

Expert health care for kids.  
Now from the comfort of home.



Nemours CareConnect now free for Sunshine Health members



# Nemours Children's Hospital

13535 Nemours Parkway  
Orlando, FL 32827-7402

Available 24 hours a day, seven days a week, Nemours CareConnect makes it easy for your child to get the care he/she needs—even after the doctor's office is closed. From late-night fevers or an uncomfortable rash to newborn care, a Nemours board-certified pediatrician can see and care for your child anytime, anywhere through 24/7 online video visits on your smartphone or computer. We'll even send prescriptions directly to your pharmacy if needed, and share our visit report with your child's physician for added peace of mind.

And for Sunshine Health members, starting July 19, your CareConnect visit is completely covered at no cost to you. With Nemours CareConnect and Sunshine Health, immediate pediatric care is easy—simply visit your app store to download and enroll.

Coming soon: Telehealth pediatric specialty care services covered by Sunshine Health



Nemours CareConnect is not a substitute for Urgent Care or the ER.



This information is available for free in other languages or formats. Please contact our customer service number at 1-866-796-0530, TDD 1-800-955-8770 Monday through Friday, 8 a.m. to 8 p.m.

Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro número de servicio al cliente al 1-866-796-0530, TDD 1-800-955-8770 de lunes a viernes, de 8 a.m. a 8 p.m.

### Statement of Non-Discrimination

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

Sunshine 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)
- 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, contact Sunshine Health at 1-866-796-0530 (Relay FL 1-800-955-8770).

If you believe that Sunshine 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: Grievance/Appeals Unit Sunshine Health, 1301 International Parkway, Suite 400, Sunrise, Florida 33323, 1-866-796-0530 (Relay Florida 1-800-955-8770), Fax, 1-866-534-5972. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Sunshine Health 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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

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

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**Spanish:**

Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Sunshine Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-866-796-0530 (TDD/TTY 1-800-955-8770).

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<b>French Creole:</b>	Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Sunshine Health, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo 1-866-796-0530 (TDD/TTY 1-800-955-8770).
<b>Vietnamese:</b>	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Sunshine Health, 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 1-866-796-0530 (TDD/TTY 1-800-955-8770).
<b>Portuguese:</b>	Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Sunshine Health, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-866-796-0530 (TDD/TTY 1-800-955-8770).
<b>Chinese:</b>	如果您，或是您正在協助的對象，有關於 Sunshine Health 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-866-796-0530 (TDD/TTY 1-800-955-8770)。
<b>French:</b>	Si vous-même ou une personne que vous aidez avez des questions à propos d'Sunshine Health, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-866-796-0530 (TDD/TTY 1-800-955-8770).
<b>Tagalog:</b>	Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Sunshine Health, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-866-796-0530 (TDD/TTY 1-800-955-8770).
<b>Russian:</b>	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Sunshine Health вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-866-796-0530 (TDD/TTY 1-800-955-8770).

<b>Arabic:</b>	كيدل ، Sunshine Health لوح قلىسأ مدعاست صخش يدل وأ كيدل ناك اذا ةيأ نود نم كتغلب ةيوررضلا تامولعمل او قدعاسملا ىلع لوصحلا يف قحلا تفلكت (TDD/TTY 1-800-955-8770) 1-866-796-0530 ب لصتا مچرت م ثدحتلل .
<b>Italian:</b>	Se lei, o una persona che lei sta aiutando, avesse domande su Sunshine Health, ha diritto a usufruire gratuitamente di assistenza e informazioni nella sua lingua. Per parlare con un interprete, chiami l' 1-866-796-0530 (TDD/TTY 1-800-955-8770).
<b>German:</b>	Falls Sie oder jemand, dem Sie helfen, Fragen zu Sunshine Health hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-866-796-0530 (TDD/TTY 1-800-955-8770) an.
<b>Korean:</b>	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Sunshine Health 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-866- 796-0530 (TDD/TTY 1-800-955-8770) 로 전화하십시오.
<b>Polish:</b>	Jeżeli ty lub osoba, której pomagasz, macie pytania na temat planów za pośrednictwem Sunshine Health, macie prawo poprosić o bezpłatną pomoc i informacje w języku ojczystym. Aby skorzystać z pomocy tłumacza, zadzwoń pod numer 1-866-796-0530 (TDD/TTY 1-800-955-8770).
<b>Gujarati:</b>	જ તમને અથવા તમે જમની મદદ કરી રહ્યા હોય તેમને, Sunshine Health વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાની અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે 1-866-796-0530 (TDD/TTY 1-800- 955-8770) ઉપર કોલ કરો.
<b>Thai:</b>	หากท่านหรือผู้ที่ท่านให้ความช่วยเหลืออยู่ในขณะนี้มีความเกี่ยวกับ Sunshine Health ท่านมีสิทธิ์ที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของท่าน โดยไม่เสียค่าใช้จ่ายใด ๆ ทั้งสิ้น หากต้องการใช้บริการล่าม กรุณาโทรศัพท์ติดต่อที่หมายเลข 1-866-796-0530 (TDD/TTY 1-800-955-8770).

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1-866-796-0530  
TDD/TTY 1-800-955-8770

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