

Aetna Medicare Prime II Value Plus (HMO-POS)  
H4982 - 024 | \$0.80 Plan Premium



## 2025 Summary of Benefits

### We're here to help

You may have questions as you read through this information. And that's OK — we're here to help.

### Not a member yet?

Call 1-833-859-6031 (TTY: [711](tel:711))

October 1–March 31: 8 AM to 8 PM, 7 days a week

April 1–September 30: 8 AM to 8 PM, Monday–Friday

### Already a member?

Call 1-833-570-6670 (TTY: [711](tel:711))

8 AM to 8 PM, 7 days a week

An Aetna team member will answer your call.

### Keep in mind

This is a summary of the services we cover from January 1, 2025 through December 31, 2025.

Need a complete list of what we cover and any limitations? Just visit [AetnaMedicare.com/H4982-024](https://www.aetna.com/H4982-024) where you'll find the plan's *Evidence of Coverage* (EOC). You may call us to request a copy.

## Are you eligible to enroll?

To join Aetna Medicare Prime II Value Plus (HMO-POS), you must:

- Be entitled to Medicare Part A
- Have Medicare Part B
- Live in the plan's service area, which includes the following county:  
**California:** Orange

## What you should know

- **Plan type:** Aetna Medicare Prime II Value Plus (HMO-POS) is an HMO plan. This is a Medicare Advantage plan that covers prescription drugs.
- **Independent Practice Association (IPA)/Medical Group:** This is a group of physicians and other healthcare providers. They determine which specialists and hospitals you can use. They have a contract to provide services to our members.
- **Primary Care Provider (PCP):** A PCP helps coordinate your care and we require you to select one. Your PCP relationship is important, and we encourage you to choose a PCP close to your home. When you enroll, we'll ask who your PCP is. If you don't tell us, we'll assign one to you. You can change your PCP anytime by calling us or logging into your member portal. The IPA/Medical Group associated with your PCP determines which specialists and hospitals you can use. Your ID card will have the names of your PCP and IPA/Medical Group. You must see these providers for us to pay for your care.
- **Referrals:** Usually, your PCP must give approval before you use other network providers. You don't need a referral for emergency or urgently needed care. Your IPA/Medical Group determines which specialists and hospitals you can use.
- **Network:** Our plan has a network of select providers to provide you with patient-centered care, coordinated services and enhanced provider communication. To locate a network provider you may contact Member Services or search the online provider directory.
- **Prior authorizations:** Your provider will work with us to get approval before you receive certain services or drugs.
- **Helpful resources:** To find provider directories, network pharmacies, and other plan information, visit [AetnaMedicare.com/H4982-024](https://www.aetnamedicare.com/H4982-024). The Contact Quick Reference chart at the end of this document contains important phone numbers and websites. For coverage and costs of Original Medicare, look in the *Medicare & You* handbook. View it online at [medicare.gov/medicare-and-you](https://www.medicare.gov/medicare-and-you), or get a copy by calling 1-800-MEDICARE (1-800-633-4227) (TTY: [1-877-486-2048](tel:1-877-486-2048)), 24 hours a day, 7 days a week.

## Plan premium, deductible, and maximum out-of-pocket (MOOP)



Out-of-pocket costs	
Monthly plan premium	\$0.80 You must continue to pay your Medicare Part B premium.
Plan deductible	\$0
MOOP	\$299 for in-network services Once you reach the maximum out-of-pocket, our plan pays 100% of covered medical services. Your premium and prescription drug costs don't count toward your MOOP.

## Medical and hospital benefits



### Hospital coverage

Your provider often needs approval from us before we cover these services. This is called **prior authorization** or precertification.

Benefit	Your costs in our plan
Inpatient (unlimited number of days)	\$0 per stay Use your PCP or Medical Group for all your medical care, including referrals, authorizations, and procedures. Your IPA/Medical Group determines the hospitals you can use.
Outpatient hospital observation services	\$0 copay
Outpatient hospital	\$0 copay
Ambulatory surgical center	\$0 copay



### Primary Care Provider (PCP) and specialist visits

You must work with your PCP or Medical Group for all your medical care. This includes referrals, authorizations, and procedures. The IPA/Medical Group determines which specialists you can use.

Benefit	Your costs in our plan
PCP	<p>\$0 copay</p> <p>This plan requires you to select a PCP. Your PCP will be part of an IPA/Medical Group. The IPA/Medical Group you choose will determine the specialists and hospitals you can use.</p>
Specialist	<p>\$0 copay</p> <p>The IPA/Medical Group you choose will determine the specialists you can use. You must work with your PCP or Medical Group for all medical care such as referrals, authorizations, and procedures.</p>



### Preventive, emergency and urgent care

Benefit	Your costs in our plan
Preventive care	<p>\$0 copay</p> <p>For a full list of preventive services available, see the EOC. Some covered services may have an associated cost.</p>
Emergency and urgent care (inside the U.S.)	<p>\$140 copay for emergency care</p> <p>\$0 copay for urgent care</p>
Emergency and urgent care, including ambulance (outside the U.S.)	<p>\$140 copay for emergency care</p> <p>\$140 copay for urgent care</p> <p>\$275 copay for ambulance</p>



### Diagnostic services, labs, imaging

Your provider often needs approval from us before we cover these services. This is called **prior authorization** or precertification. You may have to get a **referral from your PCP** before you can receive these services.

Benefit	Your costs in our plan
Diagnostic tests and procedures	\$0 copay
Lab services	\$0 copay
Diagnostic radiology services, such as MRI	\$0 copay
Outpatient x-rays	\$0 copay



### Hearing services

Benefit	Your costs in our plan
Diagnostic hearing exam	\$0 copay
Routine hearing exam	\$0 copay You get one routine hearing exam every year with a provider in the NationsHearing network.
Hearing aids	You get an annual benefit amount (allowance) of \$1,250 per ear. If the cost is over the benefit amount, you pay the difference. This benefit amount can only be used to purchase hearing aids through a NationsHearing network provider.



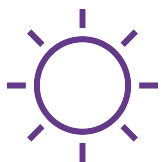
**Dental services**

Benefit	Your in-network costs	Your out-of-network costs
Dental services	<p>\$0 copay for covered services</p> <p>You get an annual benefit amount (allowance) of \$2,000 for covered services. You are responsible for any costs over this amount.</p> <p>Covered services include oral exams, x-rays, cleanings, fillings, extractions, and more.</p> <p>You can use a provider in or out of the Aetna Dental PPO Network for covered services. However, if you use a provider outside of the network, you may have to pay your cost share at the time of service and submit a request for reimbursement.</p> <p>Note: Implants are not covered. See EOC for additional details on exclusions and limitations.</p>	<p>20% coinsurance for covered services</p>



**Vision services**

Benefit	Your costs in our plan
Diagnostic eye exam (includes diabetic eye exams)	\$0 copay
Glaucoma screening	\$0 copay
Routine eye exam	\$0 copay  Our plan covers one exam every year with an in-network provider.
Contacts and eyeglasses	You get an annual benefit amount (allowance) of \$350 for covered prescription eyewear.  This eyewear benefit is set up as an annual direct member reimbursement (DMR). <ul style="list-style-type: none"> <li>• You can use your benefit amount at any licensed vision provider in the U.S. to purchase eyewear. You will have to pay at the time of service and then submit for reimbursement.</li> <li>• However, if you see an EyeMed provider, they may provide a discount and automatically apply your benefit amount so you won't have to submit for reimbursement.</li> </ul>



**Mental health services**

Your provider often needs approval from us before we cover these services. This is called **prior authorization** or precertification.

Benefit	Your costs in our plan
Inpatient psychiatric hospital stay	\$0 per stay
Outpatient mental health therapy	\$0 copay for individual sessions \$0 copay for group sessions
Outpatient psychiatric therapy	\$0 copay for individual sessions \$0 copay for group sessions





### Skilled nursing facility (SNF) and therapy

Your provider often needs approval from us before we cover these services. This is called **prior authorization** or precertification. You may have to get a **referral from your PCP** before you can receive these services. Note: Members must meet the Centers for Medicare & Medicaid Services (CMS) criteria for medically necessary skilled care to be covered.

Benefit	Your costs in our plan
SNF care	\$0 per day, days 1-20; \$50 per day, days 21-100 Our plan covers up to 100 days per benefit period.
Physical and speech therapy	\$0 copay
Occupational therapy	\$0 copay



### Ambulance and routine transportation

Your provider often needs approval from us before we cover non-emergency air ambulance. This is called **prior authorization** or precertification.

Benefit	Your costs in our plan
Ambulance (ground or air, one-way trip)	\$275 copay for ground ambulance services 20% coinsurance for air ambulance services
Routine, non-emergency transportation	\$0 copay  You get up to 12 one-way trips every year to and from plan-approved locations (up to 60 miles each trip). Examples of plan-approved locations include medical offices and urgent care centers. We have teamed up with Access2Care to provide this benefit.





**Medicare Part B drugs**

Medicare Part B only covers a limited number of medicines under certain conditions. These medicines are often given to you in your provider’s office. They can include things like vaccines, injections, and nebulizers, among others. They can also include medicines you take at home using special medical equipment. Your provider often needs approval from us before we cover these services. This is called **prior authorization** or precertification.

Benefit	Your costs in our plan
Chemotherapy drugs	0% - 20% coinsurance  Cost sharing shown is the maximum you will pay for Part B prescription drugs. You may pay less for certain drugs.
Part B Insulin	\$35 copay
Other Part B drugs	0% - 20% coinsurance  Cost sharing shown is the maximum you will pay for Part B prescription drugs. You may pay less for certain drugs.

## Medicare Part D drugs



Medicare Part D covers a wide range of prescription drugs. They can include medicines you take every day for conditions like high blood pressure or diabetes. Some drugs require **prior authorization**. This means you must get approval from us first before we'll cover them.

### Prescription drugs (Your costs may be lower if you qualify for Extra Help)

Formulary name B2

#### Deductible phase

You'll pay the plan's negotiated drug cost up to the deductible limit.

The deductible applies to drugs on Tiers 3, 4, and 5 \$450

#### Initial coverage phase

The plan will pay its share of the cost and you'll pay a copayment or coinsurance (your share of the cost) for each prescription filled. For tiers with a copay, you will pay the lesser of the listed copay below or the negotiated cost of the drug. These cost shares may also apply to home infusion drugs when obtained through your Part D benefit. Costs may differ based on pharmacy type or status.

#### One-month Supply

Your share of the cost when you get a *one-month* supply of a covered Part D prescription drug:

	Preferred Retail	Standard Retail	Preferred Mail	Standard Mail	Long-Term Care (LTC)
	30-day	30-day	30-day	30-day	31-day
Tier 1: Preferred Generic	\$0	\$2	\$0	\$2	\$2
Tier 2: Generic	\$0	\$12	\$0	\$12	\$12
Tier 3: Preferred Brand	22%	22%	22%	22%	22%
Tier 4: Non-Preferred Drug	25%	25%	25%	25%	25%
Tier 5: Specialty	27%	27%	27%	27%	27%

#### Long-term Supply

Your share of the cost when you get a *long-term* supply of a covered Part D prescription drug:

	Preferred Retail	Standard Retail	Preferred Mail	Standard Mail
	100-day	100-day	100-day	100-day
Tier 1: Preferred Generic	\$0	\$6	\$0	\$6
Tier 2: Generic	\$0	\$36	\$0	\$36
Tier 3: Preferred Brand	22%	22%	22%	22%
Tier 4: Non-Preferred Drug	25%	25%	25%	25%
Tier 5: Specialty	A long-term supply is not available for drugs on Tier 5.			



## Other covered benefits



### Aetna Medicare Extra Benefits Card

You get an **Aetna Medicare Extra Benefits Card** to help pay for certain everyday expenses. Qualifying members may be eligible for an additional wallet. See the **Special Supplemental Benefits** chart for more details.

#### Benefit

CVS Over-the-Counter (OTC) Wallet

You get a \$120 quarterly benefit amount (allowance).

You can use your CVS Over-the-Counter (OTC) Wallet to help pay for certain OTC health and wellness products including allergy medicine, pain relievers, first aid supplies, and more.



### Alternative medicine

Your provider often needs approval from us before we cover these services. This is called **prior authorization** or precertification.

#### Benefit

Acupuncture

#### Your costs in our plan

\$0 copay for Medicare-covered acupuncture visits  
\$0 copay for non-Medicare covered acupuncture visits

Medicare coverage is limited to services to treat chronic low back pain. For non-Medicare covered services, we also cover unlimited visits every year as necessary. We have teamed up with American Specialty Health (ASH) to provide your acupuncture coverage.

Chiropractic services

\$0 copay for Medicare-covered chiropractic visits  
\$0 copay for non-Medicare covered chiropractic visits

Medicare coverage is limited to fixing a subluxation. For non-Medicare covered services, we also cover unlimited visits every year as necessary. We have teamed up with American Specialty Health (ASH) to provide your chiropractic coverage.



**Diabetic supplies**

We exclusively cover **OneTouch®/LifeScan** blood glucose monitors and test strips as our preferred diabetic supplies.

Benefit	Your costs in our plan
Diabetic supplies	0% - 20% coinsurance  0% coinsurance for OneTouch/LifeScan supplies, including test strips, glucose monitors, solutions, lancets and lancing devices 20% coinsurance for non-OneTouch/LifeScan supplies, including test strips, glucose monitors, solutions, lancets and lancing devices (prior authorization may be required)



**Fitness benefits**

Benefit	Your costs in our plan
Annual physical fitness membership	\$0 copay  You get a basic membership to any SilverSneakers® participating fitness facility. If you prefer to exercise at home, you may order one at-home fitness kit per year through SilverSneakers. If you do not reside near a participating facility, online fitness classes are available at no additional cost to you.
Direct member reimbursement (DMR) allowance	You get a direct member reimbursement (DMR) benefit amount (allowance) of \$300 each quarter. The reimbursement period starts the first day of each calendar quarter. Calendar quarters begin in January, April, July, and October. Any unused amount will not roll over into the following quarter. See your EOC for more information about this benefit.



### Foot care (podiatry services)

You may have to get a **referral from your PCP** before you can receive these services.

Benefit	Your costs in our plan
Foot exams and treatment	\$0 copay for Medicare-covered podiatry visits



### Home care and support

Your provider often needs approval from us before we cover these services. This is called **prior authorization** or precertification.

Benefit	Your costs in our plan
Home health care	\$0 copay



### Medical equipment and supplies

Your provider often needs approval from us before we cover these services. This is called **prior authorization** or precertification.

Benefit	Your costs in our plan
Durable medical equipment (DME), such as wheelchairs, crutches, oxygen equipment, and continuous glucose monitors (CGMs)	0% - 20% coinsurance 0% coinsurance for continuous glucose monitors 20% coinsurance for all other Medicare-covered DME items
Prosthetics, such as braces and artificial limbs	20% coinsurance



### Resources For Living®

Benefit	Your costs in our plan
Resources For Living	Resources For Living helps connect you to resources in your community such as senior housing, adult daycare, meal subsidies, community activities, and more.



**Substance use disorder services**

Your provider often needs approval from us before we cover these services. This is called **prior authorization** or precertification.

Benefit	Your costs in our plan
Outpatient substance use disorder services	\$0 copay for individual sessions \$0 copay for group sessions



**24-Hour Nurse Line**

You can talk to a registered nurse anytime to discuss health-related questions.

Benefit	Your costs in our plan
24-Hour Nurse Line	\$0 copay



## Special Supplemental Benefits

**Our plan offers additional benefits to members with qualifying chronic conditions. See the EOC for a full list of eligibility criteria.**

### **Eligibility requirements:**

If you are diagnosed with one or more of the chronic conditions listed in the EOC and meet the eligibility criteria, you may be eligible for additional benefits under our plan. Enrollment in the plan does not guarantee eligibility. You will receive Special Supplemental Benefits after it is determined that you meet the eligibility requirements. However, you will not receive benefits for any time period before your eligibility was determined.

### **Healthy Foods Wallet**

If you qualify, you get a \$45 quarterly benefit amount (allowance).

You can use your Healthy Foods Wallet to help pay for approved healthy foods including meat, dairy products, produce, and more.

The benefits mentioned are part of special supplemental program for the chronically ill. Eligibility is determined by whether you have a chronic condition associated with this benefit. Standards may vary for each benefit. Conditions include Hypertension, Hyperlipidemia, Diabetes, Cardiovascular Disorders, Cancer. Other eligible conditions may apply. Contact us to confirm your eligibility for these benefits.

# Contact quick reference

**Aetna: Before you enroll** 1-833-859-6031 (TTY: [711](tel:711)) [AetnaMedicare.com](https://www.aetna.com)

**Aetna Member Services** 1-833-570-6670 (TTY: [711](tel:711)) [AetnaMedicare.com/H4982-024](https://www.aetna.com/H4982-024)

Aetna Medicare Extra Benefits Card	CVS	1-844-428-8147 (TTY: <a href="tel:711">711</a> ) 7 days a week, 8 AM - 8 PM local time excluding federal holidays <a href="https://www.cvs.com/Aetna">CVS.com/Aetna</a>
Dental	Aetna	1-833-570-6670 (TTY: <a href="tel:711">711</a> ) <a href="https://www.aetna.com/dental">AetnaMedicare.com/dental</a>
Eyewear	Aetna (Direct Member Reimbursement)	1-833-570-6670 (TTY: <a href="tel:711">711</a> ) <a href="https://www.aetna.com/H4982-024">AetnaMedicare.com/H4982-024</a>
Hearing Aids	NationsHearing	1-877-225-0137 (TTY: <a href="tel:711">711</a> ) <a href="https://www.aetna.com/NationsBenefits.com/Hearing">Aetna.NationsBenefits.com/Hearing</a>
Nurse Hotline	24-Hour Nurse Line	1-855-493-7019 (TTY: <a href="tel:711">711</a> )
SilverSneakers	SilverSneakers	1-855-627-3795 (TTY: <a href="tel:711">711</a> ) <a href="https://www.silversneakers.com">SilverSneakers.com</a>
Transportation	Access2Care	1-855-814-1699 (TTY: <a href="tel:711">711</a> )

Aetna Medicare is a HMO, PPO plan with a Medicare contract. Our D-SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal.

See *Evidence of Coverage* for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our member services number or see your *Evidence of Coverage* for more information, including the cost sharing that applies to out-of-network services.

The formulary and/or pharmacy network may change at any time. You will receive notice when necessary.

The Aetna Medicare pharmacy network includes limited lower-cost, preferred pharmacies in: Suburban Arizona, Rural California, Urban Kansas, Rural Michigan, Urban Michigan, Urban Missouri, Rural North Dakota, and Suburban West Virginia. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including whether there are any lower-cost preferred pharmacies in your area, members please call the number on your ID card, non-members please call 1-833-859-6031 (TTY: [711](tel:711)) or consult the online pharmacy directory at [AetnaMedicare.com/findpharmacy](https://www.aetna.com/medicare/findpharmacy).

For mail order, you can get prescription drugs shipped to your home through the network mail-order delivery program. Typically, mail-order drugs arrive within 10 days. You can call 1-833-570-6670 (TTY: [711](tel:711)) 8 AM to 8 PM, 7 days a week if you do not receive your mail-order drugs within this timeframe. Members may have the option to sign up for automated mail-order delivery.

Participating health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

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To send a complaint to Aetna, call the Plan or the number on your member ID card. To send a complaint to Medicare, call 1-800-MEDICARE (TTY users should call [1-877-486-2048](tel:18774862048)), 24 hours a day/7 days a week. If your complaint involves a broker or agent, be sure to include the name of the person when filing your grievance.

Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies.

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# Pre-enrollment checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-833-859-6031 (TTY: 711)**. From October 1 to March 31, you can call us 7 days a week from 8 AM to 8 PM local time. From April 1 to September 30, we're here Monday through Friday from 8 AM to 8 PM local time.

## Understanding the benefits

- The *Evidence of Coverage* (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs, and benefits before you enroll. Visit [AetnaMedicare.com](https://www.aetna.com/medicare) or call **1-833-859-6031 (TTY: 711)** to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the PCP you see now is in the network. If they're not, you will likely have to select a new doctor. Your PCP will be affiliated with an IPA/Medical Group and they will determine the specialists and hospitals you can use.
- Review the pharmacy directory to make sure the pharmacy you use for any prescription medicine is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.
- Review the formulary to make sure your drugs are covered.

## Understanding important rules

- Effect on Current Coverage. If you are currently enrolled in a Medicare Advantage plan, your current Medicare Advantage healthcare coverage will end once your new Medicare Advantage coverage starts. If you have Tricare, your coverage may be affected once your new Medicare Advantage coverage starts. Please contact Tricare for more information. If you have a Medigap plan, once your Medicare Advantage coverage starts, you may want to drop your Medigap policy because you will be paying for coverage you cannot use.
- In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2026.
- Our plan allows you to see providers outside of our network (non-contracted providers). However, while we will pay for certain covered services, the provider must agree to treat you. Except in an emergency or urgent situation, non-contracted providers may deny care.

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## Multi-Language Insert Multi-language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-833-570-6670. Someone who speaks English can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-833-570-6670. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-833-570-6670。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-833-570-6670。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-833-570-6670. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-833-570-6670. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-833-570-6670. sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-833-570-6670. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-570-6670. 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-833-570-6670. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-833-570-6670. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-833-570-6670 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपको मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-833-570-6670. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portuguese:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-833-570-6670. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-833-570-6670. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-833-570-6670. Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-833-570-6670. にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。

**Hawaiian:** He kōkua māhele 'ōlelo kā mākou i mea e pane 'ia ai kāu mau nīnau e pili ana i kā mākou papahana olakino a lā'au lapa'au paha. I mea e loa'a ai ke kōkua māhele 'ōlelo, e kelepona mai iā mākou ma 1-833-570-6670. E hiki ana i kekahi mea 'ōlelo Pelekānia/'Ōlelo ke kōkua iā 'oe. He pōmaika'i manuahi kēia.

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In addition, our health plan provides auxiliary aids and services, free of charge, when necessary, to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Our health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, visit our website, call the phone number listed in this material or on your benefit ID card.

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, or sex, you can file a grievance with our Grievance Department (write to the address listed in your *Evidence of Coverage*). You can also file a grievance by phone by calling the Customer Service phone number listed on your benefit ID card (TTY: [711](#)). If you need help filing a grievance, call Customer Service Department at the phone number on your benefit ID card.

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**ESPAÑOL (SPANISH):** Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento.

**傳統漢語(中文) (CHINESE):** 如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。