



The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. **NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, <https://www.aetna.com/sbcsearch/getpolicydocs?u=070300-050020-161799> or by calling 1-888-982-3862. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at <https://www.healthcare.gov/sbc-glossary/> or call 1-888-982-3862 to request a copy.

| Important Questions                                                | Answers                                                                                                                                                        | Why This Matters:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>What is the overall deductible?</b>                             | Banner Health Network Provider: Individual \$2,500 / Family \$5,000. Out-of-Network: Individual \$6,000 / Family \$12,000.                                     | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this plan begins to pay. If you have other family members on the plan, each family member must meet their own individual deductible until the total amount of deductible expenses paid by all family members meets the overall family deductible.                                                                                                                                                                              |
| <b>Are there services covered before you meet your deductible?</b> | Yes. Emergency care & <u>prescription drugs</u> ; plus in-network office visits & <u>preventive care</u> are covered before you meet your deductible.          | This plan covers some items and services even if you haven't yet met the deductible amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this plan covers certain <u>preventive services</u> without cost sharing and before you meet your deductible. See a list of covered <u>preventive services</u> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .                                                          |
| <b>Are there other deductibles for specific services?</b>          | No.                                                                                                                                                            | You don't have to meet <u>deductibles</u> for specific services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>What is the out-of-pocket limit for this plan?</b>              | Banner Health Network Provider: Individual \$6,350 / Family \$12,700. Out-of-Network: Individual \$15,000 / Family \$30,000.                                   | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this plan, they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.                                                                                                                                                                                                                                                                       |
| <b>What is not included in the out-of-pocket limit?</b>            | <u>Premiums</u> , <u>balance-billing</u> charges, health care this plan doesn't cover & penalties for failure to obtain <u>pre-authorization</u> for services. | Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Will you pay less if you use a network provider?</b>            | Yes. See <a href="http://www.aetna.com/docfind">www.aetna.com/docfind</a> or call 1-888-982-3862 for a list of Banner Health Network providers.                | This plan uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the plan's network. You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your plan pays ( <u>balance billing</u> ). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
| <b>Do you need a referral to see a specialist?</b>                 | No.                                                                                                                                                            | You can see the <u>specialist</u> you choose without a <u>referral</u> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

| Common Medical Event                                                                                                                                                                                                                        | Services You May Need                                                                                            | What You Will Pay                                                                                                                                       |                                                                                                                                        | Limitations, Exceptions & Other Important Information                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                             |                                                                                                                  | Banner Health Network Provider<br>(You will pay the least)                                                                                              | Out-of-Network Provider<br>(You will pay the most)                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| If you visit a health care provider's office or clinic                                                                                                                                                                                      | Primary care visit to treat an injury or illness                                                                 | \$30 <u>copay</u> /visit, <u>deductible</u> doesn't apply                                                                                               | 50% <u>coinsurance</u>                                                                                                                 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                                                                                                                                                                             | <u>Specialist</u> visit                                                                                          | \$60 <u>copay</u> /visit, <u>deductible</u> doesn't apply                                                                                               | 50% <u>coinsurance</u>                                                                                                                 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                                                                                                                                                                             | <u>Preventive care</u> / <u>screening</u> / immunization                                                         | No charge                                                                                                                                               | 50% <u>coinsurance</u> ; except <u>deductible</u> doesn't apply to routine physicals & immunizations up to age 17                      | You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.                                                                                                                                                                                                                                                                         |
| If you have a test                                                                                                                                                                                                                          | <u>Diagnostic test</u> (x-ray, blood work)                                                                       | 30% <u>coinsurance</u>                                                                                                                                  | 50% <u>coinsurance</u>                                                                                                                 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                                                                                                                                                                             | Imaging (CT/PET scans, MRIs)                                                                                     | 30% <u>coinsurance</u>                                                                                                                                  | 50% <u>coinsurance</u>                                                                                                                 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| If you need drugs to treat your illness or condition<br>More information about <b>prescription drug coverage</b> is available at <a href="http://www.aetnapharmacy.com/value">www.aetnapharmacy.com/value</a><br><br>Value <u>Formulary</u> | Preferred generic drugs (Includes Tier 1A - Value Drugs and Tier 1 Preferred Generic <u>Prescription Drugs</u> ) | <u>Copay</u> /prescription, <u>deductible</u> doesn't apply: Tier 1A \$3 (retail), \$6 (mail order); Preferred Generic \$10 (retail), \$20 (mail order) | 50% <u>coinsurance</u> after <u>copay</u> /prescription, <u>deductible</u> doesn't apply: Tier 1A \$3, Preferred Generic \$10 (retail) | Covers 30 day supply (retail), 31-90 day supply (mail order). Includes contraceptive drugs & devices obtainable from a pharmacy, oral fertility drugs. No charge for preferred generic FDA-approved women's contraceptives <u>in-network</u> . Review your <u>formulary</u> for prescriptions requiring precertification or step therapy for coverage. Your cost will be higher for choosing Brand over Generics unless prescribed Dispense as Written. |
|                                                                                                                                                                                                                                             | Preferred brand drugs                                                                                            | <u>Copay</u> /prescription, <u>deductible</u> doesn't apply: \$35 (retail), \$70 (mail order)                                                           | 50% <u>coinsurance</u> after <u>copay</u> /prescription, <u>deductible</u> doesn't apply: \$35 (retail)                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                                                                                                                                                                                                             | Non-preferred generic/brand drugs                                                                                | <u>Copay</u> /prescription, <u>deductible</u> doesn't apply: 50% (retail & mail order)                                                                  | 50% <u>coinsurance</u> after <u>copay</u> /prescription, <u>deductible</u> doesn't apply: 50% (retail)                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Common Medical Event                                                      | Services You May Need                          | What You Will Pay                                                                                           |                                                            | Limitations, Exceptions & Other Important Information                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------|------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                           |                                                | Banner Health Network Provider<br>(You will pay the least)                                                  | Out-of-Network Provider<br>(You will pay the most)         |                                                                                                                                                                                                                                                                            |
|                                                                           | <u>Specialty drugs</u>                         | 30% <u>coinsurance</u> up to \$300 maximum/<br>prescription, <u>deductible</u> doesn't apply                | Not covered                                                | First prescription fill at a retail pharmacy or specialty pharmacy. Subsequent fills must be through the Aetna Specialty Pharmacy <u>Network</u> .                                                                                                                         |
| If you have outpatient surgery                                            | Facility fee (e.g., ambulatory surgery center) | 30% <u>coinsurance</u>                                                                                      | 50% <u>coinsurance</u>                                     | None                                                                                                                                                                                                                                                                       |
|                                                                           | Physician/surgeon fees                         | 30% <u>coinsurance</u>                                                                                      | 50% <u>coinsurance</u>                                     | None                                                                                                                                                                                                                                                                       |
| If you need immediate medical attention                                   | <u>Emergency room care</u>                     | \$250 <u>copay/visit</u> , <u>deductible</u> doesn't apply                                                  | \$250 <u>copay/visit</u> , <u>deductible</u> doesn't apply | No coverage for non-emergency use.                                                                                                                                                                                                                                         |
|                                                                           | <u>Emergency medical transportation</u>        | 30% <u>coinsurance</u>                                                                                      | 30% <u>coinsurance</u>                                     | No coverage for non-emergency transport.                                                                                                                                                                                                                                   |
|                                                                           | <u>Urgent care</u>                             | \$75 <u>copay/visit</u> , <u>deductible</u> doesn't apply                                                   | 50% <u>coinsurance</u>                                     | No coverage for non-urgent use.                                                                                                                                                                                                                                            |
| If you have a hospital stay                                               | Facility fee (e.g., hospital room)             | 30% <u>coinsurance</u>                                                                                      | 50% <u>coinsurance</u>                                     | Penalty of \$400 for failure to obtain <u>pre-authorization</u> for out-of-network care.                                                                                                                                                                                   |
|                                                                           | Physician/surgeon fees                         | 30% <u>coinsurance</u>                                                                                      | 50% <u>coinsurance</u>                                     | None                                                                                                                                                                                                                                                                       |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services                            | Office & other outpatient services: \$60 <u>copay/visit</u> , <u>deductible</u> doesn't apply               | Office & other outpatient services: 50% <u>coinsurance</u> | None                                                                                                                                                                                                                                                                       |
|                                                                           | Inpatient services                             | 30% <u>coinsurance</u>                                                                                      | 50% <u>coinsurance</u>                                     | Penalty of \$400 for failure to obtain <u>pre-authorization</u> for out-of-network care.                                                                                                                                                                                   |
| If you are pregnant                                                       | Office visits                                  | No charge, except \$60 <u>copay</u> for initial visit to confirm pregnancy, <u>deductible</u> doesn't apply | 50% <u>coinsurance</u>                                     | <u>Cost sharing</u> doesn't apply to certain <u>preventive services</u> . Maternity care may include tests & services described elsewhere in the SBC (i.e. ultrasound). Penalty of \$400 for failure to obtain <u>pre-authorization</u> for out-of-network care may apply. |
|                                                                           | Childbirth/delivery professional services      | 30% <u>coinsurance</u>                                                                                      | 50% <u>coinsurance</u>                                     |                                                                                                                                                                                                                                                                            |
|                                                                           | Childbirth/delivery facility services          | 30% <u>coinsurance</u>                                                                                      | 50% <u>coinsurance</u>                                     |                                                                                                                                                                                                                                                                            |

| Common Medical Event                                           | Services You May Need            | What You Will Pay                                          |                                                    | Limitations, Exceptions & Other Important Information                                                                                        |
|----------------------------------------------------------------|----------------------------------|------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                |                                  | Banner Health Network Provider<br>(You will pay the least) | Out-of-Network Provider<br>(You will pay the most) |                                                                                                                                              |
| If you need help recovering or have other special health needs | <u>Home health care</u>          | 0% <u>coinsurance</u>                                      | 50% <u>coinsurance</u>                             | 120 visits but not less than \$1,000/calendar year. Penalty of \$400 for failure to obtain <u>pre-authorization</u> for out-of-network care. |
|                                                                | <u>Rehabilitation services</u>   | 30% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>                             | 60 visits/calendar year for Physical, Occupational & Speech Therapy combined. Includes treatment of Autism with no visit limit up to age 22. |
|                                                                | <u>Habilitation services</u>     | 30% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>                             |                                                                                                                                              |
|                                                                | <u>Skilled nursing care</u>      | 30% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>                             | 60 days/calendar year. Penalty of \$400 for failure to obtain <u>pre-authorization</u> for out-of-network care.                              |
|                                                                | <u>Durable medical equipment</u> | 50% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>                             | Limited to 1 <u>durable medical equipment</u> for same/similar purpose. Excludes repairs for misuse/abuse.                                   |
|                                                                | <u>Hospice services</u>          | 30% <u>coinsurance</u>                                     | 50% <u>coinsurance</u>                             | Penalty of \$400 for failure to obtain <u>pre-authorization</u> for out-of-network care.                                                     |
| If your child needs dental or eye care                         | Children's eye exam              | Not covered                                                | Not covered                                        | Not covered.                                                                                                                                 |
|                                                                | Children's glasses               | Not covered                                                | Not covered                                        | Not covered.                                                                                                                                 |
|                                                                | Children's dental check-up       | Not covered                                                | Not covered                                        | Not covered.                                                                                                                                 |

**Excluded Services & Other Covered Services:**

**Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)**

- |                                                                                                                                                                     |                                                                                                                                                                                     |                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Bariatric surgery</li> <li>• Cosmetic surgery</li> <li>• Dental care (Adult &amp; Child)</li> </ul> | <ul style="list-style-type: none"> <li>• Glasses (Child)</li> <li>• Hearing aids</li> <li>• Long-term care</li> <li>• Non-emergency care when traveling outside the U.S.</li> </ul> | <ul style="list-style-type: none"> <li>• Routine eye care (Adult &amp; Child)</li> <li>• Routine foot care</li> <li>• Weight loss programs - Except for required preventive services.</li> </ul> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Chiropractic care
- Infertility treatment - Limited to the diagnosis & treatment of underlying medical condition.
- Private-duty nursing - 70- 8 hour shifts/calendar year.

### Your Rights to Continue Coverage:

There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Florida Department of Financial Services, Division of Consumer Services, (877) 693-5236, <http://www.floir.com/consumers>

- For more information on your rights to continue coverage, contact the plan at 1-888-982-3862.
- If your group health coverage is subject to ERISA, you may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).
- For non-federal governmental group health plans, you may also contact the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov).
- If your coverage is a church plan, church plans are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact their State insurance regulator regarding their possible rights to continuation coverage under State law.

Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.

### Your Grievance and Appeals Rights:

There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact:

- Aetna directly by calling the toll free number on your Medical ID Card, or by calling our general toll free number at 1-888-982-3862.
- Florida Department of Financial Services, Division of Consumer Services, (877) 693-5236, <http://www.floir.com/consumers>.
- If your group health coverage is subject to ERISA, you may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).
- For non-federal governmental group health plans, you may also contact the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov).

### Does this plan provide Minimum Essential Coverage? Yes.

If you don't have **Minimum Essential Coverage** for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

### Does this plan Meet Minimum Value Standard? Yes.

If your plan doesn't meet the **Minimum Value Standards**, you may be eligible for a **premium tax credit** to help you pay for a plan through the Marketplace.

-----To see examples of how this plan might cover costs for a sample medical situation, see the next section.-----

About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this **plan** might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your **providers** charge, and many other factors. Focus on the **cost sharing** amounts (**deductibles**, **copayments** and **coinsurance**) and **excluded services** under the **plan**. Use this information to compare the portion of costs you might pay under different health **plans**. Please note these coverage examples are based on self-only coverage.

**Peg is Having a baby**

(9 months of in-network pre-natal care and a hospital delivery)

- The **plan's overall deductible** \$2,500
- **Specialist copayment** \$60
- **Hospital (facility) coinsurance** 30%
- **Other coinsurance** 30%

**This EXAMPLE event includes services like:**

Specialist office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
 Diagnostic tests (*ultrasounds and blood work*)  
 Specialist visit (*anesthesia*)

|                           |                 |
|---------------------------|-----------------|
| <b>Total Example Cost</b> | <b>\$12,800</b> |
|---------------------------|-----------------|

**In this example, Peg would pay:**

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| Deductibles                       | \$2,500        |
| Copayments                        | \$70           |
| Coinsurance                       | \$3,000        |
| <i>What isn't covered</i>         |                |
| Limits or exclusions              | \$60           |
| <b>The total Peg would pay is</b> | <b>\$5,630</b> |

**Managing Joe's type 2 Diabetes**

(a year of routine in-network care of a well-controlled condition)

- The **plan's overall deductible** \$2,500
- **Specialist copayment** \$60
- **Hospital (facility) coinsurance** 30%
- **Other coinsurance** 30%

**This EXAMPLE event includes services like:**

Primary care physician office visits (*including disease education*)  
 Diagnostic tests (*blood work*)  
 Prescription drugs  
 Durable medical equipment (*glucose meter*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$7,400</b> |
|---------------------------|----------------|

**In this example, Joe would pay:**

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| Deductibles                       | \$100          |
| Copayments                        | \$1,000        |
| Coinsurance                       | \$0            |
| <i>What isn't covered</i>         |                |
| Limits or exclusions              | \$20           |
| <b>The total Joe would pay is</b> | <b>\$1,120</b> |

**Mia's Simple Fracture**

(in-network emergency room visit and follow up care)

- The **plan's overall deductible** \$2,500
- **Specialist copayment** \$60
- **Hospital (facility) coinsurance** 30%
- **Other coinsurance** 30%

**This EXAMPLE event includes services like:**

Emergency room care (*including medical supplies*)  
 Diagnostic test (*x-ray*)  
 Durable medical equipment (*crutches*)  
 Rehabilitation services (*physical therapy*)

|                           |                |
|---------------------------|----------------|
| <b>Total Example Cost</b> | <b>\$1,900</b> |
|---------------------------|----------------|

**In this example, Mia would pay:**

| <i>Cost Sharing</i>               |                |
|-----------------------------------|----------------|
| Deductibles                       | \$800          |
| Copayments                        | \$400          |
| Coinsurance                       | \$0            |
| <i>What isn't covered</i>         |                |
| Limits or exclusions              | \$0            |
| <b>The total Mia would pay is</b> | <b>\$1,200</b> |

Note: If your **plan** has a wellness program and you choose to participate, you may be able to reduce your costs.

## Assistive Technology

Persons using assistive technology may not be able to fully access the following information. For assistance, please call 1-888-982-3862.

## Smartphone or Tablet

To view documents from your smartphone or tablet, the free WinZip app is required. It may be available from your App Store.

## Non-Discrimination

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 our Civil Rights Coordinator.

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: Civil Rights Coordinator, PO Box 14462, Lexington, KY 40512, 1-800-648-7817, TTY 711, Fax 859-425-3379, [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com).

California HMO/HNO Members: Civil Rights Coordinator, PO Box 24030 Fresno CA, 93779, 1-800-648-7817, TTY 711, Fax 860-262-7705, [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com). You can file a grievance in person or by mail, fax, 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>.

**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.**





- Hawaiian - No ke kōkua ma ka ‘ōlelo Hawai‘i, e kahea aku i ka helu kelepona 1-888-982-3862. Kāki ‘ole ‘ia kēia kōkua nei.
- Hindi - हन्दिी में भाषा सहायता के लएि, 1-888-982-3862 पर मुफ्त कॉल करें।
- Hmong - Yog xav tau kev pab txhais lus Hmoob hu dawb tau rau 1-888-982-3862.
- Ibo - Maka enyemaka asụsụ na Igbo kpọọ 1-888-982-3862 na akwughị ugwo ọ bụla
- Ilocano - Para iti tulong ti pagsasao iti pagsasao tawagan ti 1-888-982-3862 nga awan ti bayadanyo.
- Italian - Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente 1-888-982-3862.
- Japanese - 日本語で援助をご希望の方は、1-888-982-3862 まで無料でお電話ください。
- Karen - လာတၢ်မၤစၢၤတၢ်ကတိၢ်တၢ်အိၣ်အိၣ်အိၣ် ကိၣ် ကိး 1-888-982-3862 လာတၢ်အိၣ်အိၣ်အိၣ်အိၣ်အိၣ်
- Korean - 한국어로 언어 지원을 받고 싶으시면 무료 통화번호인 1-888-982-3862번으로 전화해 주십시오.
- Kru-Bassa - Ɓe'm`ké gbo-kpá-kpá dyé pídyi dé Ɓašwá-wuḍuũn wɛɛ, dá 1-888-982-3862
- Kurdish - برائى راهنمایی به زبان فارسى با شماره 1-888-982-3862 به خورایی په یومندی بکمن.
- Laotian - ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປພາສາລາວ, ກະລຸນາໂທຫາ 1-888-982-3862 ໂດຍບໍ່ເສຍຄ່າໂທ.
- Marathi - तीलभाषा (मराठी) सहाय्यासाठी 1-888-982-3862 क्रमांकावरकोणत्याहीखर्चाशवियकॉलकरा.
- Marshallese - Ñan bōk jipañ ilo Kajin Majol, kallok 1-888-982-3862 ilo ejjelok wōnān.
- Micronesian-Pohnpeyan - Ohng palien sawas en soun kawewe ni omw lokaia Ponape koahl 1-888-982-3862 ni sohte isais.
- Mon-Khmer, Cambodian - សម្រាប់ជំនួយភាសាជា ភាសាខ្មែរ សូមទូរស័ព្ទទទេៅកាន់លេខ 1-888-982-3862 ដោយឥតគិតថ្លៃ។
- Navajo - T'áá shi shizaad k'ehjí bee shíká a'doowol nínízingo Diné k'ehjí koji' t'áá jíík'e hólne' 1-888-982-3862
- Nepali - (नेपाली) मा नःशुल्क भाषा सहायता पाउनका लागि 1-888-982-3862 मा फोन गर्नुहोस् ।
- Nilotic-Dinka - Tën kuwoɲy ë thok ë Thuonjäŋ col 1-888-982-3862 kecin ayöc.
- Norwegian - For språkassistanse på norsk, ring 1-888-982-3862 kostnadsfritt.
- Panjabi - ਪੰਜਾਬੀ ਵੱਚਿ ਭਾਸ਼ਾਈ ਸਹਾਇਤਾ ਲਈ, 1-888-982-3862 'ਤੇ ਮੁਫ਼ਤ ਵਾਲ ਵਰੋ।
- Pennsylvania Dutch - Fer Hilfe in Deutsch, ruf: 1-888-982-3862 aa. Es Aaruf koschtet nix.
- Persian - برائى راهنمایی به زبان فارسى با شماره 1-888-982-3862 بدون هیچ هزینه ای تماس بگیريد. انگلیسى
- Polish - Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer 1-888-982-3862.

|                   |                                                                                                              |
|-------------------|--------------------------------------------------------------------------------------------------------------|
| Portuguese -      | Para obter assistência linguística em português ligue para o 1-888-982-3862 gratuitamente.                   |
| Romanian -        | Pentru asistență lingvistică în românește telefonați la numărul gratuit 1-888-982-3862                       |
| Russian -         | Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру 1-888-982-3862.            |
| Samoaan -         | Mo fesoasoani tau gagana I le Gagana Samoa vala'au le 1-888-982-3862 e aunoa ma se totogi.                   |
| Serbo-Croatian -  | Za jezičnu pomoć na hrvatskom jeziku pozovite besplatno broj 1-888-982-3862.                                 |
| Spanish -         | Para obtener asistencia lingüística en español, llame sin cargo al 1-888-982-3862.                           |
| Sudanic-Fulfude - | Fii yo on hebu balal e ko yowitii e haala Pular noddee e oo numero doo 1-888-982-3862. Njodi woo fawaaki on. |
| Swahili -         | Ukhitaji usaidizi katika lugha ya Kiswahili piga simu kwa 1-888-982-3862 bila malipo.                        |
| Syriac -          | ܠܐܫܘܩܢܐ ܕܥܝܢܐ ܕܠܘܒܐ ܕܠܘܒܐ ܕܠܘܒܐ ܕܠܘܒܐ ܕܠܘܒܐ 1-888-982-3862 ܕܠܘܒܐ.                                            |
| Tagalog -         | Para sa tulong sa wika na nasa Tagalog, tawagan ang 1-888-982-3862 nang walang bayad.                        |
| Telugu -          | భృషణి సాయం కోరకు ఎలాంటి ఖర్చు లేకుండా 1-888-982-3862 కు కాల్ చేయండి. (తెలుగు)                                |
| Thai -            | สำหรับความช่วยเหลือทางด้านภาษาเป็น ภาษาไทย โทร 1-888-982-3862 ฟรีไม่มีค่าใช้จ่าย                             |
| Tongan -          | Kapau ‘oku fiema'u hā tokoni ‘i he lea faka-Tonga telefoni 1-888-982-3862 ‘o ‘ikai hā tōtōngi.               |
| Trukese -         | Ren ánnisinisn chiakú ren (Kapasen Chuuk) kopwe kékékéeri 1-888-982-3862 nge esapw kamé ngonuk.              |
| Turkish -         | (Dil) çağrısı dil yardım için. Hiçbir ücret ödmeden 1-888-982-3862.                                          |
| Ukrainian -       | Щоб отримати допомогу перекладача української мови, зателефонуйте за безкоштовним номером 1-888-982-3862.    |
| Urdu -            | اگر کسی کو اردو کی زبان کی تعلیم اور دیگر معلومات کی ضرورت ہے تو براہ کرم 1-888-982-3862 پر کال کریں۔        |
| Vietnamese -      | Đê được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số 1-888-982-3862.                             |
| Yiddish -         | פאר שפראך הילף אין אידיש רופט 1-888-982-3862 פון אפצאל.                                                      |
| Yoruba -          | Fún irànṣọwọ nípa èdè (Yorùbá) pe 1-888-982-3862 láí san owó kankan rárá.                                    |

