

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 discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides 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.

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

For language assistance in English call 1-888-370-4526 at no cost. (English)

Para obtener asistencia lingüística en español, llame sin cargo al 1-800-370-4526. (Spanish)

欲取得繁體中文語言協助，請撥打1-800-370-4526，無需付費。(Chinese)

Pour une assistance linguistique en français appeler le 1-800-370-4526 sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang 1-800-370-4526 nang walang bayad. (Tagalog)

T'áá shí shizaad k'ehjí bee shíká a'doowol nínízingo Diné k'ehjí koji' t'áá jíík'e hólné' 1-800-370-4526 (Navajo)

Benötigen Sie Hilfe oder Informationen in deutscher Sprache? Rufen Sie uns kostenlos unter der Nummer 1-800-370-4526 an. (German)

Për asistencë në gjuhën shqipe telefononi falas në 1-800-370-4526. (Albanian)

በ አማርኛ የቋንቋ አገዛ ለማግኘት በ 1-800-370-4526 በነ ጻ ይደውሉ (Amharic)

للمساعدة في (اللغة العربية)، الرجاء الاتصال على الرقم المجاني 1-800-370-4526. (Arabic)

Լեզվի ցուցաբերած աջակցության (հայերեն) զանգի 1-800-370-4526 ամսանց գնով: (Armenian)

Niba urondera uwugufasha mu Kirundi, twakure kuri iyi numero 1-800-370-4526 ku busa. (Bantu-Kirundi)

Alang sa pag-abag sa pinulongan sa (Binisayang Sinugboanon) tawag sa 1-800-370-4526 nga walay bayad. (Bisayan-Visayan)

বাংলা ভাষা সহায়তার জন্য বিনামূল্যে 1-800-370-4526-তে কল করুন। (Bengali-Bangala)

ငွေကုန်ကျခံစရာမလိုဘဲ (မြန်မာဘာသာစကား)ဖြင့် ဘာသာစကားအကူအညီရယူရန် 1-800-370-4526ကို ခေါ်ဆိုပါ။ (Burmese)

Per rebre assistència en (català), truqui al número gratuït 1-800-370-4526. (Catalan)

Para ayuda gi fino' (Chamoru), ågang 1-800-370-4526sin gåstu. (Chamorro)

Cherokee Power Co. (GW) DBS 1-800-370-4526 or Cherokee Power Co. (Cherokee)

(Chahta) anumpa ya apela a chi l paya hinla 1-800-370-4526. (Choctaw)

Gargaarsa afaan Oromiffa hiikuu argachuuf lakkokkofsa bilbilaa 1-800-370-4526irratti bilisaan bilbilaa.
(Cushite)

Bel voor tolk- en vertaaldiensten in het Nederlands gratis naar 1-800-370-4526. (Dutch)

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo 1-800-370-4526gratis. (French Creole)

Για γλωσσική βοήθεια στα Ελληνικά καλέστε το 1-800-370-4526 χωρίς χρέωση. (Greek)

(Gujarati) ગુજરાતીમાં ભાષામાં સહાય માટે કોઈ પણ ખર્ચ વગર 1-800-370-4526 પર કોલ કરો.

No ke kōkua ma ka 'ōlelo Hawai'i, e kahea aku i ka helu kelepona 1-800-370-4526. Kāki 'ole 'ia kēia kōkua nei. (Hawaiian)

(Hindi) हिन्दी में भाषा सहायता के लिए, 1-800-370-4526 पर मुफ्त कॉल करें।

Yog xav tau kev pab txhais lus Hmoob hu dawb tau rau 1-800-370-4526. (Hmong)

Maka enyemaka asụsụ na Igbo kpọọ 1-800-370-4526 na akwughị ugwo o bula (Ibo)

Para iti tulong ti pagsasao iti pagsasao tawagan ti xxx.xxx.xxxx nga awan ti bayadanyo. (Ilocano)

Untuk bantuan dalam bahasa Indonesia, silakan hubungi 1-800-370-4526 tanpa dikenakan biaya. (Bahasa Indonesia)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente 1-800-370-4526. (Italian)

日本語で援助をご希望の方は、1-800-370-4526まで無料でお電話ください。(Japanese)

လာတော်မူစောတော်ကတိကျအောင် ကိုယ် ကိုယ် 1-800-370-4526 လာတအိဒီးတော်လာတော့လာတော့ (Karen)

한국어로 언어 지원을 받고 싶으시면 무료 통화번호인 1-800-370-4526번으로 전화해 주십시오.
(Korean)

Bé m̃ ké gbo-kpá-kpá dyé pídyi dé Bāsóò-wùdùùn wěe, dǎ 1-800-370-4526 (Kru-Bassa)

بۆ وەرگرتنی رینۆتینی پێوەندیدار بە زمان بە زمان بە ژمارە 1-800-370-4526 بە خۆرای پێوەندی بکەن. (Kurdish)

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປພາສາລາວ, ກະລຸນາໂທຫາ 1-800-370-4526 ໂດຍບໍ່ເສຍຄ່າໃຫ. (Laotian)

तील भाषा (मराठी) सहाय्यासाठी 1-800-370-4526 क्रमांकावर कोणत्याही खर्चाशिवाय कॉल करा. (Marathi)

Ñan bōk jipañ ilo Kajin Majol, kallok 1-800-370-4526 ilo ejjelok wōnān. (Marshallese)

Ohng palien sawas en soun kawewe ni omw lokaia Ponape koahl 1-800-370-4526 ni sohte isais.
(Micronesian-Pohnpeian).

សម្រាប់ជំនួយភាសាខ្មែរ តាមស្តីពី សូមទូរស័ព្ទទៅកាន់លេខ 1-800-370-4526 ដោយឥតគិតថ្លៃ។ (Mon-Khmer, Cambodian)

(नेपाली) मा निःशुल्क भाषा सहायता पाउनका लागि 1-800-370-4526 मा फोन गर्नुहोस्। (Nepali)

Tën kuɔɔny ë thok ë Thuɔɔjǎɔɔ col 1-800-370-4526 kecɛn ayöc. (Nilotic-Dinka)

For språkassistanse på norsk, ring 1-800-370-4526 kostnadsfritt. (Norwegian)

Fer Hefle in Deitsch, ruf: 1-800-370-4526aa. Es Aaruf koschtet nix. (Pennsylvanian Dutch)

برای راهنمایی به زبان فارسی با شماره 1-800-370-4526 بدون هیچ هزینه ای تماس بگیرید. انگلیسی (Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer 1-800-370-4526. (Polish)

Para obter assistência linguística em português ligue para o 1-800-370-4526 gratuitamente. (Portuguese)

(Punjabi) ਪੰਜਾਬੀ ਵਿੱਚ ਭਾਸ਼ਾਈ ਸਹਾਇਤਾ ਲਈ, 1-800-370-4526 'ਤੇ ਮੁਫਤ ਕਾਲ ਕਰੋ।

Pentru asistență lingvistică în românește telefonați la numărul gratuit 1-800-370-4526 (Romanian)

Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру 1-800-370-4526. (Russian)

Mo fesoasoani tau gagana I le Gagana Samoa vala'au le 1-800-370-4526 e aunoa ma se totogi. (Samoan)

Za jezičnu pomoć na hrvatskom jeziku pozovite besplatan broj 1-800-370-4526. (Serbo-Croatian)

Fii yo on hebu balal e ko yowitii e haala Pular noddee e oo numero doo 1-800-370-4526. Njodi woo fawaaki on. (Sudanic-Fulfulde)

Ukihitaji usaidizi katika lugha ya Kiswahili piga simu kwa 1-800-370-4526bila malipo. (Swahili)

ረዕይኩም ለረዕይኩም ለረዕይኩም ለረዕይኩም ለረዕይኩም

(cairyS-nairyssA) 1-800-370-4526 ለረዕይኩም ለረዕይኩም ለረዕይኩም

భాషతో సాయం కొరకు ఎలాంటి ఖర్చు లేకుండా 1-800-370-4526కాల్ చేయండి. (తెలుగు) (Telugu)

สำหรับความช่วยเหลือทางคำเป็นภาษาไทย โทร 1-800-370-4526ฟรีไม่มีค่าใช้จ่าย (Thai)

Kapau ‘oku fiema’u hā tokoni ‘i he lea faka-Tonga telefoni 1-800-370-4526 ‘o ‘ikai hā tōtōngi. (Tongan)

Ren ánninnisin chiakú ren (Kapasen Chuuk) kopwe kékkéeri 1-800-370-4526nge esapw kamé ngonuk. (Trukese-Chuukese)

(Dil) çağırısı dil yardım için. Hiçbir ücret ödemedi 1-800-370-4526. (Turkish)

Щоб отримати допомогу перекладача української мови, зателефонуйте за безкоштовним номером 1-800-370-4526. (Ukrainian)

اردو میں لسانی معاونت کے لیے 1-800-370-4526 پر مفت کال کریں۔ (udrU)

Để được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số 1-800-370-4526. (Vietnamese)

פאר שפראך הילף אין אידיש רופט 1-800-370-4526 פון אפצאל. (Yiddish)

Fún ìrànṣọ̀wọ̀ nípa èdè (Yorùbá) pe 1-800-370-4526 láí san owó kankan rárá. (Yoruba)