

You have the right to file a grievance if you are unsatisfied with Optimum Healthcare Inc, a provider, or the healthcare services you receive. Examples of these types of grievances are:

- Problems with waiting too long on the phone or in a provider's office
- Cleanliness of a doctor's office
- Disrespectful or rude behavior by a provider, office staff or Pharmacy staff
- Problems with getting appointments when you need them or waiting a long time for an appointment
- Difficulty understanding the material we send you or belief you did not receive material we're required to send.
- Problems with our Members' Call Center or the Part D Call Center staff
- Inability to get your medications
- Being encouraged to disenroll from Optimum Healthcare

If you have a grievance, we encourage you to call Customer Service. We will try to resolve any complaint over the phone.

1-866-245-5369  
(TTY/TDD) 1-800-955-8771  
8AM TO 8PM Monday through Friday

You may also send your complaint to us in writing. To submit a grievance in writing, please mail to:

**Optimum HealthCare, Inc.**  
**Grievance Department**  
**PO Box 152727**  
**Tampa, FL 33684**

For Quality of Care problems you may also file a complaint with the  
Florida Medical Quality Assurance, Inc. (FMQAI)  
5201 W. Kennedy Boulevard, Suite 900,  
Tampa, Florida 33609-1822,  
(813) 354-9111

We will thoroughly investigate your concerns and will notify you of our findings and actions within 30 days of receipt of the grievance. We may extend this time frame by up to 14 calendar days if you request the extension, or if we justify a need for additional information and the delay is in your best interest

In addition, if you believe you have been a victim of Medicare fraud related to your prescriptions or billing issues, you may file a complaint with our Compliance Dept. Our confidential Hotline number is 813-506-6015

The Hotline is available for you to call 24 hours per day, 7 days per week, and 365 days per year.