



# Health Solutions

## 2019

### Over-the-Counter (OTC) Item Catalog

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### Catálogo de Artículos de venta libre (OTC)

**MIAMI CHILDREN'S  
HEALTH PLAN<sup>SM</sup>**  
Florida's Family Health Plan



Keep this booklet handy where you can easily get to it. You'll need it to look up the OTC items you want to order.

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Guarde este folleto donde tenga fácil acceso. Usted lo va a necesitar para mirar los artículos de venta libre para su pedido.

Miami Children's Health Plan members will receive a \$25 per household per month allowance to spend on eligible OTC items.

Los miembros de Miami Children's Health Plan recibirán un subsidio de \$ 25 por hogar por mes para gastar en artículos de OTC elegibles.

## How to place an order.

## Cómo realizar un pedido.

### There are three ways to place an order:

#### In Store:



- Call us for a list of participating stores.

#### Online:



- Visit: [MiamiChildrens.otchs.com](http://MiamiChildrens.otchs.com)

#### Phone:



- Call: **1-833-331-1571; TTY: 1-877-672-2688**  
Monday to Friday, 9 a.m. to 8 p.m. E.S.T.
- There is a limit of 5 per item, per order, with the exception of the **Blood Pressure Monitors**, which are limited to one per year.
- Orders will be shipped to your home at no extra charge. Please allow **7 - 10** business days for delivery.
- **Return Policy:** If you receive a damaged item, please call OTC Health Solutions within 30 days after receiving your order. A replacement item will be shipped. No other returns or exchanges are allowed.
- OTC products on this list are intended for member use only to help with a health or medical need. Using this benefit to order items for others is not allowed.

### Hay tres maneras de realizar un pedido:

#### En la Tienda:



- Llámenos para obtener una lista de tiendas participantes.

#### En Línea:



- Deben ingresar en: [MiamiChildrens.otchs.com](http://MiamiChildrens.otchs.com)

#### Teléfono:



- Llamar: **1-833-331-1571; TTY: 1-877-672-2688**  
Lunes a viernes, de 9 a.m. a 8 p.m., hora del este.
- Hay un límite de 5 por artículo, por pedido, con la excepción de los **Monitores de presión arterial**, que están limitados a uno por año.
- Los pedidos serán enviados a su domicilio sin cargo adicional. Por favor permita **7 - 10** días laborales para la entrega.
- **Política de devolución:** Si usted recibe un producto dañado, por favor llame a OTC Health Solutions entre los primeros 30 días luego de recibir su orden. Se enviará un artículo de reemplazo. Ningún otro cambio o devolución son permitidos.
- Los productos OTC en esta lista están destinados al uso por parte de los miembros solo para ayudar con una necesidad médica o de salud. Usar este beneficio para ordenar artículos para otros no está permitido.

If you have not received your order, call:

**1-833-331-1571; TTY: 1-877-672-2688**

Monday to Friday 9:00 a.m. to 8:00 p.m. E.S.T.

Si usted no ha recibido su pedido de OTC por favor

**llame: 1-833-331-1571; TTY: 1-877-672-2688**

Lunes a viernes de 9:00 a.m. a 8:00 p.m., hora del este.





You will receive the generic equivalent of all items / Recibirá el equivalente genérico de todos los artículos.

## Allergy / Alergias

| Code<br>Código | Product                         | Producto                                | Quantity<br>Cantidad | Price<br>Precio |
|----------------|---------------------------------|-----------------------------------------|----------------------|-----------------|
| A2             | Allergy relief tablets          | Tabletas para el alivio de alergia      | 24 CT                | \$ 3.99         |
| A10            | Loratadine 10mg                 | Loratadina 10mg                         | 10 CT                | \$ 6.99         |
| A20            | Child Allergy Elixir            | Alivio de alergia en líquido para niños | 4 OZ                 | \$ 4.99         |
| A53            | Allergy cetirizine 10mg tablets | Cetirizina 10mg tabletas para alergia   | 14 CT                | \$ 9.99         |



## Baby Care / Cuidado de Bebé

| Code<br>Código | Product                 | Producto                                         | Quantity<br>Cantidad | Price<br>Precio |
|----------------|-------------------------|--------------------------------------------------|----------------------|-----------------|
| B8             | Gas relief infant       | Alivio de gases para bebés                       | 0.5 OZ               | \$ 6.49         |
| B10            | Diaper rash ointment    | Ungüento para erupciones en la piel por el pañal | 2 OZ                 | \$ 3.99         |
| B11            | Pure Corn Starch Powder | Polvo de almidón de maíz puro                    | 4 OZ                 | \$ 1.99         |



## Cold Remedies / Remedios para el resfriado

| Code<br>Código | Product                       | Producto                                               | Quantity<br>Cantidad | Price<br>Precio |
|----------------|-------------------------------|--------------------------------------------------------|----------------------|-----------------|
| C1             | Nasal spray regular           | Aerosol nasal regular                                  | 1 OZ                 | \$ 5.49         |
| C7             | Medicated chest rub           | Fricción medicinal para el pecho                       | 3.5 OZ               | \$ 5.99         |
| C8             | Digital Thermometer           | Termómetro digital                                     | 1 CT                 | \$ 4.99         |
| C11            | Sore Throat lozenges          | Pastillas para la irritación de garganta               | 18 CT                | \$ 3.99         |
| C13            | Tussin DM                     | Tussin DM                                              | 4 OZ                 | \$ 4.99         |
| C16            | Nasal decongestant tabs       | Descongestionante nasal en tabletas                    | 18 CT                | \$ 4.49         |
| C19            | Chest congestion relief 400mg | Descongestionante de pecho 400mg                       | 60 CT                | \$ 9.49         |
| C24            | Daytime cold/flu soft gels    | Cápsulas diurnas de gel para el resfriado y la gripe   | 16 CT                | \$ 4.49         |
| C52            | Saline Nasal Spray            | Aerosol nasal de agua salina                           | 1.5 OZ               | \$ 3.49         |
| C54            | Nighttime cold/flu soft gels  | Cápsulas nocturnas de gel para el resfriado y la gripe | 16 CT                | \$ 4.49         |
| C57            | Sore throat spray             | Spray para el dolor de garganta                        | 6 OZ                 | \$ 4.49         |

## Digestive Health / Salud Digestiva



| Code<br>Código | Product                      | Producto                               | Quantity<br>Cantidad | Price<br>Precio |
|----------------|------------------------------|----------------------------------------|----------------------|-----------------|
| D1             | Effervescent Pain Relief     | Analgésico efervescente                | 36 CT                | \$ 4.49         |
| D2             | Stool softener               | Ablandador de heces                    | 100 CT               | \$ 9.99         |
| D4             | Gas relief E/S soft gels     | Tabletas para aliviar los gases        | 30 CT                | \$ 4.49         |
| D6             | Glycerin suppositories Adult | Supositorios de glicerina para adultos | 25 CT                | \$ 3.99         |
| D7             | Ranitidine 75mg              | Ranitidina 75mg                        | 30 CT                | \$ 7.99         |
| D8             | Heartburn relief tablets     | Tabletas antiácidas                    | 100 CT               | \$ 6.49         |
| D10            | Daily Fiber SF               | Fibra diaria sin azúcar                | 10 OZ                | \$ 7.99         |
| D11            | Bisacodyl laxative tabs      | Bisacodilo en tabletas laxantes        | 25 CT                | \$ 4.49         |
| D12            | Anti-Diarrheal tablets       | Tabletas antidiarreicas                | 12 CT                | \$ 5.49         |
| D13            | Pink Bismuth Chewable Tabs   | Bismuto rosado tabletas masticables    | 30 CT                | \$ 3.99         |
| D15            | Motion sickness tabs         | Tabletas para el mareo                 | 12 CT                | \$ 3.99         |
| D17            | Fiber capsules               | Cápsulas de fibra                      | 160 CT               | \$ 10.99        |
| D22            | Hemorrhoidal suppositories   | Supositorios hemorroidales             | 12 CT                | \$ 4.99         |
| D23            | Hemorrhoidal ointment        | Ungüento para hemorroides              | 2 OZ                 | \$ 7.49         |
| D24            | Milk of Magnesia             | Leche de magnesio                      | 12 OZ                | \$ 5.99         |
| D40            | Antacid calcium ES tablets   | Antiácido de calcio en tabletas        | 96 CT                | \$ 3.99         |
| D45            | Probiotic Adult 20           | Probiótico Para Adultos                | 15 CT                | \$ 14.49        |

2 You will receive the generic equivalent of all items / Recibirá el equivalente genérico de todos los artículos.



## Eye Care / Cuidado de Ojos

| Code<br>Código | Product                  | Producto                           | Quantity<br>Cantidad | Price<br>Precio |
|----------------|--------------------------|------------------------------------|----------------------|-----------------|
| E1             | Dry Eye Relief           | Alivio para ojos resacos           | 0.5 OZ               | \$ 4.49         |
| E2             | Eye Drops Redness Relief | Gotas para el alivio de ojos rojos | 0.5 OZ               | \$ 3.49         |
| E4             | Eye Itch Relief          | Gotas para el picor de los ojos    | 0.17 OZ              | \$ 10.99        |

Home delivery only / Entrega a domicilio solamente 🚚



## First Aid / Primeros Auxilios

| Code<br>Código | Product                                   | Producto                                   | Quantity<br>Cantidad | Price<br>Precio |
|----------------|-------------------------------------------|--------------------------------------------|----------------------|-----------------|
| F3             | Heavy Duty Fabric Anti-Bacterial Bandages | Vendaje de tejido resistente antibacterial | 20 CT                | \$ 3.99         |
| F4             | Calamine Lotion Plus                      | Loción de calamina                         | 6 OZ                 | \$ 4.99         |
| F5             | Hydrocortisone cream 1%                   | Hidrocortisona en crema al 1%              | 1 OZ                 | \$ 4.99         |
| F9             | Clear bandages                            | Vendas transparentes                       | 45 CT                | \$ 3.99         |
| F11            | Anti-itch cream                           | Crema contra la picazón                    | 1 OZ                 | \$ 4.99         |
| F21            | Iodine                                    | Yodo                                       | 1 OZ                 | \$ 2.49         |
| F22            | Merthiolate                               | Mertiolato                                 | 2 OZ                 | \$ 4.99         |
| F30            | Triple Antibiotic Ointment                | Pomada triple antibiótica                  | 1 OZ                 | \$ 8.49         |
| F33            | Wart removal                              | Eliminador de verrugas                     | 0.5 OZ               | \$ 5.99         |
| F45            | Zinc Oxide Ointment                       | Ungüento de óxido de zinc                  | 1 OZ                 | \$ 3.99         |
| F46            | Cotton Balls                              | Bolas de algodón                           | 130 CT               | \$ 3.99         |
| F48            | Rubbing Alcohol Wipes                     | Toallitas de alcohol para desinfectar      | 40 CT                | \$ 5.49         |
| F57            | Nitrile disposable gloves                 | Guantes de nitrilo grandes                 | 50 CT                | \$ 7.49         |
| F62            | First Aid tape                            | Cinta de primeros auxilios                 | 1 CT                 | \$ 1.99         |
| F68            | Petroleum Jelly                           | Jalea de petróleo                          | 2.5 OZ               | \$ 3.49         |
| F72 🚚          | Sharps Container                          | Contenedor de objetos punzantes            | EACH                 | \$12.99         |

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## Home Diagnostics / Diagnósticos en el Hogar

| Code<br>Código | Product                                        | Producto                                                         | Quantity<br>Cantidad | Price<br>Precio |
|----------------|------------------------------------------------|------------------------------------------------------------------|----------------------|-----------------|
| H20            | Glucose chewable tablets                       | Tabletas de glucosa de naranja                                   | 10 CT                | \$ 1.49         |
| H71            | BP Monitor Upper Arm<br>Semi Auto 8.7" x 16.5" | Monitor de presión arterial<br>Semi Auto 8.7" x 16.5" para brazo | EACH                 | \$ 24.99        |
| H72            | BP Monitor Upper Arm<br>Manual 8.7" x 12.6"    | Monitor de presión arterial<br>Manual 8.7" x 12.6" para brazo    | EACH                 | \$ 17.99        |



## Incontinence / Incontinencia

| Code<br>Código | Product                                      | Producto                                                   | Quantity<br>Cantidad | Price<br>Precio |
|----------------|----------------------------------------------|------------------------------------------------------------|----------------------|-----------------|
| I74            | Bladder Control Pads                         | Almohadillas para incontinencia                            | 20 CT                | \$ 5.99         |
| I85            | Unisex Underwear S/M<br>Adjustable 28" - 40" | Pañales absorbentes unisexo<br>para la noche S/M 28" - 40" | 18 CT                | \$ 13.99        |

Home delivery only / Entrega a domicilio solamente 🚚



## Nicotine Replacement / Reemplazo de Nicotina

| Code<br>Código | Product                                   | Producto                                       | Quantity<br>Cantidad | Price<br>Precio |
|----------------|-------------------------------------------|------------------------------------------------|----------------------|-----------------|
| K1 🚚           | Nicotine Transdermal 21mg<br>Patch Step 1 | Parche transdérmico de nicotina<br>21mg paso 1 | 7 CT                 | \$ 23.99        |



## Miscellaneous / Misceláneos

| Code<br>Código | Product                        | Producto                                             | Quantity<br>Cantidad | Price<br>Precio |
|----------------|--------------------------------|------------------------------------------------------|----------------------|-----------------|
| M49            | Tablet cutter                  | Cortador de tabletas                                 | EACH                 | \$ 6.49         |
| M51            | 7 Day pill box                 | Pastillero de 7 días                                 | EACH                 | \$ 2.49         |
| M75            | Mosquito repellent w/ 30% DEET | Repelente de mosquitos con<br>30% de dietiltoluamida | 6 OZ                 | \$ 6.49         |



## Oral Care / Cuidado Bucal

| Code<br>Código | Product                  | Producto                 | Quantity<br>Cantidad | Price<br>Precio |
|----------------|--------------------------|--------------------------|----------------------|-----------------|
| O3             | Lip Balm Original SPF 15 | Bálsamo de labios SPF 15 | 0.15 OZ              | \$ 1.99         |
| O12            | Toothbrush (Soft)        | Cepillo dental suave     | EACH                 | \$ 0.99         |



## Oral Care / Cuidado Bucal

| Code<br>Código | Product                              | Producto                        | Quantity<br>Cantidad | Price<br>Precio |
|----------------|--------------------------------------|---------------------------------|----------------------|-----------------|
| O35            | Dental Floss Waxed                   | Hilo dental encerado            | 100 YD               | \$ 2.49         |
| O45            | Sensitive Toothpaste Extra Whitening | Pasta dental extra blanqueadora | 4 OZ                 | \$ 4.99         |
| O52            | Oral Pain Relief                     | Alivio del dolor oral           | 0.33 OZ              | \$ 5.99         |



## Pain Relievers / Analgésicos

| Code<br>Código | Product                                | Producto                                        | Quantity<br>Cantidad | Price<br>Precio |
|----------------|----------------------------------------|-------------------------------------------------|----------------------|-----------------|
| P1             | Ibuprofen 200mg                        | Ibuprofeno 200mg                                | 50 CT                | \$ 4.49         |
| P2             | Muscle rub                             | Crema muscular                                  | 3 OZ                 | \$ 5.99         |
| P4             | Enteric Aspirin 81mg                   | Aspirina entérica de 81mg                       | 120 CT               | \$ 5.49         |
| P6             | Acetaminophen 500mg                    | Acetaminofeno 500mg                             | 100 CT               | \$ 6.99         |
| P8             | Chewable Aspirin 81mg                  | Aspirina masticable 81mg                        | 36 CT                | \$ 2.49         |
| P10            | Elastic Bandage                        | Vendas Elásticas                                | 1 CT                 | \$ 3.99         |
| P12            | Children Ibuprofen Suspension          | Ibuprofeno en suspensión para niños             | 4 OZ                 | \$ 6.49         |
| P13            | Children Non Aspirin Suspension Cherry | Acetaminofeno en suspensión para niños (cereza) | 4 OZ                 | \$ 4.49         |
| P14            | Hot/Cold Patches                       | Parches calientes y fríos                       | 5 CT                 | \$ 6.99         |
| P17            | Migraine Relief Caplets                | Alivio de migraña                               | 100 CT               | \$ 7.49         |
| P19            | Naproxen 220mg                         | Naproxen 220mg                                  | 24 CT                | \$ 4.49         |
| P34            | Hot/Cold Multi-compress                | Compresa múltiple fría/caliente                 | 1 CT                 | \$ 8.99         |
| P36            | Reusable Ice Pack                      | Paquete de hielo reutilizable                   | 1 CT                 | \$ 4.99         |
| P46            | Urinary Relief max strength            | Alivio urinario fuerza máxima                   | 12 CT                | \$ 4.99         |
| P50            | Menstrual Pain relief max              | Alivio máximo de dolor menstrual                | 24 CT                | \$ 4.99         |
| P51            | Aspirin enteric coated 325mg           | Aspirina entérica recubierta 325mg              | 125 CT               | \$ 6.49         |
| P66            | Sleep aid                              | Somnífero                                       | 24 CT                | \$ 3.99         |

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### Personal Care / Cuidado Personal

| Code<br>Código | Product                        | Producto                | Quantity<br>Cantidad | Price<br>Precio |
|----------------|--------------------------------|-------------------------|----------------------|-----------------|
| S4             | Acne treatment 10%             | Tratamiento de acné 10% | 1 OZ                 | \$ 4.99         |
| S23            | Hand sanitizer                 | Desinfectante de manos  | 2 OZ                 | \$ 0.99         |
| S30            | Miconazole 7 Day Vaginal Cream | Crema vaginal de 7 días | 7 CT                 | \$ 7.99         |

### Foot Care / Cuidado de los Pies



| Code<br>Código | Product                       | Producto                                 | Quantity<br>Cantidad | Price<br>Precio |
|----------------|-------------------------------|------------------------------------------|----------------------|-----------------|
| T2             | Tolnaftate Antifungal Cream   | Crema para el pie de atleta tolnaftato   | 1 OZ                 | \$ 6.99         |
| T4             | Odor Control Spray Powder     | Atomizador de control de olores en polvo | 4 OZ                 | \$ 4.99         |
| T35            | Liquid Corn & Callous Remover | Removedor medicinal líquido de callos    | 0.5 OZ               | \$ 3.99         |



### Vitamins/Minerals - Vitaminas/Minerales

| Code<br>Código | Product                          | Producto                          | Quantity<br>Cantidad | Price<br>Precio |
|----------------|----------------------------------|-----------------------------------|----------------------|-----------------|
| V2             | Vitamin C 500mg                  | Vitamina C 500mg                  | 100 CT               | \$ 6.99         |
| V5             | Coenzyme Q-10 50mg               | Coenzima Q-10 50mg                | 45 CT                | \$ 9.99         |
| V10            | Glucosamine Chondroitin with MSM | Glucosamina/Condroitina con MSM   | 80 CT                | \$ 15.99        |
| V16            | Vitamin E 400 IU soft gel        | Vitamina E 400 IU cápsulas de gel | 100 CT               | \$ 11.99        |
| V17            | Folic Acid 800mcg tablet         | Ácido fólico en tabletas 800mcg   | 100 CT               | \$ 3.49         |
| V18            | Iron Supplement 65mg             | Suplemento de hierro 65mg         | 90 CT                | \$ 5.49         |
| V19            | Fish Oil Omega-3 1000mg          | Aceite de pescado Omega-3 1000mg  | 120 CT               | \$ 8.99         |
| V32            | Vitamin D 1000 IU                | Vitamina D 1000 IU                | 120 CT               | \$ 3.49         |





## Vitamins/Minerals - Vitaminas/Minerales

| Code<br>Código | Product                                     | Producto                                           | Quantity<br>Cantidad | Price<br>Precio |
|----------------|---------------------------------------------|----------------------------------------------------|----------------------|-----------------|
| V35            | Magnesium 500mg                             | Magnesio 500mg                                     | 100 CT               | \$ 4.49         |
| V36            | Zinc Gluconate 50mg                         | Gluconato de zinc 50mg                             | 100 CT               | \$ 4.49         |
| V41            | Children Chewable Multivitamins             | Multivitaminas masticables para niños              | 60 CT                | \$ 6.99         |
| V48            | Biotin 10,000mcg soft gel                   | Biotina 10,000mcg cápsulas de gel                  | 60 CT                | \$ 11.49        |
| V49            | Melatonin Gummy 5mg                         | Melatonina en gomitas 5mg                          | 60 CT                | \$ 10.49        |
| V54            | Calcium Supplement Gummy 500mg + 800 IU D-3 | Suplemento de calcio en gomitas 500mg + 800 IU D-3 | 50 CT                | \$ 10.49        |
| V56            | Vitamin A 8,000 IU NAT / 2400mcg            | Vitamina A 8,000 IU / 2400mcg                      | 100 CT               | \$ 4.99         |
| V57            | Vitamin B12 500mcg                          | Vitamina B12 500mcg                                | 100 CT               | \$ 8.99         |
| V59            | Potassium gluconate 595mg                   | Gluconato de potasio 595mg                         | 100 CT               | \$ 4.99         |
| V60            | Adult Daily Multiple Vitamin                | Multivitaminas diarias para adulto                 | 365 CT               | \$ 6.99         |
| V62            | Adult Daily Women's 50+ Adv                 | Multivitamina diaria para mujer 50+                | 65 CT                | \$ 6.99         |
| V64            | Lutein 40mg                                 | Luteína 40mg cápsulas de gel                       | 30 CT                | \$ 17.99        |
| V70            | Flaxseed 1000mg                             | Semilla de Lino 1000mg                             | 100 CT               | \$ 11.99        |
| V71            | Calcium 600mg + Vitamin D3                  | Calcio 600mg + vitamina D3                         | 120 CT               | \$ 5.49         |
| V72            | Super B Complex w/ Vitamin C                | Super B Complex con vitamina C                     | 100 CT               | \$ 8.99         |
| V73            | Melatonin 10mg                              | Melatonina 10mg                                    | 60 CT                | \$ 13.49        |
| V74            | Menopause Support Caplets                   | Cápsulas de soporte de menopausia                  | 28 CT                | \$ 18.49        |

This information is available for free in other formats.

Please contact our customer service number at 1-833- 331-1571;

TTY: 1-877-672-2688, Monday through Friday, 9 a.m. to 8 p.m. EST.

|                       |                                                                                                                                                                                                                                                   |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>English</i>        | <i>This information is available for free in other languages. Please contact our customer service number at 1-833-331-1571; TTY: 1-877-672-2688 during 9 a.m. to 8 p.m. EST, Monday through Friday.</i>                                           |
| <i>French</i>         | <i>Ces informations sont disponibles gratuitement dans d'autres langues. Veuillez contacter notre assistance à la clientèle au 1-833-331-1571 ou au TTY 1-877-672-2688 aux heures suivantes : 9 a.m. to 8 p.m. EST, du lundi au vendredi.</i>     |
| <i>Haitian Creole</i> | <i>Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri kontakte sèvis kliyantèl nou nan nimewo 1-833-331-1571 oswa TTY 1-877-672-2688 pandan 9 a.m. to 8 p.m. EST, Lendi jiska Vandredi.</i>                                                     |
| <i>Italian</i>        | <i>Queste informazioni sono disponibili gratuitamente in altre lingue. Contattare il nostro servizio clienti al numero 1-833-331-1571 o TTY 1-877-672-2688 durante 9 a.m. to 8 p.m. EST, da lunedì a venerdì.</i>                                 |
| <i>Russian</i>        | <i>Эта информация доступна бесплатно на других языках. Пожалуйста, свяжитесь с нами по номеру обслуживания клиентов 1-833-331-1571 или TTY 1-877-672-2688 в течение 9 a.m. to 8 p.m. EST, с понедельника до пятницы.</i>                          |
| <i>Spanish</i>        | <i>Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro servicio al cliente a través del 1-833-331-1571 o por TTY 1-877-672-2688 durante el Lunes a viernes de 9:00 a.m. a 8:00 p.m., hora del este.</i> |

## **Nondiscrimination Notice**

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

Miami Children's Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please contact our Civil Rights Coordinator. If you believe that Miami Children's Health Plan 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 our Civil Rights Coordinator, 5959 NW 7<sup>th</sup> Street. Miami, FL 33126; Phone: 786.624.2668, TTY: 711, Fax: 786-539-0232

[crc@miamichildrenshealthplan.com](mailto:crc@miamichildrenshealthplan.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

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

## **Translation Services**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-243-5187 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-243-5187 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-243-5187 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-243-5187 (TTY: 711).

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 1-844-243-5187 (TTY: 711)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-243-5187 (ATS/TTY : 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-243-5187 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-243-5187 (телетайп: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-243-5187 (رقم هاتف الصم والبكم: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-243-5187 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-243-5187 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-243-5187 (TTY: 711) 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-243-5187 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-243-5187 (TTY: 711).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-844-243-5187 (TTY: 711).