

Website Terms and Conditions

By using our site, you agree to the following terms of use, which constitute an Agreement between Children's Community Health Plan (CCHP) and you. By using this website, you expressly accept and agree to these terms in full. If you disagree with any part of these terms then you may not access this website. We reserve the right to change the terms and conditions from time to time, and your continuing use of our website constitutes your acceptance of and agreement to any changes.

DISCLAIMERS

Information contained in this website is designed for general educational and informational purposes only and does not render medical advice or professional services. The information provided through this website should not be used for diagnosing or treating a health problem or disease. It is not a substitute for professional health care, and does not replace the relationship you have with your healthcare provider. If you have, or suspect that you may have a health problem, you should consult your healthcare provider. If you think you may have a medical emergency, call your doctor or seek emergency medical services immediately.

CCHP disclaims any liability whatsoever related to any documentation, information, programs, software, or other material that is or may become a part of the website. We do not offer you any warranty or guarantee related to our site or the content; we specifically disclaim any warranties, expressed or implied. All content, service, information and links are provided "AS IS."

CCHP strives to provide contents on this website that are complete and accurate. We do not update this website in real time, however, and cannot be responsible for the accuracy of all information on this site. Information or links on this website may contain errors and contents may be changed or updated without notice.

CCHP provides health management services to its health plan members. Services include wellness program tools and technology, health assessment, online lifestyle improvement programs and interactive health education provided on this website. We also provide health plan administrative services such as provider network access, provider networking management, quality assurance and process improvement, utilization review and management, covered member services and claims administration. We provide some of these tools, technology and services through third party vendors.

The products and/or services descriptions, if any, provided on this website are not intended to constitute offers to sell or solicitations in connection with any product or service.



LINKS TO OTHER SITES

This website may include links to third-party web service providers. These links are provided solely as a convenience to you and not as an endorsement of the content, products or services described on such sites. We are not responsible for the content of linked third party sites. Be aware that some of these third party sites may collect personal information that you disclose on those sites, over which we do not have control or responsibility.

PRIVACY POLICY

When you access this website, CCHP may monitor and record your usage of our site during your visit through the use of "cookies." We collect this information to analyze trends and administer our site. We use this information to enhance your experience on our site, and make it more consumer friendly and informative. A "cookie" is a piece of data that a website can send to your browser while you are using the site. A cookie cannot read data from your computer, perform any action on your data, or embed any commands in your computer. While cookies are used to collect data such as your date and time of visit, IP address, browser type, internet service provider, operating system, and exit pages, they do not contain any personally identifying information about you, such as your name, e-mail address, user ID, or password. Cookies cannot gather any personal information about you other than information you provide voluntarily, such as the information you enter if you choose to register on the site.

CCHP will not sell or rent such information to any third party. We use the information as a tool to improve the quality of the information and services we offer through our website. You will be given the opportunity to provide some personally identifiable information on our site, such as your name, address, phone number, health and wellness responses, etc. We may collect, store and use this information for reasons such as verifying who is accessing secure areas of our site, or to notify you of updates on our products and services. We may also provide your personal information to our third party vendors, agents, and affiliates so they can provide certain services on our behalf. These third parties are restricted to using and disclosing your personal information only as permitted for contracted business reasons. We may disclose your personal information to comply with the law or legal proceedings, administer claims, manage our business, enforce these Terms of Use, and for research and analysis of use of our site. We may also disclose your personal information in efforts to investigate, prevent or take other action regarding suspected illegal acts; to protect the rights, property or safety of you, our company, our website users, or the public; to enforce the terms of any agreement; or in connection with the sale or merger of our business or another substantial corporate transaction. You agree that we may collect, store, use and disclose such personal information for the purposes stated in these Terms of Use.

CCHP uses security measures that comply with all applicable federal and state laws and regulations. These measures include computer portal safeguards to help protect the security of your personal information, including (but not limited to) primary personal information such as name and contact details.

Once you have successfully registered for one of our portals, we will ask you for an identifier (e.g., member ID, user ID, website password, etc.) and a password to authenticate your visit to the site. We have implemented security policies, rules and technical measures for the protection of personal data and prevention of unauthorized access, improper use or disclosure, unauthorized modification, unlawful destruction and accidental loss. However, no data transmission over the Internet is 100% secure, so we cannot guarantee its absolute security.

All our employees and data processors who have access to, and are associated with, the processing of personal information are obliged to respect the confidentiality of our visitors' personal information.

ACCEPTABLE USE POLICY

The entire contents and design of this site are protected by copyright, trademark or other intellectual property laws. You may view and download information on this website for your own use. However, you must not remove any copyright or proprietary notices from our materials. We reserve all other rights, meaning you must not sell our information, rewrite or modify it, display or redistribute it, use it on another website, or use it for any public or commercial purpose.

You agree not to use our site in connection with any unlawful, illegal, fraudulent or harmful purpose or activity. You agree not to provide or transmit any material which is inappropriate or harmful. You agree that all information you provide will be accurate and truthful, and will not violate the privacy or intellectual property rights of any other person or party. We may remove content we deem, in our sole discretion, to be harassment, bullying, violent, graphic, or otherwise inappropriate or that may violate the rights of other users of this website. We are not, however, under any obligation to remove any such content, even if notified of such content by a third party. We may terminate your right to use this site at any time.

CCHP does not discriminate on the basis of race, color, national origin, disability, age, and sex in the administration of the plan, including enrollment and benefit determinations.

MISCELLANEOUS

This Agreement shall be governed and construed in accordance with the laws of the State of Wisconsin. Any course of conduct shall not amend the terms of this Agreement. Failure to enforce any provision of this Agreement shall not be construed as a waiver of any provision or right. Any cause of action or claim you may have against us must be commenced within twelve months after that cause of action or claim arises. The unenforceability of any provision shall not affect the enforceability of the remainder of this Agreement. This Agreement constitutes the entire agreement between Children's Community Health Plan and you. This Agreement supersedes all prior agreements, representations, proposals related to this website and its content.

DIGITAL MILLENNIUM COPYRIGHT ACT

If you believe that your copyrighted work has been posted on this website and constitutes copyright infringement, you may submit a notice of the claimed infringement to us by providing the following information:

- A physical or electronic signature of a person authorized to act on behalf of the copyright owner and identification of the copyrighted work that is infringed;
- Identification of the copyrighted work or works claimed to have been infringed;
- Identification of the material that is claim to be infringing and information sufficient to permit us to locate that material;
- Information reasonably sufficient to permit us to contact you, such as an address, telephone number and/or electronic mail address;
- A statement that you have a good faith belief that the use of the material in the manner complained of is not authorized by the copyright owner, its agent or law; and
- A statement that the information in the notification is accurate and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

CONTACTING US

We welcome your feedback about the content provided on the Children's Community Health Plan website. Should you have any questions regarding these Terms of Use, the Privacy Policy, or the collection, retention, or management of any information on this website, please contact the Customer Service department for your plan:

- BadgerCare Plus (Medicaid) Customer Service: 1-800-482-8010
- Together with CCHP (Marketplace) Customer Service: 1-844-201-4672

Discrimination is against the law.

Children's Community Health Plan (CCHP) complies with all applicable civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, disability, or other legally protected status, in its administration of the plan, including enrollment and benefit determinations.

Children's Community Health Plan provides appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and who have language services needs and information in alternate formats, free of charge and in a timely manner, when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance in person, by mail, fax or email. The grievance must be filed within 60 days of the person filing the grievance becomes aware of the alleged discriminatory action. It is against the law for Children's Community Health Plan to retaliate against anyone who files a grievance, or who participates in the investigation of a grievance. Members can request Children's Community Health Plan's grievance procedure by contacting the Section 1557 Coordinator:

Director, Corporate Compliance
Mail Station C760
P.O. Box 1997
Milwaukee, WI 53201-1997

Telephone: (414) 266-2215
TDD-TTY (for the hearing impaired): (414) 266-2465
Fax: (414) 266-6409
Email: TTwinem@chw.org

Members must submit their complaints in writing with their name, address, the problem or action alleged to be discriminatory and the remedy or relief sought. Members can also file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail at:

U.S. Department of Health and Human Services
200 Independence Avenue
SW Room 509F
HHH Building
Washington, D.C. 20201

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



ALBAINIAN

Nëse ju, ose dikush që po ndihmoni, ka pyetje për Children's Community Health Plan, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin 1-800-482-8010 (TTY: 711)

ARABIC

إذا كنت بحاجة إلى مساعدة أو لديك سؤال عن Children's Community Health Plan فليس عليك دفع أي رسوم. يمكنك الاتصال بالخدمة على مدار الساعة مجاناً. (ب) لخدمة 1-800-482-8010 (TTY: 711)

BURMESE

Children's Community Health Plan နှင့်ပတ်သက်၍ သင် သို့မဟုတ် သင်အကူအညီပေးနေသူတစ်ဦးတွင် မေးမြန်းစရာများ ရှိပါက အကူအညီနှင့် သတင်းအချက်အလက်များကို အခမဲ့သင်ရယူပိုင်ခွင့် ရှိပါသည်။ စကားပြန်ဆိုသူ တစ်ဦးထံသို့စကားပြောဆိုရန်၊ 1-800-482-8010 တွင် ဖုန်းခေါ်ဆိုပါ။ (TTY: 711)

CHINESE

如果您，或是您正在協助的對象，有關於[插入項目的名稱面]的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯，請撥電話 [在此插入數字] 1-800-482-8010 (TTY: 711)

ENGLISH

If you or someone you're helping has questions about Children's Community Health Plan, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-482-8010 (TTY: 711)

FRENCH

Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Children's Community Health Plan vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1-800-482-8010 (TTY: 711)

GERMAN

Falls Sie oder jemand, dem Sie helfen, Fragen zum Children's Community Health Plan haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-800-482-8010 an (TTY: 711)

HINDI

यदि आपके ,या आप द्वारा सहायता ककर जा रहे ककसी व्यक्तत के Children's Community Health Plan के बारे में प्रश्न हैं ,तो आपके पास अपनी भाषा में मुफ्त में सहायता और सूचना प्राप्त करने का अधिकार है। ककसी भिषषण से बात करने के लरि 1-800-482-8010 पर कॉरिं। (TTY: 711)

HMONG

Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Children's Community Health Plan, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau 1-800-482-8010 (TTY: 711)

KOREAN

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Children's Community Health Plan 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-800-482-8010 로 전화하십시오 (TTY: 711)

LAOTIAN

~ທ່ານ, ຫຼື ຄົນ ທ່ານ ກຳລັງ ຊ່ວຍ ຫຼື ອຸ ນ ຄົນ ທ່ານ ຈຶ່ງ ກຳລັງ ຊ່ວຍ ຫຼື ອຸ ນ ຄົນ ທ່ານ ສົດ ທ່ານ ຈະ ໄດ້ ຮັບ ການ ຊ່ວຍ ຫຼື ອຸ ນ ຄົນ ທ່ານ ມາ ຂ້າ ວ ສາ ມາ ທ່ານ ເປັນ ພາ ສາ ຂອງ ທ່ານ ບໍ່ ມີ ຄ່າ ໃຊ້ ຈ່າ ຍ. ການ ໂອ້ ລົມ ກຳ ບານ ທ່ານ ສາ, ໃຫ້ ໂທ ຫາ 1-800-482-8010 (TTY: 711)

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut Children's Community Health Plan, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, kannscht du 1-800-482-8010 uffrufe (TTY: 711)

POLISH

Jeśli Ty lub osoba, której pomagasz macie pytania odnośnie Children's Community Health Plan, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer 1-800-482-8010 (TTY: 711)

RUSSIAN

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Children's Community Health Plan то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-800-482-8010 (TTY: 711)

SOMALI

Haddii adiga iyo qof aad caawinaysaa su'aalo qabaan ku saabsan Children's Community Health Plan, waxaad leedahay xaqa aad caawimo ku hesho iyo macluumaadka luqaddaada iyaddoon kharash kugu fadhiiyin. Lahadal turjubaan wac 1-800-482-8010 (TTY: 711)

SPANISH

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Children's Community Health Plan tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-482-8010 (TTY: 711)

TAGALOG

Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Children's Community Health Plan, may karapatan ka na makakuha nga tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-800-482-8010 (TTY: 711)

VIETNAMESE

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Children's Community Health Plan quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-800-482-8010 (TTY: 711)



ALBAINIAN

Nëse ju, ose dikush që po ndihmoni, ka pyetje për Children's Community Health Plan, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin 1-844-201-4672 (TTY: 1-844-531-4856)

ARABIC

إذا كنت بحاجة إلى مساعدة أو لديك سؤال عن Children's Community Health Plan، يمكنك الحصول على المساعدة والمعلومات مجاناً بلغتك. للتحدث مع مترجم، اتصل بنا على 1-844-201-4672 (TTY: 1-844-531-4856)

BURMESE

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CHINESE

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ENGLISH

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FRENCH

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GERMAN

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HMONG

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LAOTIAN

້າທ່ານ, ຫ ິຄົນທ ທ່ານກໍາລັງຊ່ວຍເຫ ິອ, ມ ຄໍາຖາມກ່ຽວກັບ Children's Community Health Plan ທ່ານ ສົດທ 'ຈະໄດ້ ຮັບການຊ່ວຍເຫ ິອແລະຂໍ້ມູນຂ່າວສານທ 'ເປັ້ນພາສາຂອງທ່ານບໍ່ມ ຄ່າໃຊ້ຈ່າຍ. ການໂອ້ລົມກັບນາຍພາສາ, ໃຫ້ໂທຫາ 1-844-201-4672 (TTY: 1-844-531-4856)

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SOMALI

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VIETNAMESE

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Auxiliary Aids and Services

Children's Community Health Plan (CCHP) provides free aids and services to people with disabilities to communicate effectively with us including qualified interpreters (including sign language) and written information in other languages and formats (large print, audio, accessible electronic formats, other formats). To request, call CCHP at 414-266-3490.

ATTENTION

If you speak English, language assistance services are available to you free of charge. Call 1-800-482-8010 (TTY: 7-1-1).

CEEB TOOM

Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb 1-800-482-8010 (TTY: 7-1-1).

DIGTOONI

Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyadoo bilaash ah. Wac 1-800-482-8010 (TTY: 7-1-1).

ໝາຍເຫດ

ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-482-8010 (TTY: 7-1-1).

ATENCIÓN

Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-800-482-8010 (TTY: 7-1-1).

注意

如果您说中文，您可获得免费的语言协助服务。请致电 1-800-482-8010 (TTY: 7-1-1)

ВНИМАНИЕ

Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 1-800-482-8010 (TTY: 7-1-1).

ကျေးဇူးပြု၍ နားဆင်ပါ သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-800-482-8010 (TTY: 7-1-1) တွင် ဖုန်းခေါ်ဆိုပါ။