

Aetna Language Preference Survey

The Patient Protection and Affordable Care Act, P.L. 111-148 (PPACA) requires plans and issuers to give members certain notices in a culturally and linguistically appropriate manner.

The law applies in one of these two situations:

- 25 percent or more of all participants in the member's plan read and write only in the same non-English language. (This applies to plans with fewer than 100 participants at the beginning of a plan year.)
- 10 percent, or at least 500 of all participants in the member's plan are literate only in the same non-English language. (This applies to plans with 100 or more participants at the beginning of a plan year.)

Under the law, we must tell members that language assistance is available in language(s) that meet the law's requirements. We must also send all member notices of adverse determinations, such as claim, precertification or appeal denials, in the language(s), if requested; and we must provide customer assistance in the language(s).

This survey is necessary for us to ensure that your plan is compliant with the PPACA language requirements. We appreciate your help.

Please return the survey in the postage-paid envelope by March 15, 2011. You may also e-mail responses to HCRLanguageSurvey@Aetna.com

SADLAK INNOVATIVE DESIGN

Total plan participants _____ (includes subscribers and dependents enrolled in your group health plan at the beginning of your plan year).

1. If your company has fewer than 100 plan participants, do 25% or more read and write only in the same non-English language? Or

If your company has 100 or more plan participants, do 10%, or at least 500 plan participants read and write only in the same non-English language?

☐ YES ☐ NO

If YES to Number 1, then please provide the following:

Non-English Language (for example, Spanish)	Number of members (for example, 50)
1. _____	_____
2. _____	_____
3. _____	_____

Return survey to: Aetna Inc.
HCR Translation Team, ANB3
151 Farmington Avenue
Hartford, CT 06156

You may also e-mail your results to HCRLanguageSurvey@Aetna.com

If you have questions while you are filling out the Aetna Language Preference Survey please visit <http://www.aetna.com/about-aetna-insurance/initiatives/health-care-reform/HCRIImplementation.html> or email HCRLanguageSurvey@Aetna.com