

Get help to understand your enrollment materials

Non-Discrimination

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

Aetna:

- 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 our Civil Rights Coordinator.

If you believe that Aetna 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: Civil Rights Coordinator, PO Box 14462, Lexington, KY 40512, **1-800-648-7817**, TTY **711**, Fax **859-425-3379**, **CRCordinator@aetna.com**. California HMO/HNO Members: Civil Rights Coordinator, PO Box 24030 Fresno CA, 93779, **1-800-648-7817**, TTY **711**, Fax **860-262-7705**, **CRCordinator@aetna.com**.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights Coordinator 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, D.C. 20201, **1-800-368-1019**, **800-537-7697** (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>.

Assistive Technology

Persons using assistive technology may not be able to fully access the following information. For assistance, please call **1-877-287-0117**.

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.

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 and its affiliates.

Language Assistance

TTY: 711

For language assistance in your language call **1-877-287-0117** at no cost. (English)

Para obtener asistencia lingüística en español, llame sin cargo al **1-877-287-0117**. (Spanish)

欲取得繁體中文語言協助，請撥打 **1-877-287-0117**，無需付費。(Chinese)

Para sa tulong sa wika na nasa Tagalog, tawagan ang **1-877-287-0117** nang walang bayad. (Tagalog)

(Arabic) للمساعدة في اللغة العربية، الرجاء الاتصال على الرقم المجاني **1-877-287-0117**.

Լեզվի ցուցաբերած աջակցության (հայերեն) զանգի **1-877-287-0117** անսնց գնով: (Armenian)

(Hindi) हिन्दी में भाषा सहायता के लिए, **1-877-287-0117** पर मुफ्त कॉल करें।

Yog xav tau kev pab txhais lus Hmoob hu dawb tau rau **1-877-287-0117**. (Hmong)

日本語で援助をご希望の方は、**1-877-287-0117** まで無料でお電話ください。(Japanese)

한국어로 언어 지원을 받고 싶으시면 무료 통화번호인 **1-877-287-0117** 번으로 전화해 주십시오.
(Korean)

សម្រាប់ជំនួយភាសាជា ភាសាខ្មែរ សូមទូរស័ព្ទទៅកាន់លេខ **1-877-287-0117** ដោយឥតគិតថ្លៃ។
(Mon-Khmer, Cambodian)

(Punjabi) ਪੰਜਾਬੀ ਵਿੱਚ ਭਾਸ਼ਾਈ ਸਹਾਇਤਾ ਲਈ, **1-877-287-0117** 'ਤੇ ਮੁਫਤ ਕਾਲ ਕਰੋ।

برای راهنمایی به زبان فارسی با شماره **1-877-287-0117** بدون هیچ هزینه ای تماس بگیرید. انگلیسی (Persian)

Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру **1-877-287-0117**. (Russian)

สำหรับความช่วยเหลือทางด้านภาษาเป็นภาษาไทย โทร **1-877-287-0117** ฟรีไม่มีค่าใช้จ่าย (Thai)

Để được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số **1-877-287-0117**. (Vietnamese)