

# Aetna Member Notice

## **Assistive Technology**

Persons using assistive technology may not be able to fully access the following information. For assistance, please call 1- 800-370-4526.

## **Smartphone or Tablet**

To view documents from your smartphone or tablet, the free WinZip app is required. It may be available from your App Store.

## **Non-Discrimination**

Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call 1-800-370-4526.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,  
P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),  
1-800-648-7817, TTY: 711,  
Fax: 859-425-3379 (CA HMO customers: 860-262-7705), [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

*Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, Coventry Health Care plans and their affiliates (Aetna).*

## Language Assistance

TTY: 711

To access language services at no cost to you, call 1- 800-370-4526.

Para acceder a los servicios de idiomas sin costo, llame al 1- 800-370-4526. (Spanish)

如欲使用免費語言服務，請致電 1- 800-370-4526。 (Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 1- 800-370-4526. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1- 800-370-4526. (Tagalog)

T'áá ni nizaad k'ehjí bee níká a'doowoł doo búáh ílínígóó kojí' hóline' | 1- 800-370-4526. (Navajo)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1- 800-370-4526 an. (German)

Për shërbime përkthimi falas për ju, telefononi 1- 800-370-4526. (Albanian)

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للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم 1- 800-370-4526. (Arabic)

Անվճար լեզվալսյան ծառայություններից օգտվելու համար զանգահարեք 1- 800-370-4526 հեռախոսահամարով: (Armenian)

Kugira uronke serivisi z'indimi atakiguzi, hamagara 1- 800-370-4526 (Bantu)

আপনাকে বিনামূল্যে ভাষা পরষিবো পতে হলে এই নম্বরে টেলফিে ান করুন: 1- 800-370-4526। (Bengali)

Ngadto maakses ang mga serbisyo sa pinulongan alang libre, tawagan sa 1- 800-370-4526. (Bisayan-Visayan)

သင့်အနေဖြင့် အခကြေးငွေ မပေးရဲဘဲ ဘာသာစကား ဝန်ဆောင်မှုများ ရရှိနိုင်ရန် 1- 800-370-4526

သို့ ဖုန်းခေါ်ဆိုပါ။ (Burmese)

Per accedir a serveis lingüístics sense cap cost per vostè, telefoni al 1- 800-370-4526. (Catalan)

Para un hago' i setbision lengguâhi ni dibâtde para hâgu, âgang 1- 800-370-4526. (Chamorro)

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Anumpa tohsholi I toksvli ya peh pilla ho ish I paya hinla, I paya 1- 800-370-4526. (Choctaw)

Tajaajiloota afaanii garuu bilisaa ati argaachuuf, bilibili 1- 800-370-4526. (Cushite-Oromo)

Voor gratis toegang tot taaldiensten, bell 1- 800-370-4526. (Dutch)

Pou jwenn sèvis lang gratis, rele 1- 800-370-4526. (French Creole-Haitian)

Για να επικοινωνήσετε χωρίς χρέωση με το κέντρο υποστήριξης πελατών στη γλώσσα σας,

τηλεφωνήστε στον αριθμό 1- 800-370-4526. (Greek)

તમારે કોઈ જાતના ખર્ચ વગર ભાષાની સેવાઓની પહોંચ માટે, કોલ કરો 1- 800-370-4526. (Gujarati)

No ka wala'au 'ana me ka lawelawe 'ōlelo e kahea aku i kēia helu kelepona 1- 800-370-4526. Kāki 'ole 'ia kēia kōkua nei. (Hawaiian)

आपके लिए बनिा किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, 1- 800-370-4526 पर कॉल करें। (Hindi)

Xav tau kev pab txhais lus tsis muaj nqi them rau koj, hu 1- 800-370-4526. (Hmong)

Iji nwetaòhèrè na orụ gasị asụsụ n'efu, kpọọ 1- 800-370-4526. (Ibo)

Tapno maaksesyo dagiti serbisio maipapan iti pagsasao nga awan ti bayadanyo, tawagan ti 1- 800-370-4526. (Ilocano)

Untuk mengakses layanan bahasa tanpa dikenakan biaya, hubungi 1- 800-370-4526. (Indonesian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1- 800-370-4526 (Italian)

言語サービスを無料でご利用いただくには、1- 800-370-4526 までお電話ください。 (Japanese)

လၢတၢ်ကမၤန့ၢ်ဂီၢ်အတၢ်မၤစၢၤအတၢ်ဝဲ:တၢ်မၤတဖၣ်လၢတၢ်အိၣ်ဒီးအပူၤလၢကတၢၢ်ပုၣ်အီၤအဂီၢ်တၢၢ်န့ၢ် ဂီၢ်: 1- 800-370-4526

တက့ၢ်. (Karen)

무료 언어 서비스를 이용하려면 1- 800-370-4526 번으로 전화해 주십시오. (Korean)

M̄ d̄yi wuḍu-dù kà kò d̄ò b̄ě d̄yi m̄uún n̄i Pídyi ní, n̄í, ḍá n̄òbà n̄ià k̄e: 1- 800-370-4526. (Kru-Bassa)

یۆ دەسییێراگه‌په‌شتن به‌ خزمه‌تگوزاری زمان به‌بێ تێچوون یۆ تو، په‌یوه‌ندی بکه‌ به‌ ژماره‌ی 1- 800-370-4526. (Kurdish)

ເລືອກໃຊ້ການບໍລິການພາສາໂດຍບໍ່ສ່ວນຕ່າງບໍ່ທ່ານ, ໃຫ້ໂທຫາເບ 1- 800-370-4526. (Laotian)

कोणत्याही शुल्काशुधाय भाषा सेवा प्राप्त करण्यासाठी, 1- 800-370-4526 वर फोन करा. (Marathi)

Nan etal nan jikin jiban ikijen Kajin ilo an ejelok onen nan kwe, kirlok 1- 800-370-4526. (Marshallese)

Pwehn alehdi sawas en lokaia kan ni sohte pweipwei, koahlih 1- 800-370-4526. (Micronesia-Pohnpeian)

ដើម្បីទទួលបានសេវាភាសាដោយឥតគិតថ្លៃសម្រាប់លោកអ្នក សូមហៅទូរស័ព្ទទៅកាន់លេខ 1- 800-370-4526។ (Mon-Khmer, Cambodian)

नःशुल्क भाषा सेवा प्राप्त गर्न 1- 800-370-4526 मा टेलिफोन गर्नुहोस् । (Nepali)



צו צוטריט שפראך באדינונגען אין קיין פרייז צו איר, רופן 1- 800-370-4526 .(Yiddish)

Lati wọnú awọn isẹ èdè l'ọfẹ fun ọ, pe 1- 800-370-4526. (Yoruba)