

## **Assistive Technology**

Persons using assistive technology may not be able to fully access the following information. For assistance, please call 1-855-337-2212.

## **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**

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

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call 1-855-337-2212.

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,  
1-800-648-7817, TTY: 711,  
Fax: 859-425-3379, [CRCoordinator@aetna.com](mailto: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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## **Language Assistance**

TTY: 711

To access language services at no cost to you, call 1-855-337-2212.

Para acceder a los servicios de idiomas sin costo, llame al 1-855-337-2212. (Spanish)

如欲使用免費語言服務，請致電 1-855-337-2212。 (Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 1-855-337-2212. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-855-337-2212. (Tagalog)

T'áá ni nizaad k'ehjí bee níká a'doowoł doo bááh ílínígóó kojí' hólné' | 1-855-337-2212. (Navajo)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-855-337-2212 an. (German)

Për shërbime përkthimi falas për ju, telefononi 1-855-337-2212. (Albanian)

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(Arabic) للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم 1-855-337-2212

Անվճար լեզվական ծառայություններից օգտվելու համար զանգահարեք 1-855-337-2212 հեռախոսահամարով: (Armenian)

Kugira uronke serivisi z'indimi atakiguzi, hamagara 1-855-337-2212 (Bantu)

আপনাকে বিনামূল্যে ভাষা পরামর্শ দেওয়া পক্ষে এই নম্বরে টেলিফোন করা যায়: 1-855-337-2212। (Bengali)

Ngadto maakses ang mga serbisyo sa pinulongan alang libre, tawagan sa 1-855-337-2212. (Bisayan-Visayan)

သင့်အနေဖြင့် အခကြေးငွေ မပေးရပဲ ဘာသာစကားတန်ဆောင်မှုများ ရရှိနိုင်ရန် 1-855-337-2212

သို့ ဖုန်းခေါ်ဆိုပါ။ (Burmese)

Per accedir a serveis lingüístics sense cap cost per vostè, telefoni al 1-855-337-2212. (Catalan)

Para un hago' i setbision lengguâhi ni dibâtde para hâgu, âgang 1-855-337-2212. (Chamorro)

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Anumpa tohsholi I toksvli ya peh pilla ho ish I paya hinla, I paya 1-855-337-2212. (Choctaw)

Tajaajiloota afaanii garuu bilisaa ati argaachuuf, bilibili 1-855-337-2212. (Cushite-Oromo)

Voor gratis toegang tot taaldiensten, bell 1-855-337-2212. (Dutch)

Pou jwenn sèvis lang gratis, rele 1-855-337-2212. (French Creole-Haitian)

Για να επικοινωνήσετε χωρίς χρέωση με το κέντρο υποστήριξης πελατών στη γλώσσα σας, τηλεφωνήστε στον αριθμό 1-855-337-2212. (Greek)

તમારે કોઇ જાતના ખર્ચ વાનિ ભાષાની સેવાઓની પછોચ માટે, કોલ કરો 1-855-337-2212. (Gujarati)

No ka wala'au 'ana me ka lawelawe 'ōlelo e kahea aku i kēia helu kelepona 1-855-337-2212. Kāki 'ole 'ia kēia kōkua nei. (Hawaiian)

आपके लिए बनिा किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, 1-855-337-2212 पर कॉल करें। (Hindi)

Xav tau kev pab txhais lus tsis muaj nqi them rau koj, hu 1-855-337-2212. (Hmong)

Iji nwetaòhèrè na ọrụ gasị asụsụ n'efu, kpọọ 1-855-337-2212. (Ibo)

Tapno maaksesyo dagiti serbisio maipapan iti pagsasao nga awan ti bayadanyo, tawagan ti 1-855-337-2212. (Ilocano)

Untuk mengakses layanan bahasa tanpa dikenakan biaya, hubungi 1-855-337-2212. (Indonesian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-855-337-2212 (Italian)

言語サービスを無料でご利用いただくには、1-855-337-2212までお電話ください。 (Japanese)

လၢတၢ်ကမၤန့ၢ်ကိၣ်အတၢ်မၤစၢၤအတၢ်စံးတၢ်မၤတၢ်ဖၣ်လၢတၢ်အိၣ်ဒီးအပူၤလၢကတၢၢ်ပုၣ်အီၤအဂီၢ်တၢၢ်န့ၣ်ကိၣ်: 1-855-337-2212

တက့ၢ်. (Karen)

무료 언어 서비스를 이용하려면 1-855-337-2212번으로 전화해 주십시오. (Korean)

M dyi wuḍu-dù kà kò dò bě dyi móuń nì Pídyi ní, nìí, dǎ nòbà nǎ ke: 1-855-337-2212. (Kru-Bassa)

یۆ دەسپێنراگه‌یشتن به خزمه‌تگوزاری زمان به‌بێ تێچوون یۆ تو، په‌یوه‌ندی بکه به ژماره‌ی 1-855-337-2212. (Kurdish)

ເລືອກໃຊ້ການບໍລິການພາສາໂດຍບໍ່ສຍຄ່າຕໍ່ທ່ານ, ໃຫ້ໂທຫາໂປ 1-855-337-2212. (Laotian)

कोणत्याही शुल्काशुधिय भाषा सेवा प्राप्त करण्यासाठी, 1-855-337-2212 वर फोन करा. (Marathi)

Nan etal nan jikin jiban ikijen Kajin ilo an ejelok onen nan kwe, kirluk 1-855-337-2212. (Marshallese)

Pwehn alehdi sawas en lokaia kan ni sohte pweipwei, koahlih 1-855-337-2212. (Micronesia-Pohnpeian)

ដើម្បីទទួលបានសេវាភាសាដោយឥតគិតថ្លៃសម្រាប់លោកអ្នក សូមហៅទូរស័ព្ទទៅកាន់លេខ 1-855-337-2212។ (Mon-Khmer, Cambodian)

नःशुल्क भाषा सेवा प्राप्त गर्न 1-855-337-2212 मा टेलिफोन गर्नुहोस् । (Nepali)

Të kɔɔr yin wěēr de thokic ke cín wěu kɔr keek tēnɔŋ yin. Ke cɔl kɔc ye kɔc kuɔny ne nɔmba 1-855-337-

2212. (Nilotic-Dinka)

For tilgang til kostnadsfri språktjenester, ring 1-855-337-2212. (Norwegian)

Um Schprooch Services zu griege mitaus Koscht, ruff 1-855-337-2212. (Pennsylvania Dutch)

برای دسترسی به خدمات زبان به طور رایگان، با شماره 1-855-337-2212 تماس بگیرید. (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć 1-855-337-2212 (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 1-855-337-2212. (Portuguese)

ਤੁਹਾਡੇ ਲਈ ਬਨਿਾਂ ਕਸਿ ਕੀਮਤ ਵਾਲੀਆਂ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਵਰਤੋਂ ਕਰਨ ਲਈ, 1-855-337-2212 'ਤੇ ਫੋਨ ਕਰੋ। (Punjabi)

Pentru a accesa gratuit serviciile de limbă, apelați 1-855-337-2212. (Romanian)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-855-337-2212. (Russian)

Mo le mauaina o auaunaga tau gagana e aunoa ma se totogi, vala'au le 1-855-337-2212. (Samoan)

Za besplatne prevodilačke usluge pozovite 1-855-337-2212. (Serbo-Croatian)

Heeba a nasta jangirde djey wolde wola chede bo apelou lamba 1-855-337-2212. (Sudanic-Fulfulde)

Kupata huduma za lugha bila malipo kwako, piga 1-855-337-2212. (Swahili)

ܟܘܦܬܐ ܗܘܕܡܐ ܙܥܘܒܐ ܠܘܓܗܐ ܒܝܠܐ ܡܠܝܦܐ ܩܘܟܘܟܘ, ܦܝܓܐ 1-855-337-2212. (Syriac-Assyrian)

(Syriac-Assyrian) 1-855-337-2212

మీరు భాష సేవలను ఉచితంగా అందుకునేందుకు, 1-855-337-2212కు కాల్ చేయండి. (Telugu)

หากท่านต้องการเข้าถึงการบริการทางด้านภาษาโดยไม่มีค่าใช้จ่าย โปรดโทร 1-855-337-2212 (Thai)

Kapau 'oku ke fiema'u ta'etötōngi 'a e ngaahi sēvesi kotoa pē he ngaahi lea kotoa, telefoni ki he 1-855-337-2212. (Tongan)

Ren omw kopwe angei aninisin eman chon awewei (ese kamo), kopwe kori 1-855-337-2212. (Trukese)

Sizin için ücretsiz dil hizmetlerine erişebilmek için, 1-855-337-2212 numarayı arayın. (Turkish)

Щоб отримати безкоштовний доступ до мовних послуг, задзвоніть за номером 1-855-337-2212. (Ukrainian)

بلا قیمت زبان سے متعلقہ خدمات حاصل کرنے کے لیے، 1-855-337-2212 پر بات کریں۔ (Urdu)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-855-337-2212. (Vietnamese)

צו צוטריט שפראך באדינונגען אין קיין פרייז צו איר, רופן 1-855-337-2212. (Yiddish)

Lati wọnú awọn isẹ èdè l'ọfẹ fun ọ, pe 1-855-337-2212. (Yoruba)