

Innovation Health and / or Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Innovation Health and / or Aetna provides free aids / services to people with disabilities and to people who need language assistance.

If you are an existing Innovation Health and / or Aetna member and need a qualified interpreter, written information in other formats, translation or other services, please call the number on your member ID card. If you are a prospective Innovation Health and / or Aetna member, please call 1-888-238-6201.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,

PO Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),

1-800-648-7817, TTY: 711,

Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

Innovation Health Insurance Company and Innovation Health Plan, Inc. are affiliates of Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Innovation Health.

Innovation Health is the brand name used for products and services provided by one or more of the Innovation Health group of subsidiary companies.

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).

TTY: 711

To access language services at no cost to you, call 1-888-238-6201.

Para acceder a los servicios de idiomas sin costo, llame al 1-888-238-6201. (Spanish)

如欲使用免費語言服務，請致電 1-888-238-6201。 (Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 1-888-238-6201. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-888-238-6201. (Tagalog)

T'áá ni nizaad k'ehjí bee níká a'doowoł doo bááh ílínígóó koji' hólne' 1-888-238-6201. (Navajo)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-888-238-6201 an. (German)

Për shërbime përkthimi falas për ju, telefononi 1-888-238-6201. (Albanian)

የቋንቋ አገልግሎቶችን ያለክፍያ ለማግኘት፣ በ 1-888-238-6201 ይደውሉ። (Amharic)

(Arabic) للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم 1-888-238-6201.

Անվճար լեզվական ծառայություններից օգտվելու համար զանգահարեք 1-888-238-6201 հեռախոսահամարով: (Armenian)

Kugira uronke serivisi z'indimi atakiguzi, hamagara 1-888-238-6201 (Bantu)

আপনাকে বিনামূল্যে ভাষা পরিষেবা পেতে হলে এই নম্বরে টেলিফোন করুন: 1-888-238-6201। (Bengali)

Ngadto maakses ang mga serbisyo sa pinulongan alang libre, tawagan sa 1-888-238-6201. (Bisayan-Visayan)

သင့်အနေဖြင့် အခမဲ့အခကြေးငွေ မပေးရပဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန် 1-888-238-6201 သို့ ဖုန်းခေါ်ဆိုပါ။ (Burmese)

Per accedir a serveis lingüístics sense cap cost per vostè, telefoni al 1-888-238-6201. (Catalan)

Para un hago' i setbision lengguâhi ni dibâtde para hâgu, âgang 1-888-238-6201. (Chamorro)

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Anumpa tohsholi I toksvli ya peh pilla ho ish I paya hinla, I paya 1-888-238-6201. (Choctaw)

Tajaajiloota afaanii garuu bilisaa ati argaachuuf, bilibili 1-888-238-6201. (Cushite-Oromo)

Voor gratis toegang tot taaldiensten, bell 1-888-238-6201. (Dutch)

Pou jwenn sèvis lang gratis, rele 1-888-238-6201. (French Creole-Haitian)

Για να επικοινωνήσετε χωρίς χρέωση με το κέντρο υποστήριξης πελατών στη γλώσσα σας, τηλεφωνήστε στον αριθμό 1-888-238-6201. (Greek)

તમારે કોઇ જાતના ખર્ચ વિના ભાષાની સેવાઓની પહોંચ માટે, કોલ કરો 1-888-238-6201. (Gujarati)

No ka wala'au 'ana me ka lawelawe 'ōlelo e kahea aku i kēia helu kelepona 1-888-238-6201. Kāki 'ole 'ia kēia kōkua nei. (Hawaiian)

आपके लिए बिना किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, 1-888-238-6201 पर कॉल करें। (Hindi)

Xav tau kev pab txhais lus tsis muaj nqi them rau koj, hu 1-888-238-6201. (Hmong)

Iji nwetaòhèrè na orụ gasị asụsụ n'efu, kpọọ 1-888-238-6201. (Ibo)

Tapno maaksesyo dagiti serbisio maipapan iti pagsasao nga awan ti bayadanyo, tawagan ti 1-888-238-6201. (Ilocano)

Untuk mengakses layanan bahasa tanpa dikenakan biaya, hubungi 1-888-238-6201. (Indonesian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-888-238-6201 (Italian)

言語サービスを無料でご利用いただくには、1-888-238-6201 までお電話ください。 (Japanese)

လၢတၢ်ကမၤန့ၢ်ကိၣ်အတၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤတဖၣ်လၢတအိၣ်ဒီးအပူၤလၢကဘၣ်ဟ့ၣ်အိၣ်အဂီၢ်ဘၣ်န့ၣ် ကိး 1-888-238-6201 တက့ၢ်. (Karen)

무료 언어 서비스를 이용하려면 1-888-238-6201 번으로 전화해 주십시오. (Korean)

M̄ dyi wuḍu-dù kà kò dò bě dyi m̄uḥ n̄ Pídyi ní, n̄í, d̄á n̄bà n̄à kɛ: 1-888-238-6201. (Kru-Bassa)

بو دەسپێر اگەشتن بە خزمەتگوزاری زمان بەبێ تێچوون بو تو، پەییوەندی بکە بە ژمارەى 1-888-238-6201. (Kurdish)

ເພື່ອຂໍໃຊ້ການບໍລິການພາສາໂດຍບໍ່ເສຍຄ່າຕໍ່ກັບທ່ານ, ໃຫ້ໂທຫາຕີ 1-888-238-6201. (Laotian)

कोणत्याही शुल्काशिवाय भाषा सेवा प्राप्त करण्यासाठी, 1-888-238-6201 वर फोन करा. (Marathi)

Nan etal nan jikin jiban ikijen Kajin ilo an ejelok onen nan kwe, kirllok 1-888-238-6201. (Marshallese)

Pwehn alehdi sawas en lokaia kan ni sohte pweipwei, koahlih 1-888-238-6201. (Micronesia-Pohnpeian)

ដើម្បីទទួលបានសេវាភាសាដោយឥតគិតថ្លៃសម្រាប់លោកអ្នក សូមហៅទូរស័ព្ទទៅកាន់លេខ 1-888-238-6201។ (Mon-Khmer, Cambodian)

निःशुल्क भाषा सेवा प्राप्त गर्न 1-888-238-6201 मा टेलिफोन गर्नुहोस् । (Nepali)

Të kɔɔr yin wëër de thokic ke c̄in wëu kɔr keek t̄əncɔŋ yin. Ke cɔl kɔc ye kɔc kuony ne nɔmba 1-888-238-6201. (Nilotic-Dinka)

For tilgang til kostnadsfri språktjenester, ring 1-888-238-6201. (Norwegian)

