Nondiscrimination Notice

Aetna Better Health® of Michigan 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, sex, sexual orientation, gender identity, health status or need for health care services.

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 a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

For help to translate or understand this letter, please call **1-800-385-4104** or TTY:**711**

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 sexual orientation or gender identity, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
PO Box 818001, Cleveland OH 44181-8001
Telephone: **1-888-234-7358** (TTY: **711**)
Email: **MedicaidCRCoordinator@Aetna.com**

You can file a grievance in person or by mail 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, **1-800-537-7697** (TDD).

Complaint forms are available at
http://www.hhs.gov/ocr/office/file/index.html.
This notice is available at the Aetna Better Health website:
AetnaBetterHealth.com/Michigan

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.

Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **877-833-0870** (TTY **711**).
Arabic	ملاحظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية المجانية متوفرة لك. يرجى الاتصال على **877-833-0870** (TTY **711**).
Chinese	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 **877-833-0870**（TTY **711**）
Syriac (Assyrian)	ܡܘܙܗܪܢܐ: ܐܢ ܡܡܠܠ ܐܢܬ ܒܣܘܪܝܝܐ، ܐܝܬ ܠܟ ܚܙܡܬܐ ܕܗܕܪܐ ܠܫܢܐ ܡܓܢܐ. ܩܪܐ 877-833-0870 (TTY 711).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **877-833-0870** (TTY **711**).
Albanian	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **877-833-0870** (TTY **711**).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **877-833-0870** (TTY **711**) 번으로 전화해 주십시오.

For help to translate or understand this letter, please call **1-800-385-4104** or TTY:**711**

Bengali	লক্ষ্য করুনঃ আপনি যদি বাংলা ভাষায় কথা বলতে পারেন, বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। অনুগ্রহ করে **1-877-833-0870** (TTY **711**) নম্বরে ফোন করুন।
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **877-833-0870** (TTY **711**).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer **877-833-0870** (TTY **711**).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **877-833-0870** (TTY **711**).
Japanese	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**877-833-0870**（TTY **711**）まで、お電話にてご連絡ください
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **877-833-0870** (телетайп **711**).
Serbo-Croatian	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite **877-833-0870** (TTY Telefon za osobe sa oštećenim govorom ili sluhom **711**).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **877-833-0870** (TTY **711**).

For help to translate or understand this letter, please call **1-800-385-4104** or TTY:**711**