Dual Eligible Special Needs Plan

F22SBDUAL





SB Combo 078 - 087

078 - Freedom Medi-Medi Partial (HMO D-SNP)

087 - Freedom Medi-Medi Full (HMO D-SNP)

Counties:

Brevard, Broward, Charlotte, Citrus, Collier, Hernando, Hillsborough, Indian River, Lake, Lee, Manatee, Marion, Martin, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Sarasota, Seminole, St. Lucie, Sumter, Volusia

H5427_2022_SB_078_087_M

2022 Summary of Benefits

Summary of Benefits January 1, 2022 - December 31, 2022

Freedom Medi-Medi Partial (HMO D-SNP) H5427_078 Freedom Medi-Medi Full (HMO D-SNP) H5427_087

The purpose of the Summary of Benefits is to provide you with a summary of drug and health benefits covered by **Freedom Medi-Medi Partial (HMO D-SNP) H5427_078** and **Freedom Medi-Medi Full (HMO D-SNP) H5427_087**, which describes what we cover and what you pay. This information is not a complete description of benefits. Call 1-800-401-2740 (TTY: 711) for more information. Limitations, copayments and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year.

Freedom Health, Inc. is an HMO with a Medicare contract and a contract with the State Medicaid Program. Enrollment in Freedom Health, Inc. depends on contract renewal.

Freedom Health, Inc. offers Dual Eligible Special Needs Plans (D-SNPs) which are available to anyone who has both Medical Assistance from the State Plan under Medicaid (Title XIX) and Medicare (Title XVIII). Our Plan benefits are designed for people with special health care needs. Freedom Health, Inc. has been approved by the National Committee for Quality Assurance (NCQA) to operate as a Dual Special Needs Plan (D-SNP) through 2023 based on a review Freedom Health, Inc.'s Model of Care.

To be eligible for **Freedom Medi-Medi Partial (HMO D-SNP) H5427_078** or **Freedom Medi-Medi Full (HMO D-SNP) H5427_087**, you must have Medicare Part A and Medicare Part B, live in our service area and are eligible for Medicare cost-sharing assistance under Medicaid. Depending on your level of Medicaid eligibility, benefits differ, and you may or not be subject to cost-sharing requirements.

To join **Freedom Medi-Medi Partial (HMO D-SNP) H5427_078**, you must be eligible for certain levels of financial assistance from Florida Medicaid, as one of the following: Specified Low-Income Medicare Beneficiary (SLMB or SLMB Plus), Qualified Individual (QI) or Qualified Disabled and Working Individual (QDWI) or other Full Benefit Dual Eligible (FBDE).

To join **Freedom Medi-Medi Full (HMO D-SNP) H5427_087**, you must be eligible for certain levels of financial assistance from Florida Medicaid, as a Qualified Medicare Beneficiary (QMB or QMB Plus).

Our service area includes the following counties in Florida:

Freedom Medi-Medi Partial (HMO D-SNP) H5427_078 and Freedom Medi-Medi Full (HMO D-SNP) H5427_087: Brevard, Broward, Charlotte, Citrus, Collier, Hernando, Hillsborough, Indian River, Lake, Lee, Manatee, Marion, Martin, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Sarasota, Seminole, St. Lucie, Sumter and Volusia.

Freedom Health, Inc. has a network of doctors, hospitals, pharmacies, and other providers. You must use network providers to get your medical care and services except in emergency or urgent needed services when the network is not available, out-of-area dialysis services and cases in which the plan authorizes use of out-of-network providers. If you obtain routine care from out-of-network providers neither Medicare nor Freedom Health, Inc. will be responsible for the costs. Out-of-network/non-contracted providers are under no obligation to treat Freedom Health, Inc. members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Premiums and Benefits	Medicaid Benefits
Monthly Plan Premium	There is no Premium for Medicaid Covered Services.
Deductible	There is no Deductible for Medicaid Covered Services.
Maximum Out-of-Pocket Responsibility (does not include prescription drugs)	There is no Maximum Out-of-Pocket Responsibility for Medicaid Covered Services.
Inpatient Hospital Coverage	You pay \$0 copay for Medicaid Covered Services.
Outpatient Hospital Coverage	You pay \$0 copay for Medicaid Covered Services

Freedom Medi-Medi Partial (HMO D-SNP)_078	Freedom Medi-Medi Full (HMO D-SNP) 087	What you should know
You pay up to \$34.30	You pay up to \$34.30	You must continue to pay your Medicare Part B Premium unless your Part B Premium is paid for you by Medicaid or another third party.
		If you receive "Extra Help" this premium may be reduced or paid on your behalf.
You pay \$0	You pay \$0	These plans do not have a deductible.
\$500 annually	\$500 annually	This is the most you pay for copays, coinsurance and other costs for medical services for the year. Contact the Plan for details on what is covered in the Maximum Out of Pocket.
You pay \$0 copay each day for days $1-90$	You pay \$0 copay each day for days $1-90$	Except in an emergency, you must get prior authorization before you are admitted to the facility or your stay may not be covered.
You pay \$0 copay per visit	You pay \$0 copay per visit	Prior authorization is required for some services by your doctor or other network provider. Please contact the Plan for more information.

Premiums and Benefits	Medicaid Benefits
Doctor's Visits	
• Primary	You pay \$0 copay for Medicaid Covered Services.
• Specialists	
Preventive Care	You pay \$0 copay for Medicaid Covered Services.
Emergency Care	You pay \$0 copay for Medicaid Covered Services.
Hymouthy Nacdad Considers	Vou nou de consultar Madispid Couloned Comisso
Urgently Needed Services	You pay \$0 copay for Medicaid Covered Services.

Freedom Medi-Medi Partial (HMO D-SNP)_078	Freedom Medi-Medi Full (HMO D-SNP)_087	What you should know
You pay \$0 copay per visit	You pay \$0 copay per visit	Your Primary Care Physician (PCP) will coordinate the covered services you receive as a member of our plan.
You pay \$0 copay per visit	You pay \$0 copay per visit	In order for you to see a specialist, you will need to have a referral from your PCP first.
		Separate copay may apply for each additional service received at an office visit.
You pay \$0 copay	You pay \$0 copay	Any additional preventive services approved by Medicare during the contract year will be covered. Preventive services in a hospital-based setting may require prior authorization.
You pay \$0 copay per visit	You pay \$0 copay per visit	\$500 copay for each emergency service, urgent service and emergency transportation outside the U.S. \$100,000 plan coverage limit for emergency services, urgent services and emergency transportation outside the U.S. every year. Contact the plan for details.
You pay \$0 copay	You pay \$0 copay	\$500 copay for each emergency service, urgent service and emergency transportation outside the U.S. \$100,000 plan coverage limit for emergency services, urgent services and emergency transportation outside the U.S. every year. Contact the plan for details.

Premiums and Benefits	Medicaid Benefits
Diagnostic Services/Labs/Imaging	
Diagnostic Radiology Services (e.g., MRI)	You pay \$0 copay for Medicaid Covered Services.
• Lab Services	
Diagnostic Tests and Procedures	
Outpatient X-rays	
Therapeutic Radiology	
Hearing Services	
Hearing Exam/Hearing Aid Fitting-Evaluation	You pay \$0 copay for Medicaid Covered Services.
Hearing Aid	

Freedom Medi-Medi Partial (HMO D-SNP)_078	Freedom Medi-Medi Full (HMO D-SNP)_087	What you should know
You pay \$0 copay You pay \$0 copay You pay \$0 copay You pay \$0 copay For members with full Medicaid eligibility or those who are exempt from cost-share, you pay 0% coinsurance for Medicare-covered Therapeutic Radiology services. For all other members, you pay 20% coinsurance for Medicare-covered Therapeutic Radiology services.	You pay \$0 copay You pay \$0 coinsurance for Medicare-covered Therapeutic Radiology services	Prior authorization is required for some services by your doctor or other network provider. Please contact the plan for more information.
You pay \$0 copay for one routine hearing exam every year You pay \$0 copay for one hearing aid fitting-evaluation every year You pay \$0 copay for two hearing aids (1 per ear) per year	You pay \$0 copay for one routine hearing exam every year You pay \$0 copay for one hearing aid fitting-evaluation every year You pay \$0 copay for two hearing aids (1 per ear) per year	Our Plan pays up to a maximum of \$2,000 (\$1000 per hearing aid) for hearing aid benefit every year. You are responsible for payment of any amount in excess of the maximum \$2,000 (\$1000 per hearing aid) For all Plans, you pay \$0 copay for Medicarecovered diagnostic hearing exam.

Premiums and Benefits	Medicaid Benefits
Dental Services	
Oral Exam	You pay \$0 copay for Medicaid Covered Services.
Fluoride Treatment	
Dental X-rays	
Extraction of Tooth	
• Fillings	
Debridement	
Deep Cleaning (Scaling/Root Planing)	
• Crown	
Dentures/Denture Reline	
Periodontal Maintenance	

Freedom Medi-Medi Partial (HMO D-SNP)_078	Freedom Medi-Medi Full (HMO D-SNP)_087	What you should know
You pay \$0 copay for Oral Exam, 2 per year, \$0 copay for Problem Focused Exam, 2 per year and \$0 copay for Cleaning, 2 per year You pay \$0 copay for fluoride treatment, 2 per year You pay \$0 copay for Dental X-rays You pay \$0 copay for extraction of tooth, 2 procedures per year You pay \$0 copay for resin filling or restoration, 2 per year You pay \$0 copay for full mouth	You pay \$0 copay for Oral Exam, 2 per year, \$0 copay for Problem Focused Exam, 2 per year and \$0 copay for Cleaning, 2 per year You pay \$0 copay for fluoride treatment, 2 per year You pay \$0 copay for Dental X-rays You pay \$0 copay for extraction of tooth, 2 procedures per year You pay \$0 copay for resin filling or restoration, 2 per year You pay \$0 copay for full mouth	Prior Authorization may be required, and services must be performed by a participating Dental provider. For more details or to get a complete list of services we cover, please refer to your Evidence of Coverage. For all plans, you pay \$0 copay for Medicare-covered dental benefit.
debridement, 1 per 2 years You pay \$0 copay for Scaling/Root Planing You pay \$0 copay for porcelain/ceramic or porcelain fused to high noble metal	debridement, 1 per 2 years You pay \$0 copay for Scaling/Root Planing You pay \$0 copay for porcelain/ceramic or porcelain fused to	For Scaling/Root Planing, 4 procedures per year and limited to 1 procedure per quadrant per year.
crown, 1 per year You pay \$0 copay for partial or full set of dentures, 1 set every 5 years and \$0 copay for denture reline 1 per year You pay \$0 copay for 2 procedures per year	high noble metal crown, 1 per year You pay \$0 copay for partial or full set of dentures, 1 set every 5 years and \$0 copay for denture reline 1 per year You pay \$0 copay for 2 procedures per year	

Premiums and Benefits	Medicaid Benefits
Vision Services	
Routine Eye Exam	You pay \$0 copay for Medicaid Covered Services.
• Eyeglasses (Frames and Lenses)	
Mental Health Services	
Inpatient Visit	You pay \$0 copay for Medicaid Covered Services.
Outuationt Coorse and Individual Theorems Visite	
Outpatient Group and Individual Therapy Visits	
Chille d Nevering Families	Variable 40 annual for Madisaid Course de Course Additional de course
Skilled Nursing Facility	You pay \$0 copay for Medicaid Covered Services. Additional days may be available.

Freedom Medi-Medi Partial (HMO D-SNP)_078	Freedom Medi-Medi Full (HMO D-SNP)_087	What you should know
You pay \$0 copay for routine eye exam 1 every year by an Optometrist	You pay \$0 copay for routine eye exam 1 every year by an Optometrist	You pay nothing for exams to diagnose and treat diseases and conditions of the eye by an Optometrist or an Ophthalmologist (Specialist).
You pay \$0 copay for the plan coverage limit of 2 pair of eyeglasses or contact lenses per year	You pay \$0 copay for the plan coverage limit for 2 pair of eyeglasses or contact lenses per year	Contact the Plan for additional supplemental benefits. Services must be performed by a participating Vision provider.
You pay \$0 copay for Medicare-covered eyewear (one pair of eyeglasses which includes frame and plastic lens or contact lenses) after cataract surgery	You pay \$0 copay for Medicare covered eyewear (one pair of eyeglasses which includes frame and plastic lens or contact lenses) after cataract surgery	You will be responsible for any amount over the plan benefit maximum total retail cost of \$400 for eyewear up to 2 pairs combined.
The Plan coverage limit is \$400 for eyewear (eyeglasses or contact lenses) every year for the total retail cost of up to 2 pairs combined.	The Plan coverage limit is \$400 for eyewear (eyeglasses or contact lenses) every year for the total retail cost of up to 2 pairs combined.	
You pay \$0 copay each day for days 1 – 90 per admission You pay \$0 for outpatient group/individual therapy visit	You pay \$0 copay each day for days 1 – 90 per admission You pay \$0 for outpatient group/individual therapy visit	Prior Authorization may be required. Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital.
You pay \$0 copay for days 1-100	You pay \$0 copay per admission	Our plan covers up to 100 days in a SNF per benefit period. You must get prior authorization in advance before you are admitted to the facility or your stay may not be covered.

Premiums and Benefits	Medicaid Benefits
Physical Therapy (Rehabilitation Services)	
 Occupational Therapy Visit Physical Therapy Visit Speech Therapy Visit Language Therapy Visit 	You pay \$0 copay for Medicaid Covered Services.
Ambulance	You pay \$0 copay for Medicaid Covered Services.
Transportation	You pay \$0 copay for Medicaid Covered Services.
Ambulatory Surgery Center	You pay \$0 copay for Medicaid Covered Services.

(HMO D-SNP)_087 You pay \$0 copay	For rehabilitative services, you will need a referral or authorization from your PCP first depending on the specific service. There may be limits on physical therapy,
	occupational therapy, and speech and language pathology services. Contact the plan for details.
You pay \$0 copay for Medicare- covered one-way ground ambulance services and pay \$0 copay for Medicare-covered one-way air ambulance services	Prior Authorization may be required. Contact the Plan for details.
You pay \$0 copay for unlimited one way trips every year	Transportation is intended for rides to and/or from plan approved locations for medical appointments and health needs within your county. Call to schedule a ride at least 72 hours prior to scheduled medical appointment.
You pay \$0 copay for each Medicare- covered ambulatory surgical center visit You pay \$0 copay for each Medicare- covered outpatient hospital facility visit	Prior authorization may be required. Contact the Plan for details. If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient.
- (1)	overed one-way ground ambulance ervices and pay \$0 copay for edicare-covered one-way air mbulance services ou pay \$0 copay for unlimited one ay trips every year ou pay \$0 copay for each Medicare-overed ambulatory surgical center sit ou pay \$0 copay for each Medicare-

Premiums and Benefits	Medicaid Benefits
Medicare Part B Drugs	You pay \$0 copay for Medicaid Covered Services.
Foot Care (Podiatry Services) • Foot Exams and Treatment	You pay \$0 copay for Medicaid Covered Services.
 Medical Equipment/Supplies Durable Medical Equipment (e.g., wheelchairs, oxygen) Prosthetics (e.g., braces, artificial limbs) Diabetes Supplies 	You pay \$0 copay for Medicaid Covered Services.
WellnessFitness24 Hour Nurse Advice Line	Not Covered
Over The Counter (OTC)	Not Covered

Freedom Medi-Medi Partial (HMO D-SNP)_078	Freedom Medi-Medi Full (HMO D-SNP)_087	What you should know
You pay \$0 copay for Medicare Part B- covered chemotherapy drugs and other Medicare Part B covered drugs	You pay \$0 copay for Medicare Part B-covered chemotherapy drugs and other Medicare Part B covered drugs	The Plan may require authorization to determine whether certain drugs are covered by Medicare Part B or Part D.
		Please refer to your Evidence of Coverage for more details.
		Covered podiatry benefits are for medically necessary foot care.
You pay \$0 copay	You pay \$0 copay	You will need to have a referral or prior authorization from your PCP first depending on the service.
You pay \$0	You pay \$0	We cover all medically necessary Durable Medical Equipment covered by Original Medicare.
You pay \$0	You pay \$0	You will need to have a referral or prior authorization from your PCP first depending on the service.
You pay \$0	You pay \$0	
		Health Club Memberships are limited to participating facilities.
You pay \$0 copay	You pay \$0 copay	Health advice from a nursing professional,
You pay \$0 copay	You pay \$0 copay	available 24 hours a day, 7 days a week.
\$125 Monthly Allowance The plan doesn't allow you to roll over	\$125 Monthly Allowance The plan doesn't allow you to roll over	Please contact the plan or visit our website for specific instructions for using this benefit and our list of covered Over-the-Counter items.
any remaining OTC allowance into the next month any remaining OTC allowance into the next month		Call Member Services at 1-800-401-2740, TTY users call 711, or visit our website at www.freedomhealth.com

Premiums and Benefits	Medicaid Benefits
Freedom Cash Card	Not Covered
In-Home Support Service (Papa's Pals)	Not Covered
Personal Emergency Response System (PERS)	Not Covered

Freedom Medi-Medi Partial (HMO D-SNP)_078	Freedom Medi-Medi Full (HMO D-SNP)_087	What you should know
You are eligible for up to \$65 per month allowance in the form of a debit card, with a maximum up to \$780 per year as long as you remain enrolled in the Freedom Medi-Medi Partial HMO D-SNP Plan.	You are eligible for up to \$65 per month allowance in the form of a debit card, with a maximum up to \$780 per year as long as you remain enrolled in Freedom Medi-Medi Full HMO D-SNP Plan.	You may use the card for purchases such as health related items and services, groceries, utilities, such as your electric bill, housing (rent/mortgage), transportation, cash withdrawals from an ATM and/or anywhere that accepts the debit card as a form of payment.
The benefit allowances issued on the debit card will rollover from month to month. If you have a remaining balance in your account at the end of the year, you may roll over the allowance for 180 days into the next year.	The benefit allowances issued on the debit card will rollover from month to month. If you have a remaining balance in your account at the end of the year, you may roll over the allowance for 180 days into the next year.	You are responsible for the remaining costs that exceed the cash or monetary rebates program allowance.
		Unless you choose to opt out of Freedom Cash Card benefit, the benefit amounts may have tax implications and may be subject to income tax.
		To opt out of the cash or monetary rebates program or for further questions, please call our Member Services number at 1-800-401-2740. TTY users should call 711.
You pay \$0 copayment for up to 30 hours of companion services per year	You pay \$0 copayment for up to 30 hours of companion services per year	Services include but are not limited to Household Chores, Companionship and Technical Guidance. Services are scheduled in 1-hour increments. Please call 1-888-228-5958 for specific instructions for using this benefit. TTY users call 711.
You pay \$0 copayment for 1 Personal Emergency Response (PERS) monitoring device and monitoring service.	You pay \$0 copayment for 1 Personal Emergency Response (PERS) monitoring device and monitoring service.	With a Personal Emergency Response System (PERS), help is a button press away. PERS is a monitoring device that can provide you with confidence, knowing you have quick access to the help you need, 24 hours a day, in any situation. You must use the plan's contracted provider/vendor. For more details contact Member Services at 1-800-401-2740, TTY users call 711.

Outpatient Prescription Drugs

Freedom Medi-Medi Partial (HMO D-SNP) H5427_078

Medicaid - You pay \$0 copay for Medicaid covered prescription drugs not covered by a Medicare Prescription Drug Plan.

Because you receive "Extra Help" you pay **\$0** copay for all covered drugs during the following Drug Payment Stages: Deductible Stage, Initial Coverage Stage, Coverage Gap Stage and Catastrophic Coverage Stage.

Outpatient Prescription Drugs

Freedom Medi-Medi Full (HMO D-SNP) H5427_087

Medicaid - You pay **\$0** copay for Medicaid covered prescription drugs not covered by a Medicare Prescription Drug Plan.

Because you receive "Extra Help" you pay **\$0** copay for all covered drugs during the following Drug Payment Stages: Deductible Stage, Initial Coverage Stage, Coverage Gap Stage and Catastrophic Coverage Stage.

Comprehensive Written Statement for Prospective Enrollees

The benefits described in the Premium and Benefit section of the Summary of Benefits are covered by our Medicare Advantage plan. For each benefit listed, you can see what our plan covers. What you pay for covered services may depend on your level of Medicaid eligibility.

Coverage of the benefits described above depends upon your level of Medicaid eligibility. No matter what your level of Medicaid eligibility is, **Freedom Medi-Medi Partial (HMO D-SNP)** and **Freedom Medi-Medi Full (HMO D-SNP)** will cover the benefits described in the Premium and Benefit section of the Summary of Benefits. If you have questions about your Medicaid eligibility and what benefits you are entitled to, call the Florida Agency for Health Care Administration toll-free at 1-888-419-3456 or the Florida Department of Children and Families (DCF) ACCESS Program toll free at 1-866-762-2237.

Our source of information for Medicaid benefits is the Florida Agency for Health Care Administration (Medicaid) website. All Medicaid covered services are subject to change at any time. For the most current Florida Medicaid coverage information, please visit the Florida Medicaid website at ahca.myflorida.com or call Member Services for assistance. A detailed explanation of Florida Medicaid benefits can be found in the Florida Summary of Services online at: ahca.myflorida.com/Medicaid/flmedicaid.shtml.

Premiums, co-pays, coinsurance and deductibles may vary based on the level of Extra Help you receive. Please contact the plan for further details. If you want to know more about the coverage and costs of Original Medicare, look in your current "**Medicare & You**" handbook. View it online at www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

To get a complete list of services we cover, please review the "Evidence of Coverage" online at www.freedomhealth.com or get a copy by calling 1-800-401-2740 (TTY: 711).

This document is available in alternate formats such as large print, and Spanish. For more information, please call us at the phone number below or visit us at www.freedomhealth.com.

Please call our Member Services number at 1-800-401-2740 for additional information. TTY users should call 711. From October 1 to March 31, we are open 7 days a week from 8 a.m. to 8 p.m. EST. From April 1 to September 30, we are open Monday through Friday, 8 a.m. – 8 p.m. EST.

We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider. You can see our plan's provider and pharmacy directories at our website www.freedomhealth.com or call us and we will send you a copy of the directories. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website at www.freedomhealth.com.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

Freedom Health, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Freedom Health, Inc. cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Freedom Health, Inc. konfòm ak lwa sou dwa sivil Federal ki aplikab yo e li pa fè diskriminasyon sou baz ras, koulè, peyi orijin, laj, enfimite oswa sèks. Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-401-2740 (TTY: 711). Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-401-2740 (TTY: 711).

Discrimination Is Against the Law

Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

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

Freedom Health, Inc.:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o 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 the Freedom Health Civil Rights Coordinator.

If you believe that Freedom Health, Inc. 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:

Freedom Health Civil Rights Coordinator P.O. Box 152727

Tampa, FL 33684

Phone: 1-800-401-2740, TTY: 711

Fax: 813-506-6235

You can file a grievance by mail, fax, or phone. If you need help filing a grievance, the Freedom Health 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, 1-800-537-7697 (TDD)

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

Multi-Language Insert / Inserción de varios idiomas

Multi-language Interpreter Services / Servicios de interpretación en varios idiomas

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-401-2740 (TTY: 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-401-2740 (TTY: 711).

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-401-2740 (TTY: 711).

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-401-2740 (TTY: 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-401-2740 (TTY: 711).

繁體中文 (Chinese): 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 1-800-401-2740 (TTY: 711)。

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-401-2740 (ATS: 711).

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-401-2740 (TTY: 711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-401-2740 (телетайп: 711).

(Arabic): العربية

العربية ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-401-2740 (رقم هاتف الصم والبكم: 711).

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-401-2740 (TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-401-2740 (TTY: 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-401-2740 (TTY: 711) 번으로 전화해 주십시오.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-401-2740 (TTY: 711).

ગુજરાતી (Gujarati): સુયના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-401-2740 (TTY: 711).

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-401-2740 (TTY: 711).

ΠΡΟΣΟΧΗ (Greek): Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-401-2740 (TTY: 711).

2022 Summary of Benefits



Freedom Health, Inc. P.O. BOX 151137 Tampa, FL 33684

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078 - Freedom Medi-Medi Partial (HMO D-SNP)

087 - Freedom Medi-Medi Full (HMO D-SNP)

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