



APPOINTMENT ASSISTANCE REQUEST FORM

First Name:	
Last Name:	
Member ID #:	
Best phone number to reach you:	
Your email address:	

<p>What type of provider or specialist do you need? If you want an appointment with a specific provider, please give their first and last name.</p>	
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<p>Please provide your location (the address where you are currently living):</p>	
<p>Do you need help arranging transportation for health care visits?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

<p>Have you already contacted us to ask for help making an appointment?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>If yes, please give the date you contacted <Member Services/Customer Service>.</p>	<p>Date: <u>DD/MM/YY</u></p>

<p>You can make a formal complaint. This is also called “filing a grievance.” If you want to file a grievance, check the box to the right.</p>	<p><input type="checkbox"/> I want to file a grievance.</p>
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Aetna Medicare FIDE (HMO D-SNP) is a Fully Integrated Dual Eligible Special Needs Plan with a Medicare contract and a contract with the New Jersey Medicaid program. Enrollment in Aetna Medicare FIDE depends on contract renewal.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations, and conditions of coverage.

You can get this document for free in other formats, such as large print, braille, or audio. Call Member Services at **1-844-362-0934 (TTY: 711)**, 8 AM to 8 PM, 7 days a week. The call is free.

TTY: 711

To access language services at no cost to you, call [1-844-362-0934](tel:1-844-362-0934).

Para acceder a servicios de idiomas sin costo alguno, llame al [1-844-362-0934](tel:1-844-362-0934). (Spanish)

如欲使用免費語言服務，請致電 [1-844-362-0934](tel:1-844-362-0934)。(Chinese)

Upang sma-access ang mga serbisyo sa wika nang wala kang babayaran, tumawag sa [1-844-362-0934](tel:1-844-362-0934). (Tagalog)

Pour accéder gratuitement aux services linguistiques, appelez le [1-844-362-0934](tel:1-844-362-0934). (French)

Để truy cập dịch vụ ngôn ngữ miễn phí, hãy gọi số [1-844-362-0934](tel:1-844-362-0934). (Vietnamese)

Um kostenlos auf Sprachdienste zuzugreifen, rufen Sie an [1-844-362-0934](tel:1-844-362-0934). (German)

Tajaajila afaanii bilisaan argachuuf, [1-844-362-0934](tel:1-844-362-0934) irratti bilbilaa. (Cushite)

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[1-844-362-0934](tel:1-844-362-0934) على اتصل، مجانًا اللغة خدمات على للحصول (Arabic)

Pou w jwenn aksè ak sèvis lang gratis pou ou, rele [1-844-362-0934](tel:1-844-362-0934). (French Creyole)

Inā ake 'oe e ili mai no ke kōkua manuahi me ka unuhi, e kelepona 'oe i ka helu [1-844-362-0934](tel:1-844-362-0934). (Hawaiian)

