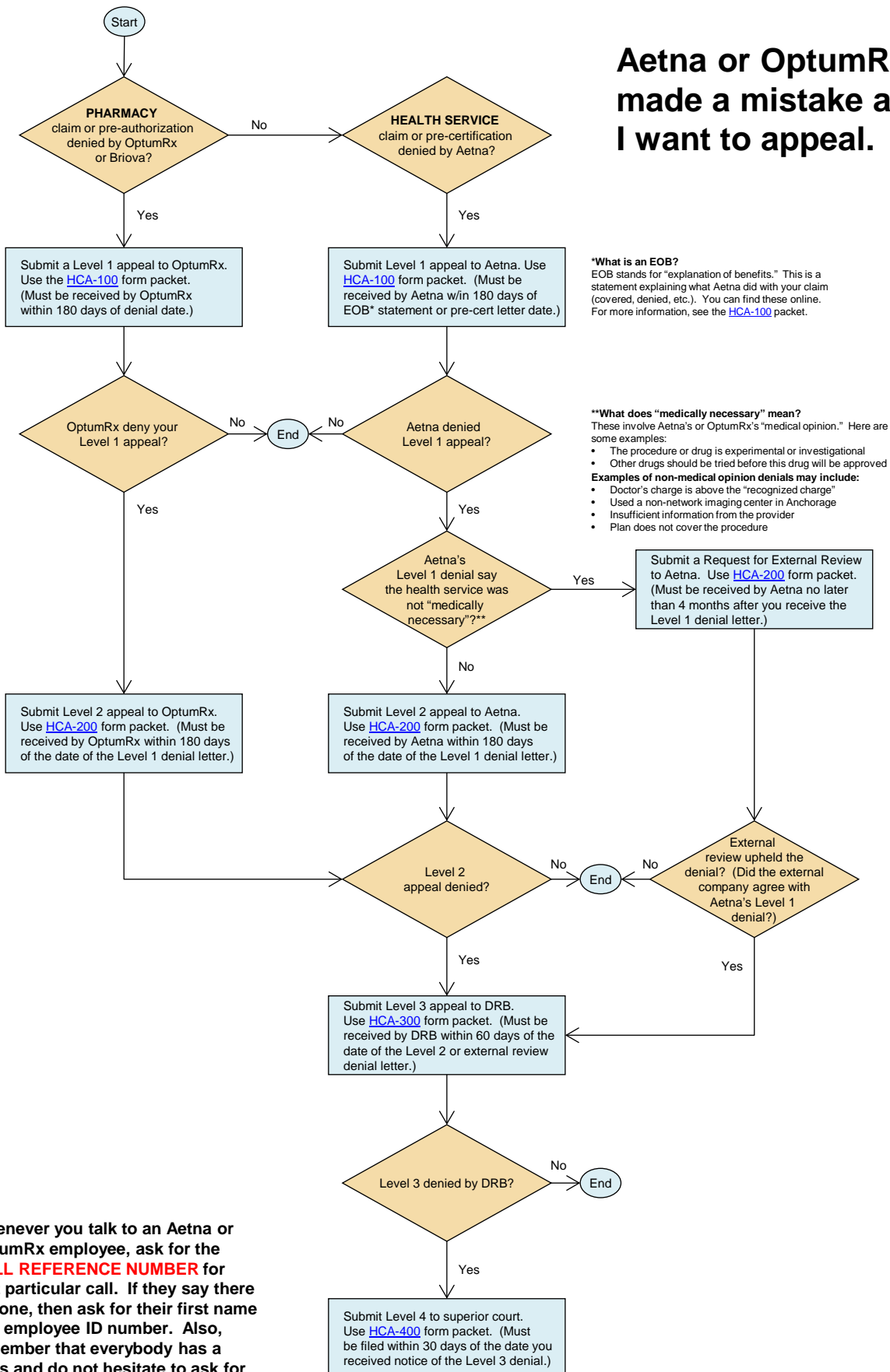


Aetna or OptumRx made a mistake and I want to appeal.



Whenever you talk to an Aetna or OptumRx employee, ask for the **CALL REFERENCE NUMBER** for that particular call. If they say there is none, then ask for their first name and employee ID number. Also, remember that everybody has a boss and do not hesitate to ask for a supervisor if you need better help.