

# ♥ 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. Our total approach to health can help you feel your best. That's your Aetna Medicare Advantage.

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

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

## Your to-do list

- 1 Sign up for your member website 
- 2 Download the Aetna Health<sup>SM</sup> app 
- 3 Get to know your benefits 
- 4 Learn about your prescription drug coverage 
- 5 Schedule your annual wellness exam 



## Schedule your annual wellness exam

Did you know your PCP can build a personalized prevention plan for you to help you stay healthy? It's part of the annual wellness exam, offered to you at no extra cost once every 12 months.

Just know you may have to pay for any tests your doctor orders.  
Give your PCP a call to schedule your visit or to learn more.



### Have questions or need help?

Just call the Member Services number  
on your Aetna® member ID card.

You can count on us because **healthier happens together™**.

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.

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

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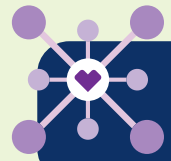
# ♥ Welcome

We're happy you're here

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## Get connected

Stay on top of your Aetna® benefits with our digital tools, whether you're at home or on the go.



### 1 Sign up for your 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 [aetna.com/memberwebsite](https://aetna.com/memberwebsite) or scan the QR 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



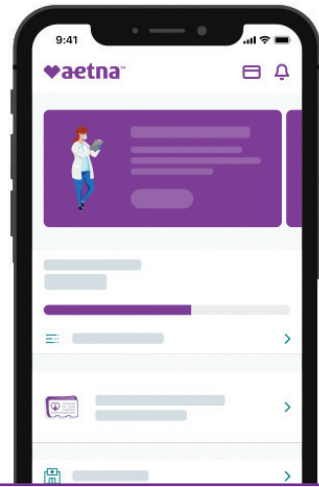
### 2 Download the Aetna Health<sup>SM</sup> app

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 member 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 by texting "GETSTARTED" to **90156**. You'll receive a download link. Message and data rates may apply.\*



\*Terms and Conditions: [aetna.com/terms](https://aetna.com/terms)

Privacy Policy: [aetna.com/legal-notices/privacy.html](https://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 it 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).

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

### Your benefits, boosted!

Here are some of the programs that are included with your Aetna® plan. These added wellness benefits were designed with your whole health in mind.



#### Healthy Home Visit

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

Schedule a visit by calling the Member Services number on your Aetna member ID card.



#### Nurse care management

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

Call the Member Services number on your Aetna member ID card for more information.



#### Behavioral health support

Get access to virtual mental health visits by phone or video through an MDLIVE® board-certified psychiatrist or licensed therapist. There are no visit limits and the copay is \$0.

Visit [MDLIVE.com/AetnaMedicareBH](https://MDLIVE.com/AetnaMedicareBH) or call **1-888-865-0729 (TTY: 1-800-770-5531)**.



**Looking for more information?**  
We're here for you! Just call the number on your Aetna member ID card.



#### 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)**.



#### 24-hour nurse line

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

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



#### Teladoc®

Speak with a licensed doctor about nonemergency conditions by web, phone or mobile app — usually within 15 minutes.

Visit [Teladoc.com/Aetna](https://Teladoc.com/Aetna) or call **1-855-Teladoc (1-855-835-2362)**.

### Your PCP and you

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. Your EOC will also tell you if you can see providers both in and outside of our network and still be covered.



## Learn about your prescription drug coverage

Get the most from your coverage by using these helpful tips.



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



#### Medicines conveniently delivered to your home

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.

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



#### Medication therapy management

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 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 extra cost.

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



#### 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 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.



#### Your formulary drug list

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.

