



April 1, 2019

Changes to your prescription drug coverage

There will be changes to the **Aetna Premier Plus Plan** drug list that start on **April 1, 2019**. It's important that you review and understand the changes in the chart below. Talk to your health care provider about how these changes might impact you.

How to find a preferred medicine that's right for you

You can visit the website that's on your member ID card and sign in to your account. Your doctor can also request a medical exception if your drug has been removed from the formulary. If you have any questions, you can call us at the toll-free number on your member ID card.

The changes made to the prescription drugs in this chart are based on the plan you're currently a member of at the time this letter was sent.

These changes apply to all plans unless noted*.

UPPER CASE = brand-name medication

lower case = generic medication

* Changes apply if your plan includes this feature.

Prescription Drug Change	Change
ADDERALL XR	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
ALIVE PRENATAL MULTI-VITAMIN/PLANT DHA	Preferred generic drug; Some over-the-counter drugs may be covered with a prescription*
ALKERAN	Non-preferred brand drug
ALPHAGAN P 0.15%	Non-preferred brand drug
ANAPROX DS	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay

Prescription Drug Change	Change
ANCOBON	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
ATABEX PRENATAL	Preferred generic drug; Some over-the-counter drugs may be covered with a prescription*
ATELVIA	Non-preferred brand drug
AUGMENTIN	Non-preferred brand drug
AUGMENTIN ES-600	Non-preferred brand drug
benzonatate	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
BIKTARVY	Preferred brand drug
CENTRUM SPECIALIST PRENATAL	Preferred generic drug; Some over-the-counter drugs may be covered with a prescription*
CITRANATAL BLOOM	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
CITRANATAL HARMONY	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
CRESTOR	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
CVS PRENATAL GUMMY/DHA/FOLIC ACID	Preferred generic drug; Some over-the-counter drugs may be covered with a prescription*
DEXPAK 10 DAY	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
DEXPAK 13 DAY	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay

Prescription Drug Change	Change
DEXPAK 6 DAY	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
DISALCID	Not covered under pharmacy benefit
ENBRACE HR	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
EPIDUO	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
EPIVIR HBV	Non-preferred brand drug
EVEKEO	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
FEXMID	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
FOLET ONE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
FOLIKA-V	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
FURADANTIN	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
KENALOG	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
LEXAPRO	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay

Prescription Drug Change	Change
LIALDA	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
LIDODERM	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
LIPITOR	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
MEPHYTON	Non-preferred brand drug
metaxalone	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
MIGERGOT	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
MOBIC	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
NAMENDA XR	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
NATACHEW	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
NATELLE ONE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
NEEVO DHA	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay

Prescription Drug Change	Change
NESTABS ONE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
NEXA PLUS	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
NEXIUM	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
NILANDRON	Non-preferred brand drug
OB COMPLETE GOLD	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
OB COMPLETE ONE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
OB COMPLETE PETITE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
OB COMPLETE PREMIER	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PATADAY	Non-preferred brand drug
PREFERA OB	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PREFERAOB ONE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PREMESISRX	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay

Prescription Drug Change	Change
PRENATAL + COMPLETE MULTI/DHA/CHOLINE/FOLATE	Preferred generic drug; Some over-the-counter drugs may be covered with a prescription*
PRENATAL + DHA	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
prenatal adult gummy/dha/folic acid	Preferred generic drug; Some over-the-counter drugs may be covered with a prescription*
PRENATAL GUMMIES/DHA & FOLIC ACID	Preferred generic drug; Some over-the-counter drugs may be covered with a prescription*
PRENATE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PRENATE AM	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PRENATE DHA	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PRENATE ELITE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PRENATE ENHANCE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PRENATE ESSENTIAL	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PRENATE MINI	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PRENATE PIXIE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay

Prescription Drug Change	Change
PRENATE RESTORE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PRIMACARE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PRISTIQ	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
PROTOPIC	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
REVELA	Non-preferred brand drug
salsalate	Not covered under pharmacy benefit
SELECT-OB	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
TAMIFLU	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
TAPERDEX 6-DAY	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
THERANATAL ONE	Preferred generic drug; Some over-the-counter drugs may be covered with a prescription*
triamcinolone aer spray	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
TRISTART DHA	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay

Prescription Drug Change	Change
TRISTART ONE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
VITAFOL ULTRA	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
VITAFOL-NANO	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
VITAFOL-OB	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
VITAFOL-ONE	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
VITAMEDMD REDICHEW RX	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
VITAPEARL	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
VIVELLE-DOT	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
VOLTAREN	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
WELCHOL	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay
ZIANA	Non-preferred brand drug
ZYKADIA	Not covered at mail-order pharmacy

Prescription Drug Change	Change
ZYLOPRIM	Not covered for plans with Formulary Exclusions. For plans without this program, you will pay the non-preferred copay

Please note that if your prescription drug benefits plan changes, the information in this letter may no longer apply.

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 (Aetna).

Some health benefits and health insurance plans are offered, administered and/or underwritten by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.

Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change.

Aetna receives rebates from drug manufacturers that may be taken into account in determining the Aetna Pharmacy Plan and Specialty Drug List. Rebates do not reduce the amount a member pays the pharmacy for covered prescriptions. Information is subject to change. For more information about your pharmacy plan, refer to your plan's website that is on your member ID card.

In accordance with state law, commercial fully insured (including HMO) members in Louisiana and Texas (except Federal Employee Health Benefit Plan members) who are receiving coverage for medications that are added or removed from the Aetna Pharmacy Plan and Specialty Drug List will continue to have those medications covered at the same benefit level until their plan's renewal date. In Texas, preauthorization approval is known as "preservice utilization review." It is not "verification" as defined by Texas law. Preauthorization means a determination that healthcare services proposed to be provided to a patient are medically necessary and appropriate.

In accordance with state law, fully insured commercial California HMO members (except Federal Employee Health Benefit Plan members) who are receiving coverage for medications that are to receive preauthorization or step-therapy reviews will continue to have those medications covered, for as long as the treating physician continues prescribing them, provided that the drug is appropriately prescribed and is considered safe and effective for treating the enrollee's medical condition.

In accordance with state law, fully insured commercial Connecticut PPO members (except Federal Employee Health Benefit Plan members) who are receiving coverage for medications that are to receive preauthorization or step-therapy reviews will continue to have those medications covered for as long as the treating physician prescribes them, provided the drug is medically necessary and more medically beneficial than other covered drugs. Nothing in this section shall preclude the prescribing provider from prescribing another drug covered by the plan that is medically appropriate for the enrollee, nor shall anything in this section be construed to prohibit generic drug substitutions.

The drugs on the Aetna Pharmacy Plan and Specialty Drug List including formulary exclusions, preauthorization, quantity limit and step-therapy reviews are subject to change. The quantity limits and step-therapy drug coverage review programs are not available in all service areas. For example, step-therapy programs do not apply to fully insured members in Indiana. Step therapy does not apply to fully insured members in New Jersey. However, these programs are available to self-funded plans.

Aetna Pharmacy Management administers, but does not offer, insure or otherwise underwrite the prescription drug benefit portion of your health plan and has no financial responsibility therefor. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC.

This material is for information only. It contains only a partial, general description of plan benefits or programs and does not constitute a contract. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. For more information you can refer to your plan's website.

TTY: 711

To access language services at no cost to you, call the number on your ID card.

Para acceder a los servicios de idiomas sin costo, llame al número que figura en su tarjeta de identificación. (Spanish)

如欲使用免費語言服務，請致電您 ID 卡上的電話號碼 (Chinese)

Afin d'accéder aux services langagiers sans frais, veuillez composer le numéro inscrit sur votre carte d'identité. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tawagan ang numero sa inyong ID card. (Tagalog)

T'áá ni nizaad k'ehjí bee níká a'doowoł doo bááh ílínígóó naaltsoos bee atah níłjigo nanitinígíí bee néého'dółzinígíí béésh bee hane'í bikáá' áají' hólne'. (Navajo)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an. (German)

Për shërbime përkthimi falas për ju, telefononi në numrin që gjendet në kartën tuaj të identitetit. (Albanian)

የድንገተኛ አገልግሎቶችን ያለከፍያ ለማግኘት፣ በመታወቂያዎች ላይ ያለውን ቁጥር ይደውሉ። (Amharic)

للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقتك الشخصية. (Arabic)

Անվճար լեզվական ծառայություններին օգտվելու համար զանգահարեք ձեր ինքնության (ID) քարտի վրա նշված հեռախոսահամարով: (Armenian)

Kugira uronke serivisi z'indimi atakiguzi, Hamagara inumero iri kuri karangamuntu kawe. (Bantu)

আপনাকে বিনামূল্যে ভাষা পরিষেবা পেতে হলে আপনার পরিচয়পত্রে দেওয়া নম্বরে টেলিফোন করুন। (Bengali)

Ngadto maakses ang mga serbisyo sa pinulongan alang libre, tawagan sa numero sa nimong ID card. (Bisayan-Visayan)

သင့်အနေဖြင့် အခကြေးငွေ မပေးရဲဘဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။ (Burmese)

Per accedir a serveis lingüístics sense cap cost per vostè, telefoni al número indicat a la seva targeta d'identificació. (Catalan)

Para un hago' i setbision lengguåhi ni dibåtde para hågu, ågang i numiru gi iyo-mu kard aidentifikasion. (Chamorro)

Gʏᵛᵒᵐ ᖃᵛᕈᕆᕔᵒᵐ ᵀᵒᵇᵘᶜᵗᵒᵐ ᱚ ᱠᱦᵒᵐ ᱢᱤᱫᱽᱞᱽᱯᱩᱨ ᱡᵂ, ᱮᱰᱟᱪᱷᵓᱪᱟ ᱙ᵒᵐ ᱢᱤᱫᱽᱞᱽ ᱠᱟᱴᱟ
᱙ᵒᵐ ᱢᱤᱫᱽᱞᱽ ᱢᱤᱥᱴᱚᱸ. (Cherokee)

Anumpa tohsholi I toksvli ya peh pilla ho ish I paya hinla kv t chi holisso iskitini holhtena takanli ma I paya. (Choctaw)

Tajaajjiiloota afaanii gatii bilisaa ati argaachuuf,lakkoofsa duugda waraaqaa eenyummaa (ID) kee irraa jiruun bilbili. (Cushite-Oromo)

Voor gratis toegang tot taaldiensten, bel het nummer op uw ID-kaart. (Dutch)

Pou jwenn sèvis lang gratis, rele nimewo telefòn ki sou kat idantite ou a. (French Creole-Haitian)

Για να επικοινωνήσετε χωρίς χρέωση με το κέντρο υποστήριξης πελατών στη γλώσσα σας, τηλεφωνήστε στον αριθμό που αναγράφεται στην κάρτα σας προνομίων μέλους. (Greek)

તમારે કોઈ જાતના ખર્ચ વિના ભાષાની સેવાઓની પહોંચ માટે, તમારા આઇડી કાર્ડ ઉપરના નંબરને કોલ કરો. (Gujarati)

No ka wala'au 'ana me ka lawelawe 'ōlelo e kahea aku i ka helu kelepona ma kāu kālēka ID. Kāki 'ole 'ia kēia kōkua nei. (Hawaiian)

आपके लिए बिना किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, अपने आईडी कार्ड पर दिये नम्बर पर कॉल करें। (Hindi)

Xav tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.
(Hmong)

Iji nwetaòhèrè na ọrụ gasị asụsụ n'efu, kpọọ nọmba no na kaadị ID gị. (Ibo)

Tapno maaksesyo dagiti serbisio maipapan iti pagsasao nga awan ti bayadanyo, tawagan ti numero idiay ID cardyo. (Ilocano)

Untuk mengakses layanan bahasa tanpa dikenakan biaya, hubungi nomor telepon di kartu identitas Anda. (Indonesian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero sulla tessera identificativa.
(Italian)

言語サービスを無料でご利用いただくには、IDカードに記載の番号にお電話ください。
(Japanese)

လၢတၢ်ကမၤန့ၢ်ကျိၣ်အတၢ်မၤစၢၤအတၢ်ဖဲးတၢ်မၤစတၢ်လၢတအိၣ်ဒီးအပ္ပၤလၢနကဘၣ်ဟ့ၣ်အိၣ်ဘၣ်န့ၣ်.ကိးဘၣ်လိတဖီနီၣ်ဂံၢ်လၢအိၣ်လၢနတၢ်ဂီၤခိၣ် (ID)
အခးလိၣ်တကၢ် (Karen)

무료 언어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오. (Korean)

M̈ dyi wuḍu-dù kà kò dò bě dyi m̈uún nì pídyi ní, níí, ḍá nòbà nìà nì ID káàò kɔ̃ɛ. (Kru-Bassa)

بۆ دەسپێر اگەشتن بە خزمەتگوزاری زمان بەبێ تێچوون بۆ تۆ، پەيوەندی بکە بە ژمارەى سەر ئای دى (ID) کارتی خۆت.
(Kurdish)

ເພື່ອເຂົ້າໃຊ້ການບໍລິການພາສາໂດຍບໍ່ເສຍຄ່າຕໍ່ກັບທ່ານ,
ໃຫ້ໂທຫາເບີໂທທຶບອກໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ. (Laotian)

कोणत्याही शुल्काशिवाय भाषा सेवा प्राप्त करण्यासाठी, तुमच्या ID कार्डवरील क्रमांकावर फोन करा. (Marathi)

Nan etal nan jikin jiban ko ikijen kajin ilo an ejelok onen nan kwe, kirlok nomba eo ilo ID kaat eo am.
(Marshallese)

Pwehn alehdi sawas en lokaia kan ni sohte pweipwei, koahlih nempe nan amhw doaropwe en ID.
(Micronesian-Pohnpeian)

ដើម្បីទទួលបានសេវាកម្មភាសាដែលឥតគិតថ្លៃសម្រាប់លោកអ្នក សូមហៅទូរស័ព្ទទៅកាន់
លេខដែលមាននៅលើប័ណ្ណសម្គាល់ខ្លួនរបស់លោកអ្នក។ (Mon-Khmer, Cambodian)

निःशुल्क भाषा सेवा प्राप्त गर्न आफ्नो परिचयपत्रमा भएको नम्बरमा टेलिफोन गर्नुहोस् । (Nepali)

Të kɔɔr yīn wěēr de thokic ke cīn wěu kɔr keek tēnɔŋ yīn. Ke cɔl kɔc ye kɔc kuɔny nē nɔmba de abac tō
nē ID kard du kōu. (Nilotic-Dinka)

For tilgang til kostnadsfri språktjenester, ring nummeret på ID-kortet ditt. (Norwegian)

Um Schprooch Services zu griegie mitaus Koscht, ruff die Nummer uff dei ID Kaart. (Pennsylvania Dutch)

برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید. (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonić numer telefonu na Twojej
Karcie Identykującej (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para o número que consta na sua
identidade. (Portuguese)

ਤੁਹਾਡੇ ਲਈ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਵਾਲੀਆਂ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਵਰਤੋਂ ਕਰਨ ਲਈ, ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਫ਼ੋਨ
ਕਰੋ। (Punjabi)

Pentru a accesa gratuit serviciile de limbă, apelați numărul de pe cardul dvs. de identificare.
(Romanian)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному
на вашей карточке участника плана. (Russian)

Mo le mauaina o auaunaga tau gagana e aunoa ma se totogi, vala’au le numera I luga o lau pepa ID. (Samoan)

Za besplatne prevodilačke usluge pozovite broj naveden na Vašoj identifikacionoj kartici. (Serbo-Croatian)

Heeba a nasta jangirde djey wolde, apelou lamba djey do windi ha dereji Maada. (Sudanic-Fulfulde)

Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho. (Swahili)

ܡܝܪܘ ܒܗܐ ܨܝܠܢܘ ܥܝܬܝܢܐ ܐܢܕܡܢܝܢܕܡܢܐ, ܡܝܢ ID ܟܐܪܕܘܬܝܢܐ ܥܢܢܢܐ. ܢܐܡܒܪܡܢܐ ܟܐܠܝܢ ܥܝܝܡܢܢܐ. (Syriac-)
(Assyrian)

మీరు భాష సేవలను ఉచితంగా అందుకునేందుకు, మీ ID కార్డుపై ఉన్న నంబరుకు కాల్ చేయండి. (Telugu)

หากท่านต้องการเข้าถึงการบริการทางด้านภาษาโดยไม่มีค่าใช้จ่าย โปรดโทรหมายเลขที่แสดงอยู่บนบัตรประจำตัวของท่าน (Thai)

Kapau ‘oku ke fiema’u ta’etōtōngi ‘a e ngaahi sēvesi kotoa pē he ngaahi lea kotoa, telefoni ki he fika ‘oku hā atu ‘i ho’o ID kaati. (Tongan)

Ren omw kopwe angei aninisin eman chon awewei (ese kamo), kopwe kori ewe nampa mei mak won noum ena katen ID (Trukese)

Sizin için ücretsiz dil hizmetlerine erişebilmek için, kartınızdaki numarayı arayın. (Turkish)

Щоб отримати безкоштовний доступ до мовних послуг, задзвоніть за номером, вказаним на Вашій ідентифікаційній картці. (Ukrainian)

بلا قیمت زبان سے متعلقہ خدمات حاصل کرنے کے لیے ، اپنے شناختی کارڈ پر درج نمبر پر بات کریں۔ (Urdu)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số điện thoại ghi trên thẻ ID (Nhận dạng) của quý vị. (Vietnamese)

צוטריט שפראך באַדינונגען אין קיין פרייז צו איר, רופן די נומער אויף דיין שיין קאָרט. (Yiddish)

Lati wọnú awọn isẹ èdè l’ọfẹ fun ọ, pe nọmba ori káádi idánimọ rẹ. (Yoruba)

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If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

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,

P.O. 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).

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