

Welcome

to your new Aetna Medicare Advantage plan

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.

Make the most of your new plan

1. **Get connected** with the Aetna secure website and Aetna Health℠ app
2. **Get to know** your benefits
3. **Schedule** your annual wellness exam

Watch the **Medicare in a Minute video series** to learn more. Visit **Aet.na/Medicare-Minute** or scan the QR code with your smartphone camera.

AetnaRetireePlans.com

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1 Get connected

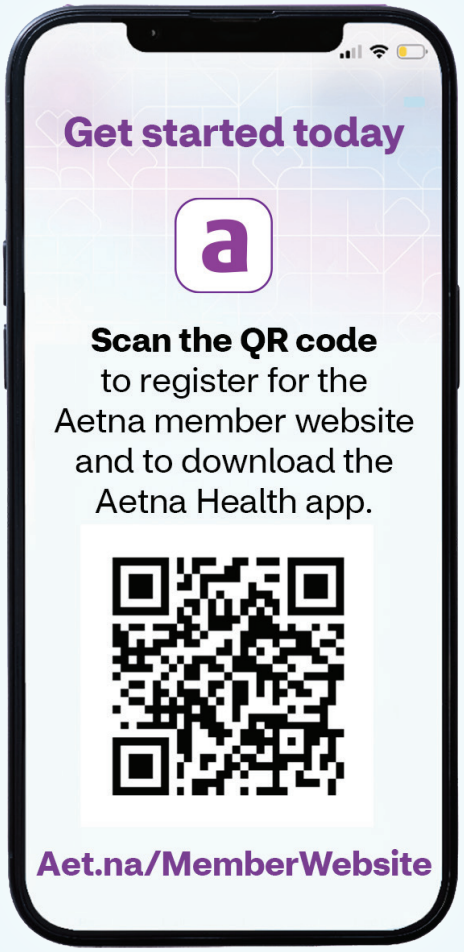


As an Aetna® member, you have access to simple, easy-to-use digital tools that help you stay connected to your benefits — anytime, anywhere.

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

- See what's covered
- Access your digital member ID card
- Find providers, hospitals and other facilities near you
- View your claims, and more

Stay up to date by opting in to receive emails from Aetna. Once logged into the website, click "Account" at the top, then "Profile & Preferences > Communications."



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 Visits

Get an annual home visit from a licensed provider 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)**.

*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



Resources For Living® program

Get connected to services in your area that make daily life easier and more manageable. They can help address needs such as in-home services, transportation, community resources and more. You just pay the cost (if any) 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 primary care 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 Schedule a visit with your PCP

Your primary care provider (PCP) plays a critical role in your care and can manage all aspects of your health. They provide a wide range of services from regular checkups to diagnosing and treating illnesses, injuries and other health conditions. They can provide routine vaccinations and perform screenings that can detect disease at its earliest stage.

By proactively managing your health through a PCP, you may reduce the risk of requiring emergency care. Saving time, money and potentially preventing more serious health complications.

If you don't have a PCP and would like help finding one, just call Aetna® Member Services at the number on your Aetna member ID card.

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.





For plan information

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

You can also learn more about your benefits at **AetnaRetireePlans.com**

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. Participating health care providers are independent contractors and are neither agents nor employees of Aetna. Aetna Medicare is a PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal.

Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies. Out-of-network/noncontracted 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 and Signify Health® are part of the CVS Health® family of companies.

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