

Aetna Better Health[®] of New York
55 West 125th Street, Suite 1300
New York, NY 10027



<Date>

<Name>

<Address>

<City, State Zip Code>

Aetna Better Health[®] of New York

COVID-19 Update

Dear *(Member)*,

During these times of uncertainty, Aetna Better Health of New York would like to remind you that your health and safety come first.

In an effort to keep you educated and informed with the available facts surrounding the COVID- 19 pandemic, Aetna Better Health has included the following documentation listed below to help answer some of your questions.

- Face Coverings in Public FAQ
- Stop the Spread Poster
- For additional resources and guidance regarding COVID-19, please visit the following websites: [New York Department of Health Novel Coronavirus](#) and [Aetna Better Health of New York Member COVID-19 Resources](#)

We ask that you read through the attached documentation carefully, and if you have any questions please contact your case manager or a member services representative at **1-855-426-9126**. It's important that we remain proactive, socially responsible and well informed with current events during this national emergency.

Sincerely,

Kevin Nelson
CEO, Aetna Better Health of New York

NY-20-05-15



Enclosed: Non-Discrimination Notice

cc: [Enrollee Representative(s)]
Network Manager

NOTICE OF NON-DISCRIMINATION

Aetna Better Health of NY complies with Federal civil rights laws. **Aetna Better Health of NY** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of NY provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Aetna Better Health of NY** at 1-855-456-9126. For TTY/TDD services, call NY Relay 711.

If you believe that **Aetna Better Health of NY** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **Aetna Better Health of NY** by:

Mail: 55 West 125th Street, Suite 1300, New York, NY 10027,
Phone: 1-855-456-9126 (for TTY/TDD services, call NY Relay 711)
Fax: 1-855-264-3822
In person: 55 West 125th Street, Suite 1300, New York, NY 10027
Email: NY_GrievanceAppeals@aetna.com

NY-20-05-15



You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)



ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-385-4104.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-385-4104.	Spanish
注意： 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-385-4104.	Chinese
ملحوظة: إذا تنك تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل مقرّب 1-800-385-4104<NY Relay 711 (رقم هاتف الصم-	Arabic
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다1-1-800-385-4104 NY Relay 711 번으로 전화해주십시오.	Korean
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104(телетайп: NY Relay 711).	Russian
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-385-4104 NY Relay 711.	Italian
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-385-4104 NY Relay 711.	French
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-385-4104 NY Relay 711.	French Creole
אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 1-800-385-4104.	Yiddish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-385-4104 NY Relay 711.	Polish
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-385-4104 NY Relay 711.	Tagalog
	Bengali
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-385-4104 NY Relay 711.	Albanian



ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-385-4104 NY Relay 711.	Greek
خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-385-4104 NY Relay 711.	Urdu