

Aetna 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, or sex. 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 these services, contact the Aetna Medicare Customer Service Department at the phone number on your member ID card or listed on this webpage.

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, you can file a grievance with:

Aetna Medicare Grievance Department
P.O. Box 14067
Lexington, KY 40512

You can also file a grievance by phone by calling the phone number on your member identification card (**TTY: 711**). If you need help filing a grievance, the Aetna Medicare Customer Service Department 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
1-800-368-1019, (TDD: 800-537-7697)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can also contact the Aetna Civil Rights Coordinator by phone at **1-855-348-1369 (TTY: 711)**, by email at MedicareCRCoordinator@aetna.com, or by writing to:

Aetna Medicare Grievance Department
ATTN: Civil Rights Coordinator
P.O. Box 14067
Lexington, KY 40512

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, Coventry Health Care plans and their affiliates (Aetna).

We're here to help!

Members:

[Email us](#) or call Member Services at the number on your ID card.

Don't have your ID card handy?

[Find a phone number](#)

Not yet a Member?

[Email us](#) or call a Coventry representative at **1-855-423-5971 (TTY: 711)**, 7 days a week, 8 a.m. to 8 p.m.

TTY: 711

ATTENTION: If you speak a language other than English, free language assistance services are available. Call the phone number on your member ID card or listed on this webpage.

ESPAÑOL (SPANISH):

ATENCIÓN: Si usted habla español, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Llame al número de teléfono que se indica en su tarjeta de identificación de afiliado o en esta página web.

简体中文(CHINESE):

请注意：如果您说中文，您可以获得免费的语言援助服务。致电您会员卡上或本网页上列出的电话号码。

繁體中文 (CHINESE):

請注意：如果您說中文，您可以獲得免費的語言協助服務。請致電您的會員卡或本網頁上所列的電話號碼。

TAGALOG (TAGALOG - FILIPINO):

PAUNAWA: Kung nagsasalita ka ng Tagalog, may makukuhang libreng tulong na serbisyo para sa wika. Tawagan ang numero ng telepono sa inyong ID kard ng miyembro o nakalista sa webpage na ito.

FRANÇAIS (FRENCH):

ATTENTION : Si vous parlez le français, des services gratuits d'aide linguistique sont disponibles. Appelez le numéro de téléphone figurant sur votre carte d'adhérent ou celui indiqué sur cette page Web.

TIẾNG VIỆT (VIETNAMESE):

LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí. Xin gọi số điện thoại ghi trên thẻ ID thành viên của quý vị hoặc có ở trang web này.

DEUTSCH (GERMAN):

ACHTUNG: Wenn Sie deutsch sprechen, steht ein kostenloser Dolmetscherservice zur Verfügung. Rufen Sie unter der auf Ihrem Mitgliedsausweis oder auf dieser Webseite aufgeführten Telefonnummer an.

한국어 (KOREAN):

주의: 한국어를 하시는 분들을 위해 무료 통역 서비스가 제공됩니다. 귀하의 회원 ID 카드 또는 본 웹페이지를 통해 제공되는 번호로 문의해 주시기 바랍니다.

РУССКИЙ (RUSSIAN):

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться нашими бесплатными услугами переводчиков. Позвоните по номеру телефона, указанному на вашей карточке-удостоверении участника или на этом веб-сайте.

العربية (ARABIC):

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية سوف تتوفر لك مجانًا. اتصل برقم الهاتف الموجود على بطاقة هوية العضو الخاصة بك أو الرقم المذكور على هذا الموقع الإلكتروني.

हिंदी (HINDI):

ध्यान दें: अगर आप बात करने में सक्षम हैं हिंदी, तो नि शुल्क भाषा सहायता सेवाएं उपलब्ध हैं। अपने सदस्य आईडी कार्ड या इस वेबपेज पर सूचीबद्ध नंबर पर फोन करें।

ITALIANO (ITALIAN):

ATTENZIONE: Se parli italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiama il numero telefonico riportato sulla tua tessera personale o elencato in questa pagina web.

PORTUGUÊS (PORTUGUESE):

ATENÇÃO: Se você fala português, serviços gratuitos de ajuda para esse idioma estão disponíveis. Ligue para o número exibido em seu cartão de ID de associado ou o número listado na página deste site.

KREYOL AYISYEN (FRENCH CREOLE):

ATANSYON: Si ou pale Kreyòl Ayisyen, gen sèvis èd gratis nan lang ki disponib pou ou. Rele nimewo telefòn ki nan kat idantifikasyon manm ou oswa ki endike na paj sitwèb sa a.

POLSKI (POLISH):

UWAGA! Osoby mówiące po polsku, mogą skorzystać z bezpłatnych usług pomocy językowej.

Proszę zadzwonić pod numer telefonu znajdujący się na karcie identyfikacyjnej członka lub podany na tej stronie internetowej.

日本語 (JAPANESE):

ご注意：日本語を話す方を対象に、無料の言語支援サービスを用意しております。会員カードまたはこのウェブページに記載の電話番号までお電話ください。