

	Eligibility	Provision	
Employee	Regular full-time employees of an employer participating in this plan working a minimum of 25 hours per week.		
Dependent	Spouse, same or opposite sex domestic partner; children up to age 26, regardless of student status		
	PPO – Lo	w Option	
		In the	e CNMI and Guam only
PLAN FEATURES	OUTSIDE CNMI and Guam Excluding the U.S.	Preferred Benefits (In-Network) (For CNMI and Guam only)	Non-Preferred Benefits (Out-of-Network) (For CNMI and Guam only)
Individual Deductible	None	\$500 per calendar year	Not Covered
Family Deductible	None	\$1,500 per calendar year	Not Covered
Prior Plan Credit		Prior plan credit accrued within the first two months of the current year from January through Februa applies to the following months of the current year	
Individual Payment Limit	\$5,000 per calendar year	\$5,000 per calendar year	Not Covered
(Does not include precertification per and Outpatient Prescription Drugs wl	, , ,	5	ludes deductible, copays, 50% items
Family Payment Limit	\$10,000 per calendar year	\$10,000 per calendar year	Not Covered
(Does not include precertification per and Outpatient Prescription Drugs wl		tion Drugs when outside the U.S. Inc	ludes deductible, copays, 50% items
Lifetime Maximum		Unlimited	
Member Payment Percentages			
Hospital Services			
Inpatient	20%		
	20/0	20% after deductible	Not Covered
Outpatient	20%	20% after deductible     20% after deductible	Not Covered Not Covered
Outpatient Private Room Limit			Not Covered
•		20% after deductible	Not Covered
Private Room Limit	20%	20% after deductible The institution's semiprivate ra	Not Covered
Private Room Limit Pre-certification Penalty Non-Emergency Use of the	20%	20% after deductible The institution's semiprivate ra No Penalty	Not Covered ate. Not Covered
Private Room Limit Pre-certification Penalty Non-Emergency Use of the Emergency Room Emergency Use of the Emergency	20% 20% No Penalty 20%	20% after deductible         The institution's semiprivate ra         No Penalty         50% after deductible	Not Covered       Not Covered       Not Covered       Not Covered
Private Room Limit Pre-certification Penalty Non-Emergency Use of the Emergency Room Emergency Use of the Emergency Room Non-Urgent Use of Urgent Care	20% No Penalty 20% 20%	20% after deductible         The institution's semiprivate rationality         50% after deductible         20% after deductible	Not Covered       Not Covered       Not Covered       20% after deductible
Private Room Limit Pre-certification Penalty Non-Emergency Use of the Emergency Room Emergency Use of the Emergency Room Non-Urgent Use of Urgent Care Provider	20% No Penalty 20% 20% 20% 20%	20% after deductible         The institution's semiprivate rationality         50% after deductible         20% after deductible         Not Covered	Not Covered       Not Covered       Not Covered       20% after deductible       Not Covered
Private Room Limit         Pre-certification Penalty         Non-Emergency Use of the         Emergency Room         Emergency Use of the Emergency         Room         Non-Urgent Use of Urgent Care         Provider         Urgent Care	20%           20%           No Penalty           20%           20%           20%           20%           20%           20%	20% after deductible         The institution's semiprivate radius         No Penalty         50% after deductible         20% after deductible         Not Covered         20% after deductible	Not Covered       Not Covered       Not Covered       20% after deductible       Not Covered       Not Covered       Not Covered
Private Room Limit         Pre-certification Penalty         Non-Emergency Use of the         Emergency Room         Emergency Use of the Emergency         Room         Non-Urgent Use of Urgent Care         Provider         Urgent Care         Inpatient Maternity Coverage	20%           20%           No Penalty           20%           20%           20%           20%           20%           20%	20% after deductible         The institution's semiprivate radius         No Penalty         50% after deductible         20% after deductible         Not Covered         20% after deductible	Not Covered       Not Covered       Not Covered       20% after deductible       Not Covered       Not Covered       Not Covered
Private Room Limit         Pre-certification Penalty         Non-Emergency Use of the         Emergency Room         Emergency Use of the Emergency         Room         Non-Urgent Use of Urgent Care         Provider         Urgent Care         Inpatient Maternity Coverage         Physician Services	20%         20%         No Penalty         20%         20%         20%         20%         20%         20%         20%         20%	20% after deductible         The institution's semiprivate random         No Penalty         50% after deductible         20% after deductible         Not Covered         20% after deductible         20% after deductible	Not Covered       Not Covered       Not Covered       20% after deductible       Not Covered       Not Covered       Not Covered       Not Covered
Private Room LimitPre-certification PenaltyNon-Emergency Use of the Emergency RoomEmergency Use of the Emergency RoomNon-Urgent Use of Urgent Care ProviderUrgent CareInpatient Maternity CoveragePhysician Office Visit	20%         20%         No Penalty         20%         20%         20%         20%         20%         20%         20%         20%         20%         20%         20%         20%         20%         20%         20%         20%	20% after deductible         The institution's semiprivate random         No Penalty         50% after deductible         20% after deductible	Not Covered         Not Covered         Not Covered         20% after deductible         Not Covered         Not Covered



Mental Health Services(For CNMI and Guam only)(For CNMI and Guam only)Mental Health Inpatient Coverage Unlimited days per calendar year20%20% after deductibleNot CoveredMental Health Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredMental Health Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredAlcohol/Drug Abuse Services20%20% after deductibleNot CoveredSubstance Abuse Inpatient Coverage Unlimited days per calendar year20%20% after deductibleNot CoveredSubstance Abuse Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredSubstance Abuse Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredFreescription Drug Coverage (af65 day maximum supply)20%20%20%Not Covered(includes Mail Order Drugs)20%20%20%Not Covered(includes Mail Order Drugs)20%20%Not Covered(includes Mail Order Drugs)20%50%Not Covered(includes Mail Order Drugs)20%50%Not Covered(includes Mail Order Drugs)50%Not Covered20%(includes Mail Order Drugs)50%Not Covered20%(includes Mail Order Drugs)50%Not Covered20%(includes Mail Order Drugs)50%Not Covered20%(includes Mail Order Drugs)50%N	PPO - Low Option			
PLAN FEATURESExcluding the U.S.(In-Network) (For CNMI and Guam only)(Out-of-Network) (For CNMI and Guam only)Mental Health Services20%20% after deductibleNot CoveredMental Health Outpatient Coverage Unlimited days per calendar year20%20% after deductibleNot CoveredMental Health Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredSubstance Abuse Inpatient Coverage Unlimited days per calendar year20%20% after deductibleNot CoveredSubstance Abuse Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredSubstance Abuse Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredSubstance Abuse Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredPrescription Drug Coverage (365 day maximum supply)20%20%20%Not CoveredGeneric Drugs (365 day maximum supply)20%20%Not CoveredNon Formulary Brand Name Drugs (365 day maximum supply)20%50% (includes Mail Order Drugs)Not CoveredOther Services50%Not Covered50% (includes Mail Order Drugs)Not Covered		In the CNMI and Guam only		
Mental Health Services       20%       20% after deductible       Not Covered         Unlimited days per calendar year       20%       20% after deductible       Not Covered         Mental Health Outpatient Coverage Unlimited visits per calendar year       20%       20% after deductible       Not Covered         Alcohol/Drug Abuse Services       20%       20% after deductible       Not Covered         Substance Abuse Inpatient Coverage Unlimited days per calendar year       20%       20% after deductible       Not Covered         Substance Abuse Outpatient Coverage Unlimited visits per calendar year       20%       20% after deductible       Not Covered         Prescription Drug Coverage (365 day maximum supply)       20%       20%       Not Covered       Not Covered         Generic Drugs (365 day maximum supply)       20%       20%       Not Covered       Not Covered         Non Formulary Brand Name Drugs (365 day maximum supply)       20%       50% (includes Mail Order Drugs)       Not Covered         Non Formulary Brand Name Drugs (365 day maximum supply)       20%       50% (includes Mail Order Drugs)       Not Covered         Other Services       50%       Not Covered       00%       00%       00%	PLAN FEATURES		(In-Network)	
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Unlimited visits per calendar year         Alcohol/Drug Abuse Services         Substance Abuse Inpatient Coverage Unlimited days per calendar year       20% after deductible       Not Covered         Substance Abuse Outpatient Coverage Unlimited visits per calendar year       20%       20% after deductible       Not Covered         Prescription Drug Coverage       20%       20% after deductible       Not Covered         Generic Drugs (365 day maximum supply)       20%       20% (includes Mail Order Drugs)       Not Covered         Formulary Brand Name Drugs (365 day maximum supply)       20%       20% (includes Mail Order Drugs)       Not Covered         Non Formulary Brand Name Drugs (365 day maximum supply)       20%       50% (includes Mail Order Drugs)       Not Covered         Other Services       50%       Not Covered       Not Covered       Not Covered	Unlimited days per calendar year			
Alcohol/Drug Abuse Services       Alcohol/Drug Abuse Services         Substance Abuse Inpatient Coverage       20%       20% after deductible       Not Covered         Unlimited days per calendar year       20%       20% after deductible       Not Covered         Substance Abuse Outpatient       20%       20% after deductible       Not Covered         Coverage       Unlimited visits per calendar year       20%       20% after deductible       Not Covered         Prescription Drug Coverage       20%       20%       Not Covered       (includes Mail Order Drugs)         Generic Drugs       20%       20%       20%       Not Covered         (365 day maximum supply)       20%       20%       Not Covered         (365 day maximum supply)       20%       20%       Not Covered         (365 day maximum supply)       20%       50%       Not Covered <td< td=""><td>Mental Health Outpatient Coverage</td><td>20%</td><td>20% after deductible</td><td>Not Covered</td></td<>	Mental Health Outpatient Coverage	20%	20% after deductible	Not Covered
Substance Abuse Inpatient Coverage Unlimited days per calendar year20%20% after deductibleNot CoveredSubstance Abuse Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredPrescription Drug Coverage (365 day maximum supply)20%20%20%Not CoveredFormulary Brand Name Drugs (365 day maximum supply)20%20%Not CoveredNon Formulary Brand Name Drugs (365 day maximum supply)20%50% (includes Mail Order Drugs)Not CoveredNon Formulary Brand Name Drugs (365 day maximum supply)20%50% (includes Mail Order Drugs)Not CoveredOther Services50% (includes Mail Order Drugs)Not Covered100	Unlimited visits per calendar year			
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Substance Abuse Outpatient Coverage Unlimited visits per calendar year20%20% after deductibleNot CoveredPrescription Drug Coverage Generic Drugs (365 day maximum supply)20%20% (includes Mail Order Drugs)Not CoveredFormulary Brand Name Drugs (365 day maximum supply)20%20% (includes Mail Order Drugs)Not CoveredNon Formulary Brand Name Drugs (365 day maximum supply)20%50% (includes Mail Order Drugs)Not CoveredNon Formulary Brand Name Drugs (365 day maximum supply)20%50% (includes Mail Order Drugs)Not CoveredOther ServicesVolume	Substance Abuse Inpatient Coverage	20%	20% after deductible	Not Covered
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Unlimited visits per calendar year         Prescription Drug Coverage         Generic Drugs       20%       20%       Not Covered         (365 day maximum supply)       20%       20%       Not Covered         Formulary Brand Name Drugs       20%       20%       Not Covered         (365 day maximum supply)       20%       20%       Not Covered         (365 day maximum supply)       20%       50%       Not Covered         (includes Mail Order Drugs)       0       0       0         Other Services       Unicides Mail Order Drugs)       0       0	Substance Abuse Outpatient	20%	20% after deductible	Not Covered
Generic Drugs       20%       20%       Not Covered         (365 day maximum supply)       20%       (includes Mail Order Drugs)       Not Covered         Formulary Brand Name Drugs       20%       20%       Not Covered         (365 day maximum supply)       20%       20%       Not Covered         (365 day maximum supply)       20%       50%       Not Covered         (Dther Services       50%       State Drugs)       Not Covered	Coverage			
Generic Drugs     20%     20%     Not Covered       (365 day maximum supply)     20%     (includes Mail Order Drugs)     Not Covered       Formulary Brand Name Drugs     20%     20%     Not Covered       (365 day maximum supply)     20%     20%     Not Covered       Non Formulary Brand Name Drugs     20%     50%     Not Covered       (365 day maximum supply)     20%     50%     Not Covered       (365 day maximum supply)     0     50%     Not Covered       (365 day maximum supply)     0     50%     Not Covered       (365 day maximum supply)     0     50%     Not Covered	Unlimited visits per calendar year			
(365 day maximum supply)(includes Mail Order Drugs)Formulary Brand Name Drugs (365 day maximum supply)20%20% (includes Mail Order Drugs)Non Formulary Brand Name Drugs (365 day maximum supply)20%50% (includes Mail Order Drugs)Non Formulary Brand Name Drugs (365 day maximum supply)20%50% (includes Mail Order Drugs)Other ServicesUter Services	Prescription Drug Coverage			
Formulary Brand Name Drugs (365 day maximum supply)       20%       20%       Not Covered         Non Formulary Brand Name Drugs (365 day maximum supply)       20%       50%       Not Covered         Other Services       Volume       Volume       Volume       Volume	Generic Drugs	20%	20%	Not Covered
(365 day maximum supply)(includes Mail Order Drugs)Non Formulary Brand Name Drugs (365 day maximum supply)20%50% (includes Mail Order Drugs)Other Services	(365 day maximum supply)		(includes Mail Order Drugs)	
Non Formulary Brand Name Drugs (365 day maximum supply)     20%     50% (includes Mail Order Drugs)     Not Covered       Other Services     0     0     0     0     0	Formulary Brand Name Drugs	20%	20%	Not Covered
(365 day maximum supply) (includes Mail Order Drugs) Other Services	(365 day maximum supply)		(includes Mail Order Drugs)	
Other Services	Non Formulary Brand Name Drugs	20%	50%	Not Covered
	(365 day maximum supply)		(includes Mail Order Drugs)	
International Employee Assistance Included Included Not Covered	Other Services			
	International Employee Assistance	Included	Included	Not Covered
Program (IEAP)	Includes up to 5 counseling sessions per	r issue per year per enrolled men	nber. Access benefits by callina the	member service number on ID car

800-231-7729 or collect 813-775-0190. Services include: Cultural adjustment assistance, Marital/Family Stress, Child care and behavioral concerns, Social adaptation needs, Alcohol/Substance Abuse, Work/Life Balance and Depression.



PPO - Low Option				
		In the CNMI and Guam only		
PLAN FEATURES	OUTSIDE CNMI and Guam Excluding the U.S.	Preferred Benefits (In-Network) (For CNMI and Guam only)	Non-Preferred Benefits (Out-of-Network) (For CNMI and Guam only)	
Other Services				
Skilled Nursing Facility (60 Days per calendar year per calendar year)	20%	20% after deductible	Not Covered	
Hospice Care Facility Inpatient (30 Days lifetime maximum)	20%	20% after deductible	Not Covered	
Hospice Care Facility Outpatient (Unlimited lifetime maximum)	20%	20% after deductible	Not Covered	
Durable Medical Equipment (Unlimited calendar year maximum)	20%	20% after deductible	Not Covered	
Home Health Care (150 visits combined, includes Private Duty Nursing per calendar year)	20%	20% after deductible	Not Covered	
Spinal Disorder Treatment (15 visits per calendar year)	20%	20% after deductible	Not Covered	
Short-Term Rehabilitation	20%	20% after deductible	Not Covered	
(Includes coverage for Occupational, Pl	hysical and Speech Therapies; 20	Visits combined maximum visits pe	er calendar year)	
Diagnostic Outpatient X-ray and Lab	20%	20% after deductible	Not Covered	
Base Infertility Services	20%	20% after deductible	Not Covered	
(Base plan coverage includes coverage	limited to the testing and treatn	nent of underlying condition)		
Payment for Non-Preferred Providers*	Not Applicable	Not Applicable	Professional: 105% of Medicare Facility: 140% of Medicare	



OUTSIDE CNMI and Guam	In the	e CNMI and Guam only
OUTSIDE CNMI and Guam		
Excluding the U.S.	Preferred Benefits (In-Network) (For CNMI and Guam only)	Non-Preferred Benefits (Out-of-Network) (For CNMI and Guam only)
No charge 3 exams in the second 12 months izations)	No charge of life, 3 exams in the third 12 mon	Not Covered ths of life, 1 exam per 12 months
No charge ery 12 months	No charge	Not Covered
No charge alendar year	No charge	Not Covered
No charge	No charge	Not Covered
No charge nales 40+	No charge	Not Covered
No charge nales 40+	No charge	Not Covered
	No charge t age 50+ 1 colonoscopy every 10 y	Not Covered ears
No charge onths.	No charge	Not Covered
20%	20% after deductible	Not Covered
m per ear every 5 years		
No charge routine exam every 24 months	No charge	Not Covered
line) t Program		
	3 exams in the second 12 months is izations) No charge ery 12 months No charge alendar year No charge nales 40+ No charge nales 40+ No charge rium contrast every 5 years; and a No charge rouths. 20% m per ear every 5 years No charge routine exam every 24 months line) t Program	No charge       No charge         3 exams in the second 12 months of life, 3 exams in the third 12 months izations)         No charge       No charge         Provide the second 12 months of life, 3 exams in the third 12 months         No charge       No charge         Provide the second 12 months of life, 3 exams in the third 12 months         No charge       No charge         nonths.       20%         20%       20% after deductible         m per ear every 5 years       No charge         No charge       N



#### **Medical Plan Caveats**

This plan includes coverage under the extent required in accordance with the Federal Mental Health Parity and Addiction Equity Act (MHPAEA) beginning with plan years starting on or after January 1, 2018.

This plan includes coverage for women's preventive health benefits to the extent required under U.S. federal law effective beginning with plan years starting on or after August 1, 2012.

Payment limits apply per individual on a calendar year basis. Only those out-of-pocket expenses resulting from the application of a payment percentage, deductibles and copays may be used to satisfy the payment limit. Precertification penalty are excluded from the payment limit.

There is cross-application between calendar year deductible, out of pocket maximum and lifetime maximum across overseas, in-network and out-of network level of benefits.

Coverage maximums up to a certain number of days/visits per calendar year are reached by combining the Preferred and Non-Preferred benefits up to the limit for either one plan or the other, but not both. (Example, if the Preferred benefit is for 120 days and the Non-Preferred benefit is for 120 days, the maximum benefit is 120 days, not 240 days).

Maternity expenses are covered as any other medical expense. Coverage is provided for an employee and spouse and all female family members Pregnancy benefits do not continue to be payable after coverage ends except in the event of total disability.

For contracted hospitals, the non-contracted Radiologist, Anesthesiologist and Pathologist (RAPS) are paid at the preferred level, and will be subject to reasonable and customary charges. Note that this payment method may apply to other providers.

#### \* Payment for Non-Preferred Providers

We cover the cost of care differently based on whether health care providers, such as doctors and hospitals, are "in network" or "out of network." We want to help you understand how much Aetna pays for your out-of-network care. At the same time, we want to make it clear how much more you will need to pay for this out-of-network care.

As an example, you may choose a doctor in our network. You may choose to visit an out-of-network doctor. If you choose a doctor who is out of network, your Aetna health plan may pay some of that doctor's bill. Most of the time, you will pay a lot more money out of your own pocket if you choose to use an out-of-network doctor or hospital.

When you choose out-of-network care, Aetna limits the amount it will pay. This limit is called the "recognized" or "allowed" amount. When you choose out-of-network care, Aetna "recognizes" an amount based on what Medicare pays for these services. The government sets the Medicare rate. Exactly how much Aetna "recognizes" depends on the plan you or your employer picks.

Your out-of-network doctor sets the rate to charge you. It may be higher -- sometimes much higher -- than what your Aetna plan "recognizes" or "allows." Your doctor may bill you for the dollar amount that Aetna doesn't recognize. You must also pay any copayments, coinsurance and deductibles under your plan. No dollar amount above the recognized charge counts toward your deductible or maximum out-of-pocket. To learn more about how we pay out-of-network benefits visit Aetna.com. Type "how Aetna pays" in the search box.

You can avoid these extra costs by getting your care from Aetna's broad network of health care providers. Go to <u>www.aetna.com</u> and click on "Find a Doctor" on the left side of the page. If you are already a member, sign on to your Aetna Navigator member site.

This way of paying out-of-network doctors and hospitals applies when you choose to get care out of network. When you have no choice (for example: emergency room visit after a car accident), we will pay the bill as if you got care in network. You pay your plan's copayments, coinsurance and deductibles for your in-network level of benefits. Contact Aetna if your provider asks you to pay more. You are not responsible for any outstanding balance billed by your providers for emergency services beyond your copayments, coinsurance and deductibles.

This is only a brief summary of the PPO Medical benefits available. Some restrictions may apply. For more specific information about the coverage details, **including limitations, exclusions and other plan requirements**, please refer to the employee booklet (which will be provided near the time the plan becomes effective).

#### For Plans Compliant with United States Federal Affordable Care Act (ACA) legislation

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.

Aetna provides 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 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), <u>CRCoordinator@aetna.com</u>.

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 <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>, 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).

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

English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Chinese Traditional	如欲使用免費語言服務,請撥打您健康保險卡上所列的電話號碼
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتر اكك.
French	Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.
French Creole (Haitian)	Pou ou jwenn sèvis gratis nan lang ou, rele nimewo telefòn ki sou kat idantifikasyon asirans sante ou.
German	Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.
Italian	Per accedere ai servizi linguistici senza alcun costo per lei, chiami il numero sulla tessera identificativa.
Japanese	無料の言語サービスは、IDカードにある番号にお電話ください。
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Persian Farsi	برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید.
Polish	Aby uzyskać dostęp do bezpłatnych usług językowych, należy zadzwonić pod numer podany na karcie identyfikacyjnej.
Portuguese	Para aceder aos serviços linguísticos gratuitamente, ligue para o número indicado no seu cartão de identificação.
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.