



CONSUMER ASSISTANCE NOTICE

If you have concerns about your HMO, or your medical care, you may contact:
Si tiene preocupaciones sobre su seguro, o su atención médica, puede contactar:

Ultimate Health Plans, Inc.
ATTN: Appeals & Grievance Department
P.O. Box 6560
Spring Hill, FL 34611

If a Plan Member is experiencing difficulty or problems with the Plans Complaint or Grievance process, additional resources are listed below to assist the member:
Si un Miembro del Plan tiene dificultades o problemas con el proceso del Plan, contactos adicionales para ayudar a los Miembros estan listos abajo:

Subscriber Assistance Program (SAP)
Consumer Complaint Toll-free Hotline
Hours of Operation: Monday - Friday (8 a.m. - 5 p.m. Eastern Standard Time)
1-888-419-3456

Agency for Health Care Administration (AHCA)
2727 Mahan Drive, Mail Stop 26
Tallahassee, FL 32308

Florida Office of Insurance Regulation
Customer Services Help Line
1-800-640-0886

Division of Consumer Services
200 East Gaines Street
Tallahassee, FL 32399