

Non-discrimination notice

Aetna® complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity. We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, sex, sexual orientation or gender identity. We:

- Provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, call us at [1-888-982-3862](tel:1-888-982-3862) (TTY: [711](tel:711)).

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity you can file a grievance with:

Civil Rights Coordinator

Attn: 1557 Coordinator

CVS Pharmacy, Inc.

1 CVS Drive, MC 2332

Woonsocket, RI 02895

[1-800-648-7817](tel:1-800-648-7817), TTY: [711](tel:711)

Email: 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](tel:18003681019), [800-537-7697](tel:8005377697) (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
- The Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at [800-562-6900](tel:8005626900), [360-586-0241](tel:3605860241) (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/online services/cc/pub/complaintinformation.aspx>

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

TTY:711

To access language services at no cost to you, call	.
Para acceder a los servicios de idiomas sin costo, llame al	. (Spanish)
如欲使用免費語言服務，請致電	. (Chinese)
Afin d'accéder aux services langagiers sans frais, composez le	. (French)
Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa	. (Tagalog)
T'áá ni nizaad k'ehjí bee níká a'doowoł doo bááh ílínígóó koji' hólne'	. (Navajo)
Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie an.	(German)
Për shërbime përkthimi falas për ju, telefononi	. (Albanian)
የቋንቋ አገልግሎቶችን ያለክፍያ ለማግኘት፡ በ	ደደውሉ። (Amharic)

Untuk mengakses layanan bahasa tanpa dikenakan biaya, hubungi . (Indonesian)	
Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero . (Italian)	
言語サービスを無料でご利用いただくには、 (Japanese)	までお電話ください。
လၢကမၤန့ၣ် ကျိၣ်တၢ်မၤစၢၤတၢ်မၤ လၢတလိၣ်လၢၣ်ဘျၣ်လၢၣ်စ့ၤ လၢန့ၣ်အဂီၢ်, ကိး (Karen)	.
무료 언어 서비스를 이용하려면 (Korean)	번으로 전화해 주십시오.
M̈ dyi wuḍu-dù kà kò dḥò b̈ě dyi m̈uún nì Pídyi ní, n̈ií, ḍá nòbà n̈ià ke: (Kru-Bassa)	.
	بۆ دەسپێراگە یشتن بە خزمەتگوزاری زمان بەبێ تێچوون بۆ تۆ، پەيوەندی بکە بە ژمارە (Kurdish)
ເພື່ອເຂົ້າໃຊ້ການບໍລິການພາສາໂດຍບໍ່ເສຍຄ່າຕໍ່ກັບທ່ານ, ໃຫ້ໂທຫາເບີ (Laotian)	.
कोणत्याही शुल्काशिवाय भाषा सेवा प्राप्त करण्यासाठी, (Marathi)	वर फोन करा.
Nan etal nan jikin jiban ikijen Kajin ilo an ejelok onen nan kwe, kirlök (Marshallese)	.
Pwehn alehdi sawas en lokaia kan ni sohte pweipwei, koahlih (Micronesia-Pohnpeian)	.
ដើម្បីទទួលបានសេវាផ្នែកភាសាដោយមិនគិតថ្លៃពីអ្នកសូមទូរសព្ទលេខ (Mon-Khmer, Cambodian)	។
निःशुल्क भाषा सेवा प्राप्त गर्न (Nepali)	मा टेलिफोन गर्नुहोस् ।
Të kɔɔr yin wëër de thokic ke cîn wëu kɔr keek tënɔŋ yin. Ke cɔl kɔc ye kɔc kuɔny ne nɔmba (Nilotic-Dinka)	.
For tilgang til kostnadsfri språktjenester, ring (Norwegian)	.
Um Schprooch Services zu griege mitaus Koscht, ruff (Pennsylvania Dutch)	.
	برای دسترسی به خدمات زبان به طور رایگان، با شماره (Persian-Farsi)
Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć (Polish)	.

Para acessar os serviços de idiomas sem custo para você, ligue para . (Portuguese)	
ਤੁਹਾਡੇ ਲਈ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਵਾਲੀਆਂ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਵਰਤੋਂ ਕਰਨ ਲਈ, (Punjabi)	‘ਤੇ ਫ਼ੋਨ ਕਰੋ।
Pentru a accesa gratuit serviciile de limbă, apălați . (Romanian)	
Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону . (Russian)	
Mo le mauaina o auaunaga tau gagana e aunoa ma se totogi, vala’au le . (Samoan)	
Za besplatne prevodilačke usluge pozovite . (Serbo-Croatian)	
Heeba a nasta jangirde djey wolde wola chede bo apelou lamba . (Sudanic-Fulfulde)	
Kupata huduma za lugha bila malipo kwako, piga . (Swahili)	
ܟܘܦܬܐ ܗܘܕܡܐ ܙܐ ܠܘܒܬܐ ܒܝܠܐ ܡܠܝܡܐ ܩܘܟܐ, ܦܝܓܐ (Syriac Assyrian)	
మీరు భాష సేవలను ఉచితంగా అందుకునేందుకు, (Telugu)	కాల్ చేయండి.
หากท่านต้องการเข้าถึงการบริการทางด้านภาษาโดยไม่มีค่าใช้จ่าย โปรดโทร . (Thai)	
Kapau ‘oku ke fiema’u ta’etōtōngi ‘a e ngaahi sēvesi kotoa pē he ngaahi lea kotoa, telefoni ki he . (Tongan)	
Ren omw kopwe angei aninisin eman chon awewei (ese kamo), kopwe kori . (Trukese)	
Sizin için ücretsiz dil hizmetlerine erişebilmek için, (Turkish)	numarayı arayın.
Щоб отримати безкоштовний доступ до мовних послуг, задзвоніть за номером . (Ukrainian)	
بلاقیمت زبان سے متعلقہ خدمات حاصل کرنے کے لیے ، (Urdu)۔ پر بات کریں۔	
Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số . (Vietnamese)	
צו צוטרייט שפראך באַדינונגען אין קיין פרייז צו איר, רופן (Yiddish) .	
Lati wọnú awọn isẹ èdè l’ọfẹ fun ọ, pe . (Yoruba)	