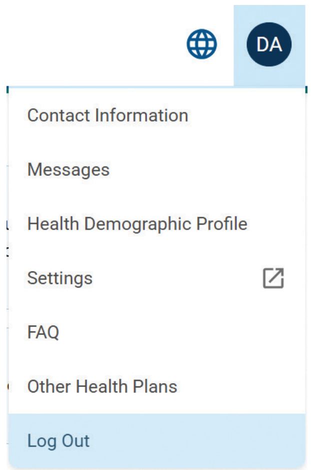
1. Click on the globe icon in the top right corner (next to your initials) and select **"En Español"** in the dropdown menu to have the site translated into Spanish.



How to Sign Out

Make sure to log out of your account whenever you're done browsing to protect your personal health information. If you leave the page logged in without doing anything, you will automatically be logged out after 10 minutes of inactivity.

1. Click your initials in the top right corner and select **"Log Out."**
2. You will be taken back to the login page.



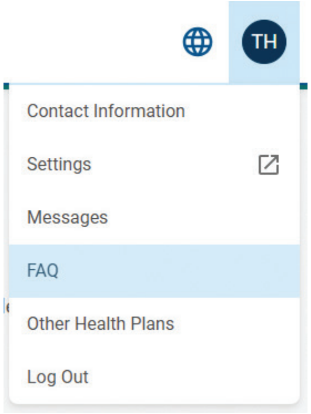
Remember to keep your login information in a safe place.

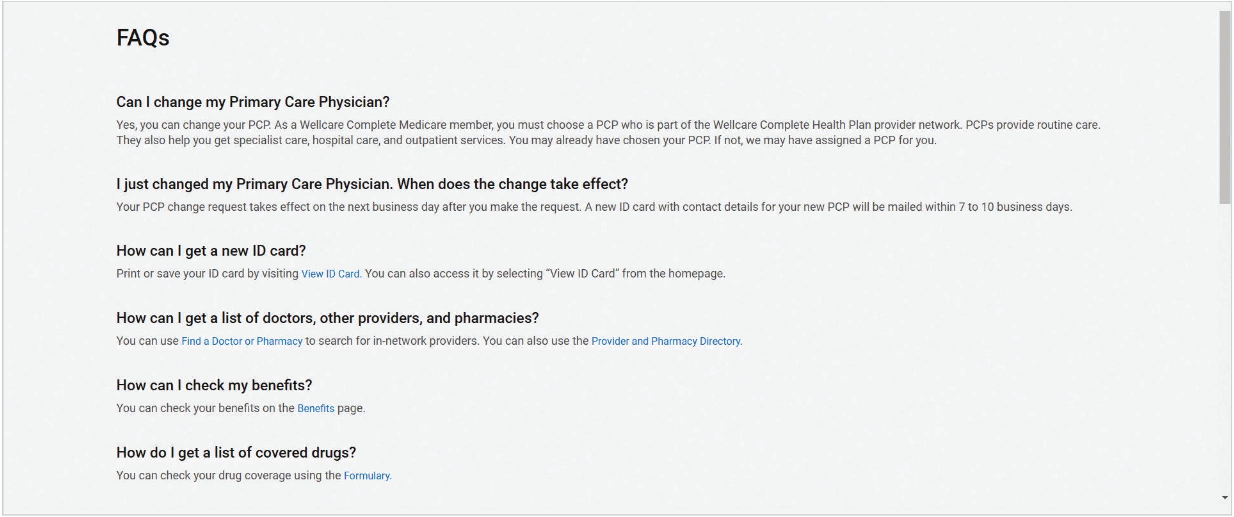
Need Help?

If you have any questions about your member portal or plan benefits, you can check the FAQ section or send a message to our team through your account.

FAQs

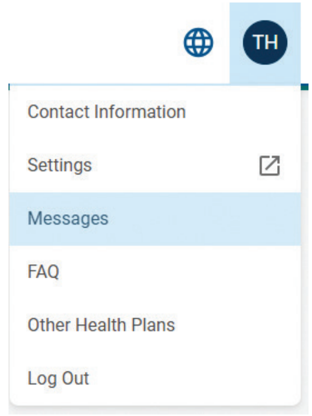
1. Click on your initials in the top right corner and select **"FAQ"** to see a list of frequently asked questions and answers.



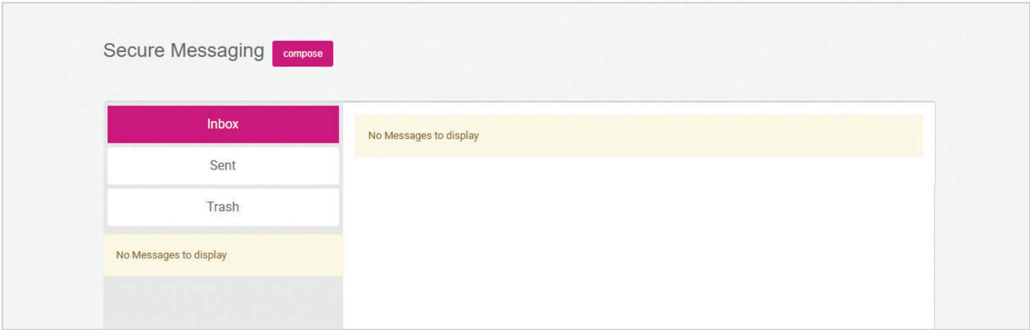


Messaging

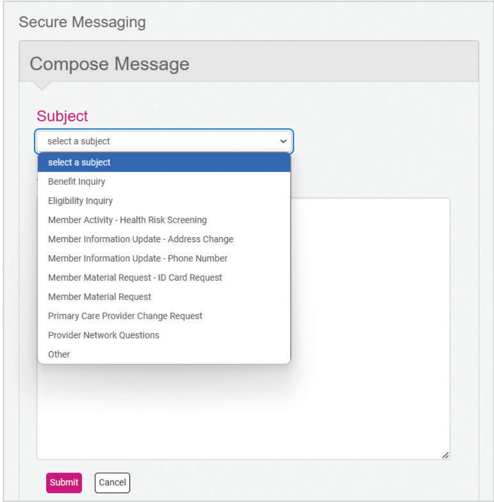
1. Click on your initials in the top right corner and select **"Messages."**



2. You will be taken to your **Secure Messaging** inbox, where you can view any messages you've sent or received. To send a message, click **"Compose."**



3. Select a subject from the dropdown menu that suits your needs, then type your question or request in the box.



When you're done, click **"Submit."** The message will be sent to one of our agents who will get back to you.

Thanks for being a member!

We hope this guide helps you better understand how to use your secure member portal account, so you can get the most out of your plan. You can access your secure member portal any time to manage your health plan and benefits.

If you have any questions about the member portal or experience any issues, call Member Services using the phone number on your member ID card. TTY users should dial **711**.

We are here:

October 1 to March 31
Seven days a week
8 a.m. to 8 p.m.

April 1 to September 30
Monday through Friday
8 a.m. to 8 p.m.

Ohana Health Plan, a plan offered by WellCare Health Insurance of Arizona, Inc.

Louisiana D-SNP members: As a Wellcare HMO D-SNP member, you have coverage from both Medicare and Medicaid. You receive your Medicare health care and prescription drug coverage through Wellcare and are also eligible to receive additional health care services and coverage through Louisiana Medicaid. Learn more about providers who participate in Louisiana Medicaid by visiting www.myplan.healthy.la.gov/en/find-provider or https://www.louisianahealthconnect.com. For detailed information about Louisiana Medicaid benefits, please visit the Medicaid website at https://ldh.la.gov/medicaid and select the “Learn about Medicaid Services” link. To request a written copy of our Medicaid Provider Directory, please contact us.

Washington residents: “Wellcare” is issued by Coordinated Care of Washington, Inc.

Washington residents: Health Net Life Insurance Company is contracted with Medicare for PPO plans. “Wellcare by Health Net” is issued by Health Net Life Insurance Company.

Washington residents: “Wellcare” is issued by WellCare Health Insurance Company of Washington, Inc.

Notice: TennCare is not responsible for payment for these benefits, except for appropriate cost sharing amounts. TennCare is not responsible for guaranteeing the availability or quality of these benefits. Any benefits above and beyond traditional Medicare benefits are applicable to Wellcare Medicare Advantage only and do not indicate increased Medicaid benefits.

Texas D-SNP members: As a Wellcare HMO D-SNP member, you have coverage from both Medicare and Medicaid. You receive your Medicare health care and prescription drug coverage through Wellcare and are also eligible to receive additional health care services and coverage through Texas Medicaid. Learn more about providers who participate in Texas Medicaid by visiting https://www.wellcarefindaprovider.com/navigate-a-network.html. For detailed information about Texas Medicaid benefits, please visit the Texas Medicaid website at https://www.hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/starplus. To request a written copy of our Medicaid Provider Directory, please contact us.

Discrimination Is Against the Law

Wellcare By Allwell complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Wellcare By Allwell does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Wellcare By Allwell:

- Provides aids and services, at no cost, 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 language services, at no cost, to people whose primary language is not English, such as:
  - Qualified interpreters and
  - Information written in other languages.

If you need these services, contact Member Services at:

Wellcare By Allwell: **1-844-451-1768** (TTY/TDD: **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.

If you believe that Wellcare By Allwell failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

1557 Coordinator
PO Box 31384, Tampa, FL 33631
1-855-577-8234
TTY/TDD: 711
Fax: 1-866-388-1769
Email: SM_Section1557Coord@centene.com

You can file a grievance in person, by mail, fax, or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination. If you need help filing a grievance, 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 at U.S. Department of Health and Human Services; 200 Independence Avenue SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: **1-800-368-1019**, **1-800-537-7697** (TTY/TDD).

Complaint forms are available at https://www.hhs.gov/ocr/complaints/index.html.

H5590_WCM_162396M_C Internal Approved 08272024
NA5WCMINS62396M_AZNM 08/24

La discriminación es un delito

Wellcare By Allwell cumple con las leyes Federales de derechos civiles aplicables y no discrimina por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género). Wellcare By Allwell no excluye a las personas ni las trata de manera diferente por su raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género).

Wellcare By Allwell proporciona:

- Brinda asistencia y servicios, sin costo alguno, a las personas con discapacidades para comunicarse de manera eficaz con nosotros, como los siguientes:
  - Intérpretes de lengua de señas calificados
  - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles u otros formatos)
- Brinda servicios de idiomas sin costo para las personas cuyo idioma principal no es el inglés, como los siguientes:
  - Intérpretes calificados e
  - Información escrita en otros idiomas.

Si necesita estos servicios, llame a Servicios para Miembros al:

Wellcare By Allwell: **1-844-451-1768** (TTY/TDD: **711**). Entre el 1 de octubre y el 31 de marzo, los representantes están disponibles los siete días de la semana, de 8 a.m. a 8 p.m. Entre el 1 de abril y el 30 de septiembre, los representantes están disponibles de lunes a viernes de 8 a.m. a 8 p.m.

Si considera que Wellcare By Allwell no le proporcionó estos servicios o lo discriminó de otra manera por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad o sexo (incluido el embarazo, la orientación sexual y la identidad de género), puede presentar una queja ante la siguiente entidad:

1557 Coordinator
PO Box 31384, Tampa, FL 33631
1-855-577-8234
TTY/TDD: 711
Fax: 1-866-388-1769
Email: SM_Section1557Coord@centene.com

Puede presentar una queja en persona, o por correo, fax o correo electrónico. La queja debe presentarse por escrito en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja advierta lo que considera discriminación. Si necesita ayuda para presentar una queja, nuestro Coordinador 1557 está disponible para ayudarlo.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights del U.S. Department of Health and Human Services de manera electrónica a través del Portal de Reclamos de la Office for Civil Rights, disponible en https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, o por correo postal a U.S. Department of Health and Human Services; 200 Independence Avenue SW; Room 509F, HHH Building; Washington, D.C. 20201; o por teléfono: **1-800-368-1019**, **1-800-537-7697** (TTY/TDD).

Los formularios de reclamo están disponibles en https://www.hhs.gov/ocr/complaints/index.html.

Race, Ethnicity and Language Information (REL)

Wellcare By Allwell promises to keep your race, ethnicity, and language (REL) information private. We use some of the following ways to protect your information:

- Keeping paper documents in locked file cabinets.
- Requiring that all electronic information stays on physically secure media.
- Maintaining your electronic information in password-protected files.

We may use or share your REL info to perform our work. These activities may include:

- Finding health care gaps.
- Making intervention programs.
- Designing and directing outreach materials.
- Telling health care professionals and doctors about your language needs.

We will never use your REL information for approving, rate setting, or benefit decisions. We will not give your REL information to unauthorized people.

H8189_WCM_162403M_C Internal Approved 08282024
NA5WCMINS62403M_WIRM 08/24

wellcare™