

Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) | 2020 *Provider and Pharmacy Directory*

Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in **Superior STAR+PLUS MMP** and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

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A. Disclaimers

- ❖ Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) is a health plan that contracts with both Medicare and Texas Medicaid program to provide benefits of both programs to enrollees.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may see as a Superior STAR+PLUS MMP member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ Out-of-network/non-contracted providers are under no obligation to treat Superior STAR+PLUS MMP members, except in emergency situations. Please call our Member Services number or see your Member Handbook for more information, including the cost-sharing that applies to out-of-network services.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Superior STAR+PLUS MMP’s network providers for Dallas, Hidalgo and Bexar Counties.
- ❖ For a complete listing of all providers in the service area, please contact Member Services at 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m. CST, Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day.

Dallas County Cities/Towns			
Addison	DeSoto	Highland Park	Rowlett
Balch Springs	Duncanville	Hutchins	Sachse
Carrollton	Farmers Branch	Irving	Seagoville
Cedar Hill	Ferris	Lancaster	Sunnyvale
Cockrell Hill	Garland	Lewisville	University Park
Combine	Glenn Heights	Mesquite	Wilmer
Coppell	Grand Prairie	Ovilla	Wylie
Dallas	Grapevine	Richardson	



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Hidalgo County Cities/Towns			
Abram	Hargill	McAllen	Penitas
Alamo	Havana	Mercedes	Perezville
Alton	Heidelberg	Midway North CDP	Pharr
Cesar Chavez	Hidalgo	Midway South CDP	Progreso
Citrus City	Indian Hills	Mila Doce	Progreso Lakes
Cuevitas	La Blanca	Mission	Relampago
Doffing	La Homa	Monte Alto	San Carlos
Donna	La Joya	Muniz	San Juan
Doolittle	La Villa	Murillo Colonia	Scissors
Edcouch	Laguna Seca	North Alamo	South Alamo
Edinburg	Linn	Olivarez	Sullivan City
Elsa	Llano Grande	Palmhurst	Villa Verde
Faysville	Lopezville	Palmview	Weslaco
Granjeno	Los Ebanos	Palmview South CDP	West Sharyland

Bexar County Cities/Towns			
Alamo Heights	Grey Forest	Lytle	Shavano Park
Balcones Heights	Helotes	Macdonia	Somerset
Castle Hills	Hill Country Villages	Olmos Park	Saint Hedwig
China Grove	Hollywood Park	Randolph AFB CDP	Terrell Hills
Converse	Kirby	San Antonio	Timberwood Park
Cross Mountain	Lackland AFB CDP	Scenic Oaks	Universal City
Elmendorf	Leon Valley	Schertz	Von Ormy
Fair Oaks Ranch	Live Oak	Selma	Windcrest

- ❖ **ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m. CST, Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day. The call is free.
- ❖ **ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-896-1844 (TTY: 711) de 8 a. m. a 8 p. m., de lunes a viernes. Luego del horario de atención, los fines de semana y los días feriados, es posible que se le pida que deje un mensaje. Le devolveremos la llamada el próximo día hábil. La llamada es gratuita.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m. CST, Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day. The call is free.



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- ❖ If you want to get documents in a different language and/or format for future mailings, please call Member Services. This is called a “standing request”. We will document your choice. If later, you want to change the language and/or format choice, please call Member Services. Find the Member Services phone number at the bottom of this page. You can also email SHPMSCONTACTUS@superiorhealthplan.com.
- ❖ Nursing Facility information can be found in the MMP Member Handbook. To get a copy of the handbook, visit mmp.SuperiorHealthPlan.com or call Member Services at 1-866-896-1844 (TTY: 711). Providers can access a copy of the Nursing Facility Provider Manual by visiting <https://www.superiorhealthplan.com/providers/training-manuals.html> or calling Provider Services at 1-877-391-5921.
- ❖ This Directory lists providers of both Medicare and Medicaid services.
- ❖ The list is up-to-date as of the day you do your search, but you need to know that:
 - Some Superior STAR+PLUS MMP network providers may have been added or removed from our network after this Directory was published.
 - Some Superior STAR+PLUS MMP providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at 1-866-896-1844 (TTY: 711) and we will help you.
 - To get the most up-to-date information about Superior STAR+PLUS MMP’s network providers in your area, visit mmp.SuperiorHealthPlan.com or call Member Services at 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m. CST, Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

Doctors and other health care professionals in Superior STAR+PLUS MMP’s network are listed on pages in the *Primary Care Provider and Specialty* sections. Pharmacies in our network are listed on pages in the *Pharmacy* section.



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B. Providers

B1. Key terms

This section explains key terms you'll see in our *Provider and Pharmacy Directory*.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports (LTSS), supplies, prescription drugs, equipment and other services.
 - The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
 - Providers that are a part of our plan's network are called **network providers**.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay nothing for covered services.
- A **Primary Care Provider (PCP)** is a physician, physician assistant, nurse practitioner, general practitioner, primary care clinic, or internal medicine physician who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a **referral** if you need to see a specialist or other provider.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - Oncologists care for patients with cancer.
 - Cardiologists care for patients with heart conditions.
 - Orthopedists care for patients with certain bone, joint, or muscle conditions.
- You may need a **referral** to see a specialist or someone that is not your PCP. A **referral** means that your Primary Care Provider (PCP) must give you approval before you can see someone that is not your PCP. If you don't get a referral, Superior STAR+PLUS MMP may not cover the service.
 - Referrals from network are not needed for:
 - Emergency care;



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- Urgently needed care;
 - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan’s service area; or
 - Services from a women’s health specialist.
- Additionally, if you are eligible to get services from Indian health providers, you may see these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan’s network.
 - More information on referrals is available in Chapter 3 of the *Member Handbook*.
- You also have access to a **service coordinator** and a **service coordination team** that you choose.
 - A **service coordinator** helps you manage your medical providers and services.
 - Everyone on the service coordination team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.
 - Your **service coordination team** or your Interdisciplinary Care Team (ICT), includes you, your chosen allies or legal representative, Primary Care Provider, Service Coordinator, LTSS Coordinator or Prepaid Inpatient Health Plans (PIHP) Supports Coordinator (as applicable), and others as needed. Everyone on the service coordination team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

B2. Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you should choose a Primary Care Provider. You may be able to have a specialist act as your PCP. To request a PCP, you can contact Member Services at 1-866-896-1844 from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked



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to leave a message. Your call will be returned within the next business day. TTY users call 711. You can also contact your Service Coordinator at 1-855-772-7075 from 8 a.m. to 5 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. TTY users call 711.

To choose a PCP, go to the list of providers and choose a provider:

- that you use now, **or**
- who has been recommended by someone you trust, **or**
- whose offices are easy for you to get to.
- If you want help in choosing a PCP, please call Member Services at 1-866-896-1844, from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. TTY: 711. Or, visit mmp.SuperiorHealthPlan.com.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

B3. Long-term services and supports (LTSS)

As a Superior STAR+PLUS MMP member, you may be able to get long-term services and supports (LTSS), such as home health, personal care, nursing home and home and community based services (adult day program, respite, expanded community living supports, preventive nursing services, private duty nursing, and other services). LTSS help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

To access LTSS, contact your Service Coordinator at 1-855-772-7075 from 8 a.m. to 5 p.m. CST, Monday through Friday. TTY users call 711.

B4. How to identify providers in Superior STAR+PLUS MMP's network

You may need a referral to see someone who is not a Primary Care Provider. There is more information about referrals in Section B1 of this *Provider and Pharmacy Directory*.

You must get all of your covered services from providers within our network. If you go to providers who are not in Superior STAR+PLUS MMP's network (without prior authorization or approval from us), you will have to pay the bill.



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A **prior authorization** is an approval from Superior STAR+PLUS MMP before you can get a specific service, drug, or see an out-of-network provider. Superior STAR+PLUS MMP may not cover the service or drug if you don't get approval.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan for other non-emergency services if Superior STAR+PLUS MMP gives you permission first.

- You may change providers within the network at any time during the year. If you have been going to one network provider, you do not have to keep going to that same provider. For some providers, you may need a referral from your PCP.
- Superior STAR+PLUS MMP works with all the providers in our network to accommodate the needs of people with disabilities. The list of network providers below includes information about the accommodations they provide.
- If you need to see a provider and are not sure if they offer the accommodations you need, Superior STAR+PLUS MMP can help you. Talk to your Service Coordinator for assistance.

B5. How to find Superior STAR+PLUS MMP providers in your area

This Provider Directory is organized by provider type, then by the city. Look for the type of provider (for example, PCP, cardiologist, etc.) then the city in which you live. You can also visit the website at mmp.SuperiorHealthPlan.com for the most current provider listing.

B6. List of network providers

This Directory of Superior STAR+PLUS MMP's network providers contains:

- **Health care professionals** including primary care physicians, specialists, and mental health providers, such as outpatient behavioral health providers; and
- **Facilities** including hospitals, nursing facilities, and mental health facilities; and
- **Support providers** including those providing adaptive aids/medical equipment, adult foster care, assisted living, cognitive rehabilitation therapy, day activity and health services, dental services, emergency response services, employment assistance, financial management services, home delivered meals, minor home modifications, nursing services, occupational therapy, personal assistance services, physical therapy, respite, speech therapy, supported employment, and transition assistance services.



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Providers are listed in alphabetical order by last name. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

C. Superior STAR+PLUS MMP's network providers

Call Member Services at 1-866-896-1844 (TTY: 711), if you need information about a provider's other credentials and/or certifications, completion of cultural competence training, and/or areas of training and experience. Hours are from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day.

You may get services from any of the providers on this list.

For some services, you may need a referral from your PCP.



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Accessibility Information


Below is information used in the provider directory to indicate accessibility at a provider office or building site. This information is not a promise that every doctor will always have the access that you may need. If you have a disability, you should call the doctor's office to talk about your access needs.



Accessibility Requirements:

Basic: Facility represents all seven accessibility requirements.

Limited: Facility is missing one or more of the seven accessibility requirements.

Indicator	Definition	Criteria
ASL	Signage (ASL)	Signage with Braille and raised tactile text characters at office, elevator, and restroom doors.
E	Exam room	The entrance to the exam room is accessible, with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.
EB	Exterior building	Curb ramps and other ramps to the building are wide enough for a wheelchair or scooter user. Handrails are provided on both sides of the ramp. Doors open wide enough to let a wheelchair or scooter user enter, and have handles that are easy to use.
IB	Interior building	Doors open wide enough to let a wheelchair or scooter user enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if present, have handrails. The elevator has easy to hear sounds and Braille buttons within reach. The elevator has enough room for a wheelchair or scooter user to turn around. If there is a platform lift, it can be used without help.
P	Parking	Parking spaces, including van accessible space(s), are accessible. Pathways have curb ramps between the parking lot, office, and at drop-off locations.
R	Restroom	The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and are easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars which allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.
T	Exam table/scale	The exam table moves up and down and the scale is accessible with handrails to assist people with wheelchairs and scooters. The weight scale is able to accommodate a wheelchair.
~	Rx	This pharmacy can provide an extended day supply.
+	New patients	Physician is currently accepting new patients.
#	Existing only	Physician is currently accepting existing patients only.
*	No patients	Physician is currently not accepting patients at this time.
	Bus route	Provider indicated this location is on bus route.



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D. List of network pharmacies

This part of the Directory provides a list of pharmacies in Superior STAR+PLUS MMP's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

We also list pharmacies that are in our network but are outside Bexar, Dallas and Hidalgo counties. You may also fill your prescriptions at these pharmacies. Please contact Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m. CST, Monday through Friday, for additional information. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day. The call is free.

- Superior STAR+PLUS MMP members must use network pharmacies to get prescription drugs.
 - You must use network pharmacies except in emergency or urgent care situations.
 - If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the Superior STAR+PLUS MMP *Member Handbook* for more information.
- Some network pharmacies may not be listed in this Directory.
 - Some network pharmacies may have been added or removed from our plan after this Directory was published.

For up-to-date information about Superior STAR+PLUS MMP network pharmacies in your area, please visit our web site at mmp.SuperiorHealthPlan.com or call Member Services at 1-866-896-1844 (TTY:711), 8 a.m. to 8 p.m. CST, Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day. The call is free..

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and Superior STAR+PLUS MMP's *List of Covered Drugs*. The current List of Covered Drugs can be found on our website at mmp.SuperiorHealthPlan.com. Or you may contact Member Services at the number above to have one mailed to you.



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D1. How to identify pharmacies in Superior STAR+PLUS MMP network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Specialty pharmacies
- You are not required to continue going to the same pharmacy to fill your prescriptions.

You are not required to use a mail order pharmacy to fill your prescriptions.

D2. Long-term supplies of prescriptions

- **Mail Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.
- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. **A 90-day supply has the same copay as a one-month supply.**



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E. Superior STAR+PLUS MMP's network pharmacies

This pharmacy directory is organized by pharmacy type, county, and city. Look for the type of pharmacy first (for example, retail, mail order, home infusion, etc.), then look for your county and city to find a pharmacy close to your home. You can also visit the website at mmp.SuperiorHealthPlan.com for the most current pharmacy listing. You can go to any of the pharmacies in our network.

E1. Retail and chain pharmacies



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

E2. Mail order pharmacies

You can get prescription drugs shipped to your home through our network mail order delivery program. If the mail order pharmacy gets a prescription directly from a prescriber, they will call you first to confirm you want the drug(s). Please make sure to let the pharmacy know the best way to contact you.

You also have the choice to sign up for automated mail order delivery. Typically, you should expect to get your prescription drugs within 10 days from the time that the mail order pharmacy gets the order. If you do not get your prescription drug(s) within this time, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at 1-866-896-1844, TTY: 711. Or call your mail order pharmacy, CVS Caremark at 1-888-624-1139, TTY: 711 or Homescrpts at 1-888-239-7690, TTY: 711. To learn more about mail order pharmacies, see Chapter 5 of the *Member Handbook*.



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E3. Home infusion pharmacies

To get information on Home Infusion Pharmacies, please call Member Services at 1-866-896-1844. Hours are from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711. The call is free. For more information, visit mmp.SuperiorHealthPlan.com.



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E4. Long-term care pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Superior STAR+PLUS MMP through the facility's pharmacy or another network pharmacy. To learn more about drug coverage in special cases, see Chapter 5 of the *Member Handbook*.

Long-term care pharmacies are generally for residents of a long-term care facility and may not be available to all members. For more information, please call 1-866-896-1844 (TTY users call 711), from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on federal holidays, you may be asked to leave a message. Your call will be returned within the next business day.



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

E6. Specialty Pharmacies

Specialty pharmacies provide members with drugs used to treat complex or rare chronic conditions such as cancer, rheumatoid arthritis, hemophilia, H.I.V. For more information, please call 1-866-896-1844 (TTY users call 711), from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on federal holidays, you may be asked to leave a message. Your call will be returned within the next business day.



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

Statement of Non-Discrimination

Superior HealthPlan (Superior) STAR+PLUS Medicare-Medicaid Plan (MMP) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Superior STAR+PLUS MMP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Superior STAR+PLUS MMP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and 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 and information written in other languages.

If you need these services, contact Superior STAR+PLUS MMP's Member Services at 1-866-896-1844 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

If you believe that Superior STAR+PLUS MMP 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 by calling the number above and telling them you need help filing a grievance; Superior STAR+PLUS MMP's Member Services 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, DC 20201
1-800-368-1019, (TDD: 1-800-537-7697)

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

Declaración de no discriminación

Superior HealthPlan (Superior) STAR+PLUS Medicare-Medicaid Plan (MMP) cumple con las leyes federales de derechos civiles aplicables y no discrimina por cuestiones de raza, color, nacionalidad, edad, discapacidad o sexo. Superior STAR+PLUS MMP no excluye a ninguna persona ni la trata de manera diferente por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Superior STAR+PLUS MMP:

- Proporciona servicios y dispositivos gratuitos a personas con discapacidades para que se comuniquen eficazmente con nosotros, como intérpretes calificados de lengua de señas e información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y otros formatos).
- Brinda servicios lingüísticos gratis a aquellas personas cuya lengua materna no es el inglés, como intérpretes calificados e información escrita en otros idiomas.

Si necesita estos servicios, póngase en contacto con Servicios para afiliados de Superior STAR+PLUS MMP al 1-866-896-1844 (los usuarios de TTY deben llamar al 711) de 8 a. m. a 8 p. m., lunes a viernes. Después de horas hábiles, los fines de semana y los días festivos, es posible que se le pida que deje un mensaje. Le devolveremos su llamada el próximo día hábil. La llamada es gratuita.

Si usted considera que Superior STAR+PLUS MMP no le ha brindado estos servicios o lo ha discriminado de alguna otra manera debido a su raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo llamando al número que aparece arriba e informando que necesita ayuda para presentar el reclamo; el Departamento de Servicios para afiliados de Superior STAR+PLUS MMP está disponible para ayudarlo.

También puede presentar una queja sobre derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Sociales de los EE. UU. de manera electrónica a través del Office for Civil Rights Complaint Portal (Portal de quejas de la Oficina de Derechos Civiles) disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo electrónico o a los teléfonos que figuran a continuación:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F
HHH Building, Washington, DC 20201
1-800-368-1019, (TDD: 1-800-537-7697)

Los formularios de quejas se encuentran disponibles en <http://www.hhs.gov/ocr/office/file/index.html>.

ENGLISH: Language assistance services, auxiliary aids and services, and other alternative formats are available to you free of charge. To obtain this, call 1-866-896-1844 (TTY: 711).

SPANISH: Tiene a su disposición sin costo alguno servicios de ayuda con el idioma, servicios y dispositivos auxiliares, y otros formatos alternativos. Para obtenerlos, llame al 1-866-896-1844 (TTY: 711).

SPANISH: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-896-1844 (TTY: 711).

VIETNAMESE: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-896-1844 (TTY: 711).

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 1-866-896-1844 (TTY: 711)。

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-896-1844 (TTY: 711) 번으로 전화해 주십시오.

ARABIC: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-896-1844 (رقم هاتف الصم والبكم: 711).

URDU: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-866-896-1844 (TTY: 711).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-896-1844 (TTY: 711).

FRENCH: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-896-1844 (ATS : 711).

HINDI: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-896-1844 (TTY : 711) पर कॉल करें।

**PERSIAN/
FARSI:** توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-866-896-1844 (TTY : 711) تماس بگیرید.

GERMAN: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-896-1844 (TTY: 711).

GUJARATI:	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-896-1844 (TTY: 711).
RUSSIAN:	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-896-1844 (телетайп: 711).
JAPANESE:	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-866-896-1844 (TTY: 711) まで、お電話にてご連絡ください。
LAOTIAN:	ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-896-1844 (TTY: 711).