



AETNA BETTER HEALTH® OF PENNSYLVANIA

Nondiscrimination Notice

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

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)

Aetna provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a grievance with:

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY (800) 654-5484, Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Bureau of Equal Opportunity 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, DC 20201,
1-800-868-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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.

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (TTY: **711**).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

RUSSIAN: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (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 **1-800-385-4104** (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 **1-800-385-4104** (TTY: **711**).

ARABIC: ملحوظة: إذا كنت تتحدث اذكر اللغة, فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم: **1-800-385-4104** (رقم هاتف الصم و البكم: **711**).

NEPALI: ध्यान दिनुहोस्: तपाइंले नेपाली बोल्नुहुन्छ भने तपाइंको ननमत्त भाषा सहायता सेवाहरू ननःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-385-4104** (टटिविाहः **411**) ।

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

MON KHMER: សូមចាប់អារម្មណ៍ ៖ ប្រសិនបើលោកអ្នកនិយាយ ភាសាខ្មែរ ជាជាងប្រើភាសាអង់គ្លេស សេវាជំនួយផ្នែកភាសាដែលឥតគិតថ្លៃ គឺអាចមានសម្រាប់លោកអ្នក។ ចូរទូរស័ព្ទទៅ លេខ **1-800-385-4104** (TTY: **711**) ។

FRENCH: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-385-4104** (ATS: **711**).

BURMESE:

အထူးဂရုပြုရန်။ လူကြီးမင်းသည် အင်္ဂလိပ်ဘာသာစကား မှ လွဲ၍ အခြားဘာသာစကား တစ်မျိုးမျိုး ပြောတတ်လျှင် ဘာသာစကား အထောက်အကူပြုပေးဆောင်မှု (စကားပြန်) ကို အခကြေးငွေ ပေးစရာမလို၊ အခမဲ့ ဂုဏ်ခံစားနိုင်ပါသည်။
ဖုန်းအမှတ်၊ **1-800-385-4104** (ဆွံ့ ၊ အ ၊ နားမကြား သူများအတွက်၊ တီတီပိုင်း - **711**) အား ဆက်သွယ်ခေါ်ဆိုပါ။

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-385-4104** (TTY: **711**).

Bengali: লক্ষ্য করুন: যদি আপনন বাংলা, কথা বলতে পাতেন, হেতল দনঃখেচায় ভাষা সহায়ো পদেতষবা উপলক্ক আতে। ফান করুন **1-800-385-4104** (TTY: **711**).

ALBANIAN: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન (આપો): જો તમે અંગ્રેજી સવાય બીજી ભાષા બોલતા હો, ભાષા હિાય વિાઓ, સવના મૂલ્યે, તમારા માટે ઉપલબ્ધ છે. ફોનથી પિરુક રૂો: **1-800-385-4104** (TTY: **711**).

PENN DUTCH: Geb Acht: Wann du schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: **1-800-385-4104** (TTY: **711**).

ITALIAN: ATTENZIONE: Se parlate una lingua diversa dall'inglese, ci sono servizi di assistenza linguistica, gratuitamente, a vostra disposizione. Chiamate: **1-800-385-4104** (TTY: **711**).

GERMAN: ACHTUNG: als Sie ein Sprache anders al Englisch sprechen, ist fremdsprachliche Unterstützung unentgeltlich für Sie erhältlich. Rufen Sie bitte: **1-800-385-4104** (TTY: **711**).

POLISH: UWAGA: Jeżeli mówisz w języku innym niż angielski, masz możliwość skorzystania z bezpłatnej pomocy językowej. Prosimy zatelefonować pod numer **1-800-385-4104** (TTY: **711**)