

Member Complaint and Appeal Form

NOTE: Completion of this form is voluntary. To obtain a review, you or your authorized representative may also call our Member Services Department using the telephone number displayed on the member ID card or submit a request in writing to the address listed at the end of your Explanation of Benefits (EOB) or other correspondence received from Texas Health Aetna.

Please provide the following information for the primary Insured/Member.

(This information may be found on the front of your ID card.)

Today's Date	Member's ID Number	Plan Type <input type="checkbox"/> Medical <input type="checkbox"/> Dental	Member's Group Number <i>(Optional)</i>
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Member's First Name	Member's Last Name	Member's Birthdate <i>(MM/DD/YYYY)</i>
Member's E-mail Address		

Please provide the following information for the person you are submitting the request for.

First Name	Last Name	Birthdate <i>(MM/DD/YYYY)</i>
Relationship to person requesting the appeal: <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other _____		
Note: If your selection is spouse, child (18 years of age or older) or other, please complete and include the attached Authorized Representative Form with your request.		
Please advise if the appeal is related to: <input type="checkbox"/> Pre-Service <input type="checkbox"/> Post Service		

To help us review and respond to your request, please provide the following information.

(This information may be found on correspondence from us.)

Claim ID Number <i>(If Post Service selected above.)</i>	Reference Number <i>(If Pre-Service selected above.)</i>	Service Date <i>(If Post Service insert date of services, if Pre-Service insert date of denial.)</i>
Explanation of Your Request <i>(Please use additional pages if necessary.)</i>		
Member's Signature		

Note: When submitting this form with your request please include: - Bills and/or correspondence for these services.
 - Any other helpful information.

You may mail your request to: **Texas Health Aetna
 PO Box 14463
 Lexington, KY 40512**

Or use our National Fax Number: 859-425-3379CRTM

Nondiscrimination Notice

Texas Health Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Texas Health Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator
P.O. Box 14462, Lexington, KY 40512,
1-800-648-7817, TTY: 711,
Fax: 859-425-3379, CRCoordinator@aetna.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

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TTY: 711

To access language services at no cost to you, call the number on your ID card.

Para acceder a los servicios de idiomas sin costo, llame al número que figura en su tarjeta de identificación. (Spanish)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số điện thoại ghi trên thẻ ID (Nhận dạng) của quý vị. (Vietnamese)

如欲使用免費語言服務，請致電您 ID 卡上的電話號碼 (Chinese)

무료 언어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오. (Korean)

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

بلا قیمت زبان سے متعلقہ خدمات حاصل کرنے کے لیے، اپنے شناختی کارڈ پر درج نمبر پر بات کریں۔ (Urdu)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tawagan ang numero sa inyong ID card. (Tagalog)

Afin d'accéder aux services langagiers sans frais, veuillez composer le numéro inscrit sur votre carte d'identité. (French)

आपके लिए बिना किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, अपने आईडी कार्ड पर दिये नम्बर पर कॉल करें। (Hindi)

برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید. (Persian-Farsi)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an. (German)

તમારે કોઈ જાતના ખર્ચ વિના ભાષાની સેવાઓની પહોંચ માટે, તમારા આઈડી કાર્ડ ઉપરના નંબરને કોલ કરો. (Gujarati)

Для получения бесплатной помощи переводчика позвоните по телефону, указанному на Вашей личной карточке медицинского страхования. (Russian)

言語サービスを無料でご利用いただくには、IDカードに記載の番号にお電話ください。 (Japanese)

ເພື່ອຂໍ້າໃຊ້ການບໍລິການພາສາໂດຍບໍ່ສອຄ່າຕໍ່ກັບທ່ານ, ໃຫ້ໂທຫາເບີໂທທີບອກໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ. (Laotian)