



# Welcome

to your new Aetna Medicare Advantage plan!

Together, we'll find more ways to connect you to the care you need and help you live your best possible life. Our total, connected approach to health can help you feel your best. That's your Aetna Medicare Advantage.

Remember, if you ever need help with your plan, just call us at the number on your Aetna® member ID card.

We're here for you.



## Your to-do list:

- Enrolled in Aetna Medicare Advantage
- Sign up for your secure member website
- Get to know your benefits



## Have questions or need help?

Call us. We're here for you.

Just call the Member Services 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, provider and/or pharmacy network may change at any time. You will receive notice when necessary. Participating physicians, hospitals and other 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. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2021 Tivity Health, Inc. All rights reserved.

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# Welcome

We're by your side

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## Sign up for your secure member website

Get the most out of your Aetna® benefits with our **online tools to help guide your health goals**. Once your plan starts, register for your member website to:

- View and print your Aetna member ID card
- Find providers and review claims
- Manage your prescriptions
- Get discounts on products and services

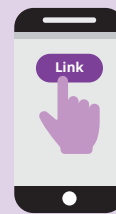
Visit [aet.na/memberwebsite](http://aet.na/memberwebsite) or scan the code after your plan effective date to get started. You'll need your Aetna member ID card on hand to register.



Open your phone's camera



Focus on the QR code



Tap the banner that appears

## Download the new Aetna Health<sup>SM</sup> app

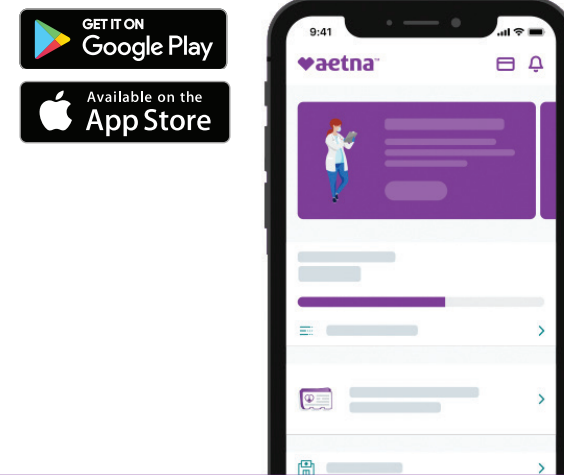
When it comes to managing your health care benefits, the Aetna Health app has your back — anytime, from anywhere.

With the Aetna Health app, you can:

- Access your Aetna ID card whenever you need it
- Review claim details and track spending
- Find providers, hospitals and facilities near you

**As soon as your plan starts**, download the Aetna Health app to keep up with your health and keep track of your benefits.

Get the Aetna Health app by texting "GETSTARTED" to **90156** to receive a download link. Message and data rates may apply.\*



\*Terms and Conditions: [aet.na/Terms](http://aet.na/Terms)

Privacy Policy: [aetna.com/legal-notices/privacy.html](http://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. You can also download by going to the Apple® App Store® or Google Play.

## Get to know your benefits

You can find **complete benefits information** for your plan in your Evidence of Coverage (EOC) and Schedule of Cost Sharing (SOC). These have detailed information on your coverage, costs and rules you need to follow. Your SOC is in this packet.

Refer to the Plan Document Notice included with this booklet to find out how to access your plan's EOC and formulary — the list of drugs we cover.



It's important to have a solid support system. Your primary care physician (PCP) can coordinate your care to help you better manage your health. Check your EOC to see if your plan requires you to have a PCP on file with us, or if you can see providers both in and outside of our network and still be covered. Providers must be eligible to receive Medicare payment and accept your plan.

## Added wellness benefits

Here are some of the programs that are included with your Aetna® plan, at no extra cost to you.



Get a home visit from a licensed doctor or nurse to assess your health and safety needs.

Just call the number on your Aetna member ID card.



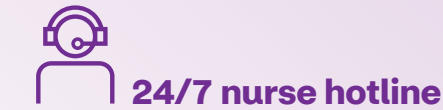
Get referrals to services in your area that offer help such as household chores, transportation, community resources, and more.

To contact our Resources For Living team, call **1-866-370-4842 (TTY: 711)**.



Personalized nurse support is available if you need help managing any chronic conditions.

Just call the number on your Aetna member ID card.



Speak with a registered nurse any time, night or day, on any health-related topic.

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



If you need more information about any of your extra benefits, call the number on your Aetna® member ID card.

## Get to know your benefits

### Your prescription coverage



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 with this booklet for instructions on how to find a pharmacy in your network.



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

For more information, visit [AetnaMedicare.com/rxdelivery](http://AetnaMedicare.com/rxdelivery) or call the number on your Aetna® member ID card.



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.



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

Call **1-800-237-2767 (TTY: 711)** or visit [CVSSpecialty.com](http://CVSSpecialty.com)



Are there medicines you take regularly to maintain your health? With a 90-day supply you can save time and potentially 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.



At Aetna, we have a broad list of covered drugs. It's always good to check what your prescription drugs will cost. To do this, you will need to know what tier your drugs are on.

Refer to the Plan Document Notice included with this booklet to find out how to access your plan's formulary.