

Discrimination is Against the Law

Aetna Medicare FIDE (HMO D-SNP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with 45 CFR § 92.101(a)(2)). Aetna Inc. does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

- Aetna Medicare FIDE (HMO D-SNP) Provides 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).
- Provides 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, contact 1 (866) 600-2139 (TTY: 711).

If you believe that Aetna Inc. 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

Attn: 1557 Coordinator
CVS Pharmacy, Inc.
1 CVS Drive, MC 2332,
Woonsocket, RI 02895

1-833-220-0349 (TTY: 711)

Email: Coordinator1557@cvshealth.com

You can file a grievance in person or by mail, phone, or email. If you need help filing a grievance, the **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, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at Aetna Medicare FIDE (HMO D-SNP)'s website: <https://www.Aetnamedicare.com/ILDSNP>

Notice of Availability (NOA)

TTY: 711

To access language services at no cost to you, call . (English)

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

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)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie an. (German)

Για να επικοινωνήσετε χωρίς χρέωση με το κέντρο υποστήριξης πελατών στη γλώσσα σας, τηλεφωνήστε στον αριθμό (Greek)

તમારે કોઈ જાતના ખર્ચ વિના ભાષાની સેવાઓની પહોંચ માટે, કોલ કરો . (Gujarati)

आपके लिए बिना किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, पर कॉल करें। (Hindi)

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

무료 언어 서비스를 이용하려면 번으로 전화해 주십시오. (Korean)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonić . (Polish)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону . (Russian)

Para acceder a los servicios de idiomas sin costo, llame al . (Spanish)

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

(Urdu) بلاقیمت زبان سے متعلقہ خدمات حاصل کرنے کے لیے ، پر بات کریں۔

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

H9771_2025_V2

NOA 1557 IL FIDE 2 (11-25)