

NEXTLEVEL HEALTH PREFERRED PROVIDERS

HOME HEALTH PROVIDERS*	Telephone
Best Home Health Network *	(312) 461.1700
Better Care Home Health*	(800) 518.8943
Comprehensive Quality Care*	(773) 924.5900
Physicians Preferred Home Care *	(708) 422.1200
HOME PHYSICIAN PROVIDERS	
Alegis Care* (Home Physicians 2011 PC)	(877) 663.1333
MD @ Home (HouseCall Physicians of IL)	(312) 243.2223
OTHER	
Iliana Home Physicians	(708) 933.0872

Statement of Nondiscrimination

If you do not speak English, we can provide an interpreter at no cost to you by contacting NextLevel Health at: 833-ASK-NLHP (833-275-6547). If you are hearing impaired, call the Illinois Relay at 711. NextLevel Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NextLevel Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NextLevel Health 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)

NextLevel Health Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you believe that NextLevel Health 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:

NextLevel Health
77 W. Wacker Drive, Suite 1200
Chicago, IL 60604
Phone: 833-ASK-NLHP (833-275-6547) (TTY: 711)
Email: GA_NLH@EnvolveHealth.com
Fax: 1-844-234-0701

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, NextLevel Health's Member Services Department 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>.

Language Assistance

English - ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-833-275-6547 (TTY: 711).

Spanish - ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-275-6547 (TTY: 711).

Polish - UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-833-275-6547 (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 1-833-275-6547 (TTY:711)。

Korean - 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-833-275-6547 (TTY: 711) 번으로 전화해 주십시오.

Tagalog - PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-833-275-6547 (TTY: 711).

Arabic -

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-338-572-7456 (رقم هاتف الصم والبكم: 711).

Russian - ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-833-275-6547 (телетайп: 711).

Gujarati - ध्यान दः यद आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-833-275-6547 (TTY: 711) पर कॉल कर।

Urdu - خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں -
کال کریں 1-833-275-6547 (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 1-833-275-6547 (TTY:
711).

Italian - ATTENZIONE: In caso la lingua parlata sia l'italiano, sono
disponibili servizi di assistenza linguistica gratuiti. Chiamare il
numero 1-833-275-6547 (TTY: 711).

Hindi - ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता
सेवाएं उपलब्ध हैं। 1-833-275-6547 (TTY: 711) पर कॉल करें।

French - ATTENTION: Si vous parlez français, des services d'aide
linguistique vous sont proposés gratuitement. Appelez le 1-833-275-
6547 (ATS: 711).

Greek - ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται
υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν.
Καλέστε 1-833-275-6547 (TTY: 711).

German - ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen
kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: 1-833-275-6547 (TTY: 711).