

NOTICE OF NON-DISCRIMINATION

Aetna Better Health of NY complies with Federal civil rights laws. **Aetna Better Health of NY** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of NY provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Aetna Better Health of NY** at 1-855-456-9126. For TTY/TDD services, call NY Relay 711.

If you believe that **Aetna Better Health of NY** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **Aetna Better Health of NY** by:

Mail: 101 Park Avenue, 15th Floor, New York, NY 10178
Phone: 1-855-456-9126 (for TTY/TDD services, call NY Relay 711)
Fax: 1-855-264-3822
In person: 101 Park Avenue, 15th Floor, New York, NY 10178
Email: NY_GrievanceAppeals@aetna.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)