

Aetna

Support on your terms

The information you need, when you need it

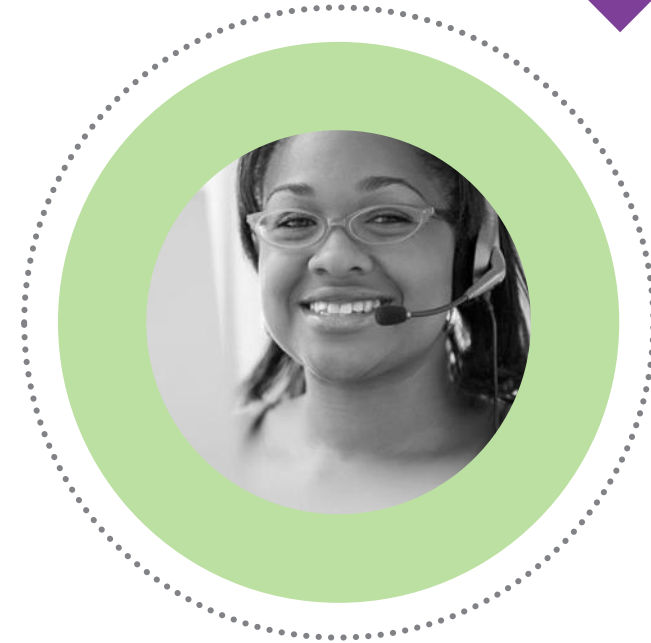


Aetna Concierge

Live person answers questions about benefits, programs and resources

Identifies needs, recommends resources and makes referrals

Helps personalize health-action and clinical alerts, including Simple Steps Health Risk Assessment and Personal Health Record



Empowers members and increases engagement

A One-Stop Shop



6.3% of calls result in a clinical program referral¹

93% satisfied with the Health Concierge's ability to provide a personalized experience¹

94.3% first call resolution²



Medical | Behavioral health | Dental | Disability | Absence management | Pharmacy

¹Aetna One® Premier Health Concierge reports

²2015 Medallia survey

Aetna In Touch CareSM gives the right type and intensity of support

.....
Finds the members who need the most help and can be positively impacted
.....

Engages you with the right type and intensity of support
.....

Helps with resources that benefit the whole family
.....



Aetna Health® Member Website

To sign up for
Aetna Health:

Step 1

Go to

www.aetna.com

and Login

Step 2

Create a user-name
and password

Step 3

Enter Personal
Information



Secure Member Log-in

Welcome to Aetna's member website

User name

Password

Remember user name

[Secure Log In](#)

[Forgot user name?](#) | [Forgot password?](#) | [Log in tips](#)

First-time users
Please sign up for an account.
You will create a user name and
password. [Register](#)

Sign up using my

- Member ID
 Social Security number

Member ID*

Find your Member ID on your ID card, Welcome Letter, or any EOB you received from us. [Get help locating your Member ID »](#)

Full first name*

Full last name*

Date of birth*

Month Day Year

Find a doctor quickly and easily with DocFind® search tool



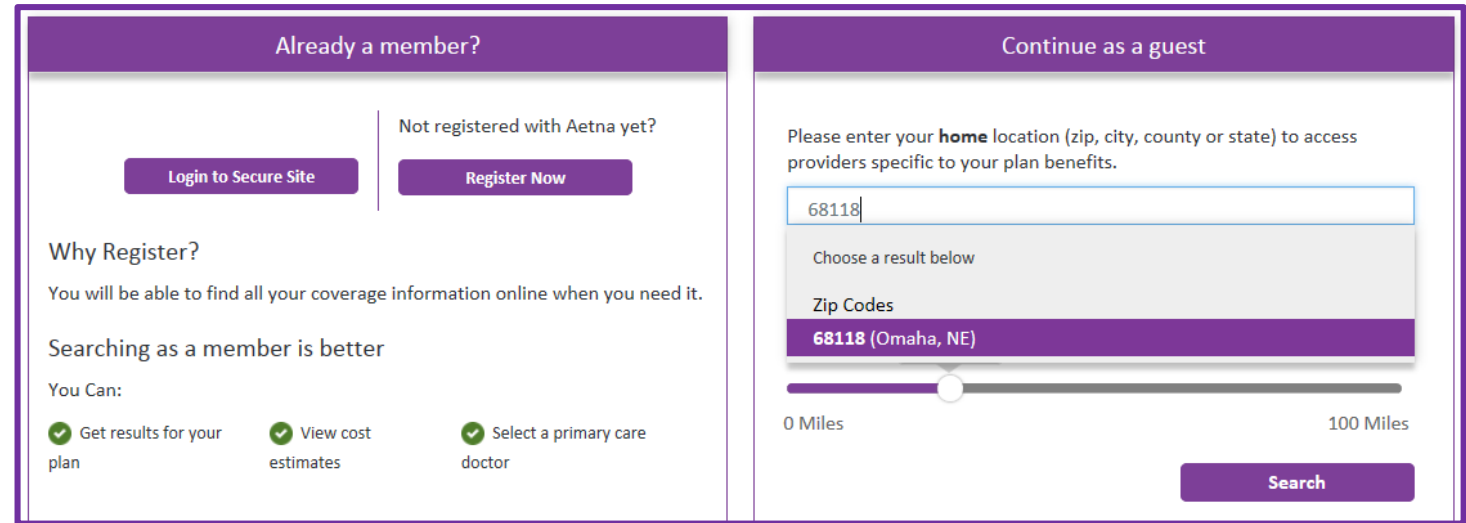
24/7 access to DocFind®

Go to your Aetna Health® member website or

www.aetna.com/docfind

Use our online DocFind search tool to find a doctor or pharmacy close to you, in our networks.

- Easy to search
- Comprehensive results screens
- Clean pages



The screenshot shows the Aetna DocFind search tool interface. It is divided into two main sections: 'Already a member?' and 'Continue as a guest'. The 'Already a member?' section has a 'Login to Secure Site' button and a 'Register Now' button. Below this, it asks 'Why Register?' and 'Searching as a member is better', listing benefits like 'Get results for your plan', 'View cost estimates', and 'Select a primary care doctor'. The 'Continue as a guest' section prompts the user to enter their home location (zip, city, county or state) to access providers specific to their plan benefits. A search box contains '68118', and a dropdown menu shows '68118 (Omaha, NE)'. Below the search box is a distance slider from 0 to 100 miles and a 'Search' button.

When looking for a doctor, be sure to select your appropriate network.

**PPO/
HDHP**

Open Access Plans:
PPO / Standard High
Deductible Health Plan
(HDHP) =
Aetna Choice POS II

CHI

Aetna Whole Health Plan:
CHI ACO =
NE & IA Aetna Whole Health
CHI Health Accountable Care
Managed Choice

NHN

State Based Plan:
Network Managed Choice
NHN = IA & NE Nebraska
Health Network-Choice
POS II

Member Payment Estimator in- and out-of-network cost estimates

- **Real-time out-of-pocket estimates*** for the most common medical, non-emergency health care services, including those that may offer the biggest opportunity to save on health care expenses and allow comparison shopping
- Lets **you compare costs** for physician office visits, surgical procedures, and diagnostic tests and procedures at different doctors or facilities **before** you receive care
- Allows you to **compare up to ten** in-network providers or facilities **at one time**
- **Estimates based on your actual benefits plan** (including deductible, coinsurance, copays, plan limits)
- Provides estimates for **service bundles**
- **Helps you understand** the money you can save without compromising your quality of care

*Estimated costs not available in all markets. The tool provides an estimate of what would be owed for a particular service based on the plan at that very point in time. Actual costs may differ from an estimate if, for example, claims for other services are processed after the estimate is provided but before the claim for this service is submitted. Or, if the doctor or facility performs a different service at the time of the visit. HMO members can only look up estimated costs for doctor and outpatient facility services.

Make the most of prescription drug coverage



Find out about drug coverage

- Go to www.aetna.com/formulary
- Select the **Aetna Standard Plan**

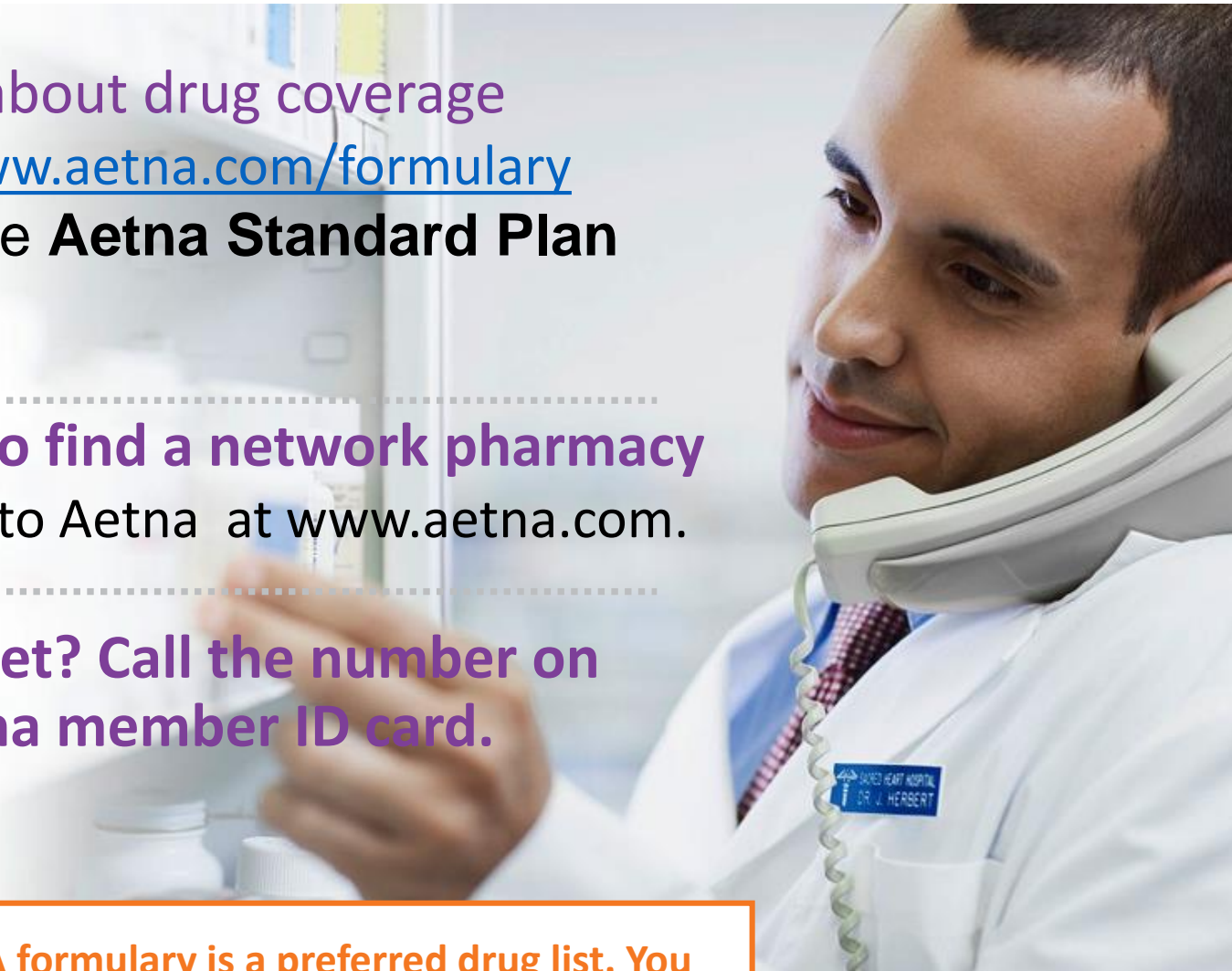
It's easy to find a network pharmacy

Just log in to Aetna at www.aetna.com.

No Internet? Call the number on your Aetna member ID card.

TIP

A formulary is a preferred drug list. You may pay less for drugs on the list.

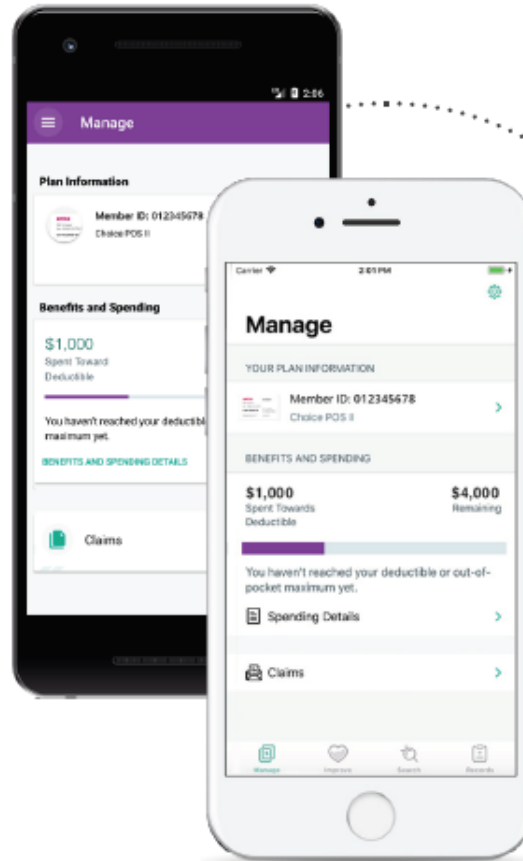
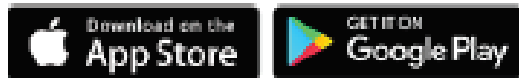








Connect with us – wherever, whenever through Aetna Health (mobile app)



- Find a doctor or urgent care center
- Research claims
- Get your ID card
- Price-a-DrugSM
- Access your personal health record

Download the
Aetna Health app



-  View benefits and pay claims for your whole family
-  Search for providers, procedures and medications
-  Get cost estimates before you get care
-  Check HSA, HRA and FSA account balances*
-  Access your ID card whenever you need it
-  Get recommended health actions based on your profile

Teladoc™ Convenient and Affordable

Your General Medical Teladoc consult copay is just **\$40**

- **Helps prevent unnecessary Emergency and Urgent Care visits**
- **Assures quality as the only telehealth certified by NCQA**
- **Leads the industry with more than 50,000 consults this year**

24/7 access to a doctor by phone or video

Confidential access to mental health professionals

- Patients select their choice of board-certified psychiatrists, licensed psychologists, therapists or counselors for help with anxiety, eating disorders, depression, grief, family difficulties, and more
- Available 7 days a week, from 7 am–9 pm local time, by video
- Behavioral Health counseling visit \$80
Psychiatrist \$90 per visit

Call 1-855-TELADOC

Quick, reliable access to dermatologists

- Access to board-certified dermatologists via web or app to treat acute or ongoing skin conditions like psoriasis, skin infection, rosacea, and more
- Providers can prescribe approved medications
- Follow-up with the doctor within 7 days after the visit
- \$75 consult fee

