

NOTICE OF NON-DISCRIMINATION

Aetna Better Health of New York complies with Federal civil rights laws. **Aetna Better Health of New York** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (as defined in 45 CFR § 92.101(a)(2)).

Aetna Better Health of New York 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 New York** at 1-855-456-9126. For TTY/TDD services, call NY Relay 711.

If you believe that **Aetna Better Health of New York** 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 our Civil Rights Coordinator by:

- Mail: Attn: Civil Rights Coordinator, PO Box 818001, Cleveland, OH 44181-8001
- Phone: 1-888-234-7359 (for TTY/TDD services, call NY Relay 711)
- Fax: 1-855-264-3822
- In person: If you are interested in submitting a complaint in-person, please reach out to the Civil Rights Coordinator at 1-888-234-7359 (for TTY/TDD services, call NY Relay 711).
- Email: MedicaidCRCoordinator@aetna.com

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)

This notice is available at Aetna Better Health of New York's website:
<https://www.aetnabetterhealth.com/newyork>.