

Help in Other Languages or Alternate Formats

This handbook is available for free in other languages and formats including on-line, in large print, Braille or Audio CD. To request the handbook in an alternate format and or language, please contact our Member Services staff at 1-855-652-8249.

If you have any problems reading or understanding this information, please contact our Member Services staff at 1-855-652-8249 (TTY 711 or 1-800-828-1120) for help at no cost to you.

We provide reasonable accommodations and communications access to persons with disabilities. Individuals who are deaf or hard of hearing or who are speech-impaired, who want to speak to a Member Services representative, and who have a TTY or other assistive device can dial 711 to reach a relay operator. They will help you reach our Member Services staff. If you cannot reach us at this number, you may contact us through Virginia Relay toll-free at TDD 1-800-828-1120 or Voice 1-800-828-1140.

Help in Other Languages

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1- 800-385-4104 (TTY: 1- 800-828-1120).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-385-4104 (TTY: 1-800-828-1120).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-385-4104 (TTY: 1-800-828-1120)번으로 전화해 주십시오.

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-385-4104 (TTY: 1-800-828-1120)

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-385-4104 (TTY : 1- 800-828-1120)

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-4104-385-800 (رقم 1-1120-828-800) والبكم الصم هـ (385-800)

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-385-4104 (TTY: 1-800-828-1120).

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما بگیرید تماس 1-800-385-4104 (TTY: 1-800-828-1120) فر با باشد می فر

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ

Aetna Better Health Member Services 1-855-652-8249; TTY/TDD 711 or 1-800-828-1120; 12
24 hours a day/7 days a week. The call is free.

ማከተለው ቁጥር ይደውሉ 1-800-385-4104 (መስማት ለተሳናቸው: 1-800-828-1120).

Urdu

800-385-4104 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-385-4104 (رقم هاتف الصم والبكم: 1-800-828-1120).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-385-4104 (ATS: 1-800-828-1120).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104 (телетайп: 1-800-828-1120).

Hindi

ध्यान दः यद आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-800-385-4104 (TTY: 1-800-828-1120) पर कॉल कर।

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-385-4104 (TTY: 1-800-828-1120).

Bengali

লক্ষ্য করনঃ যিদ আপিন বাংলা, কথা বলেত পারেন, তাহেল িনঃখরচায় ভাষা সহায়তা পিরেষবা উপল আছ। েফান করন ১-800-385-4104 (TTY: ১-800-828-1120)।

Bassa

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̩ [Bàsɔ̀ ɔ̀ -wùdù-po-nyò] jũ ní, níí, à wudu kà kò dò po-poò bé ìn m̩ gbo kpáa. Đá 1-800-385-4104 (TTY: 1-800-828-1120)