



Welcome

to your new Aetna Medicare Advantage plan with prescription drug coverage



Together, we'll find more ways to connect you to the care that can support your whole health and well-being. Your plan includes all the same benefits as Original Medicare and more. At Aetna®, our total approach to health can help you feel your best. That's your Aetna Medicare Advantage.

We've got you — because **healthier happens together®**.

Make the most of your new plan

- 1 **Get connected** with the member website and Aetna HealthSM app
- 2 **Get to know** your benefits
- 3 **Learn** about your prescription drug coverage
- 4 **Schedule** your annual wellness exam

1 Get connected

The Aetna® secure member website and Aetna HealthSM app are personalized and easy to use. With these tools, you can:

- View your health plan summary and see what's covered
- Access your Aetna member ID card
- Find providers, hospitals and other facilities near you
- Manage your prescriptions
- View your claims, and more



Sign up for your secure member website

Go to **aetna.com/memberwebsite** or scan the QR code and follow the prompts to “Create account”. You’ll need your Aetna member ID or Social Security Number (SSN) to sign up.

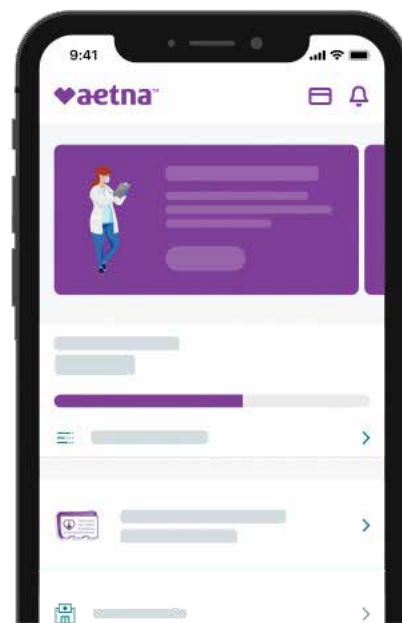


Stay up to date on programs, discounts and general health information by opting in to receive emails from Aetna. Once logged in, click “Account” at the top, then “Profile & Preferences > Communications.”



Download the Aetna Health app

Download the Aetna Health app by texting “GETSTARTED” to **90156**. You’ll receive a download link. Message and data rates may apply.*



*Terms and Conditions: **aetna.com/terms**

Privacy Policy: **aetna.com/legal-notices/privacy.html**

By texting **90156**, you consent to receive a one-time marketing automated text message from Aetna with a link to download the Aetna Health app. Consent is not required to download the app. The app is available on the App Store® or Google Play.



2 Get to know your benefits

Find complete benefits information for your plan in your Evidence of Coverage (EOC) and Schedule of Cost Sharing (SOC). Refer to the Plan Document Notice included in this booklet to find out how to access these plan documents.

Below are some programs and resources included with your Aetna® plan, at no additional cost to you. These wellness benefits are designed with your whole health in mind.



Healthy Home Visit

Get an annual home visit from a licensed doctor or nurse to assess your health and safety needs. You'll have up to an hour of one-on-one time together to discuss your health history and any health-related questions you may have.

To schedule a visit, go to **Schedule.SignifyHealth.com** or call **1-877-503-5802 (TTY: 711)**.



Nurse care advocacy

Personalized nurse support is available if you need help managing a chronic condition or are facing a serious medical issue. Our goal is to give you tools to help you take control of your health, manage your conditions and navigate a complex health system.

For more information, call the Member Services number on your Aetna member ID card.



24-Hour Nurse Line

Talk with a registered nurse any time, night or day, on any health-related topic. You can discuss and gain information about upcoming medical visits, tests and treatment options.

Call **1-855-493-7019 (TTY: 711)**.



Resources For Living®

Get connected to services in your area that offer help such as household chores, transportation, community resources and more. You just pay the cost for any services you use.

To contact our Resources For Living team, call **1-866-370-4842 (TTY: 711)**, Monday to Friday, 8 AM to 8 PM ET.



Teladoc Health

After hours? Can't get to the doctor's office? Teladoc Health connects you with board-certified doctors anytime. They can treat many nonemergency medical issues by phone or video. Refer to your SOC for the cost of Teladoc Health visits.

Visit **TeladocHealth.com/Aetna** or call **1-855-Teladoc (1-855-835-2362) (TTY: 1-855-636-1578)**, 24 hours a day, 7 days a week.

3 Learn about your prescription drug coverage

Your Aetna Medicare Advantage plan includes prescription drug coverage. You're covered from the doctor's office to the pharmacy. You have just one plan and one member ID card for your medical and prescription drug needs. Understanding your pharmacy benefits may save you time and money.



Your formulary drug list

Your plan covers many of the most commonly prescribed generic and brand-name drugs. To find your medicine in our formulary (drug list), refer to the Plan Document Notice included in this booklet.

Find a pharmacy

With access to thousands of pharmacies in our nationwide network, you can get the medications you need for your physical and mental well-being.

Refer to the Plan Document Notice included in this booklet to find out how to find a network pharmacy.

Medicines conveniently delivered to your home

You can avoid trips to the pharmacy by ordering your medication on the phone or by mail. CVS Caremark® Mail Service Pharmacy provides home-delivery services for the medications you take regularly.

Visit **[AetnaMedicare.com/RxDelivery](https://www.aetna.com/RxDelivery)** or call the number on your Aetna member ID card for more information.

Medication therapy support

If you qualify, our Medication Therapy Management program helps you and your doctor manage your medicines. A pharmacist will review your medications and talk with you about drug therapy, side effects or any questions you may have.

Get a 90-day supply

Are there medicines you take regularly to maintain your health? With a 90-day supply, you can save time and likely money by refilling your prescriptions just once every three months. Talk with your doctor to see if a 90-day supply is right for you.

Get extra support

Specialty medicines help people with complex conditions and may require special shipping or storage. With CVS Specialty® pharmacy medicine and support services, you'll get reliable and secure delivery at no additional cost.

Call **1-800-237-2767 (TTY: 711)**, Monday to Friday, 7:30 AM to 9:00 PM ET or visit **[CVSSpecialty.com](https://www.CVSSpecialty.com)** to learn more.

4 Schedule your annual wellness exam

During your annual wellness exam, you'll fill out a questionnaire. Your primary care provider (PCP) will use your answers to build a personalized prevention plan based on your current health and risk factors. This exam is offered to you at no additional cost once every 12 months. You may have to pay for any tests your doctor orders.

Give your PCP a call to schedule your visit or to learn more.

Your PCP and you



It's important to have a solid support system. Your PCP can coordinate your care to help you better manage your health. Even if you're in great health, it's good to get the conversation started.

Check your EOC to see if your plan requires you to have a PCP on file with us. Your EOC will also tell you if you can see providers both in and outside of our network and still be covered.

If you don't have a PCP and would like help finding one near you, call us. We can help.



We're here for you.

Call Aetna® Member Services at the phone number on your Aetna member ID card.



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. The formulary and/or pharmacy network may change at any time. You will receive notice when necessary. 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. Vendors offer Value-Added Items and Services (VAIS) at a discount that are not part of your plan's benefits. You will pay the full cost of discounted services not covered under your plan. 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 **1-866-241-0357 (TTY: 711)**, 24 hours a day, 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. Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies. Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Aetna, Signify Health®, CVS Caremark® Mail Service Pharmacy and CVS Specialty® are part of the CVS Health® family of companies.

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While only your doctor can diagnose, prescribe or give medical advice, the care management nurses/24-Hour Nurse Line can provide information on a variety of health topics.

AetnaRetireePlans.com