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Health care focused on you
Aetna Whole HealthSM —
CHI Health Accountable Care
Network plans



Aetna Whole Health — CHI Health Accountable Care Network plans are a new way of looking at health care. These health benefits and insurance plans are designed to improve the quality of your care, provide a better experience for you and your family — and do it all while saving you money. You'll have access to a special network of primary care doctors, specialists and hospitals focused on you. Led by a primary care doctor you choose, your care team will work with you to:

- ✓ **Help keep you healthy or improve your health**, not just treat you when you're sick or injured
- ✓ **Better coordinate your care** and keep tabs on your prescriptions, lab results, health history and more
- ✓ **Spot problems and build personalized care plans** to treat you
- ✓ **Encourage you to play an active and informed role** in your health and health care decisions

Tools to help you save money and manage your health

To be an active and informed member of your care team, you need to be in the know. And we can help get you there. Better manage your plan, your health and your budget by registering for your secure member website at www.aetna.com. Then you can:

- Search for doctors, hospitals, pharmacies and more in your area
- Check your personal health record and see reminders for important preventive screenings
- Download the iTriage® app to set and track your health goals, make appointments and more
- Shop for the best deals on tests and procedures
- Review your claims and pay your bills

Tip: You'll save money and get more coordinated care when you stay in network and use Aetna Whole Health — CHI Health Accountable Care Network doctors and hospitals. Depending on your plan, you may not have coverage for out-of-network care. Consult your plan documents for details.

Health benefits and health insurance plans are offered and/or underwritten by Aetna Health Inc., Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). Each insurer has sole financial responsibility for its own products.



Frequently asked questions about Aetna Whole Health plans

Q: How're the Aetna Whole Health — CHI Health Accountable Care Network plans different from other plans?

A: First, you'll have access to a special network of primary care doctors, specialists and hospitals focused on you. Led by an Aetna Whole Health — CHI Health Accountable Care Network primary care doctor you select, your care team will work with you to help keep you healthy or improve your health.

Second, like other health plans, your Aetna Whole Health — CHI Health Accountable Care Network doctors and hospitals get a fee for their services. Under the Aetna Whole Health plan, they can also earn more when they deliver higher-quality care. So when they meet certain goals, they're rewarded. But if they fall short on those goals, they'll make less.

Third, we may share your health information with your Aetna Whole Health — CHI Health Accountable Care Network providers. That extra data can help them make parts of your care work better and cut down on duplicate tests or doctor visits that can add to your costs. However, providers who aren't part of the special network might not coordinate your care or share data the way we described above.

Q: How does it work?

A: First, choose a primary care doctor to lead your Aetna Whole Health — CHI Health Accountable Care Network care team. Your doctor and other health care providers will generally refer you to specialists and hospitals in the Aetna Whole Health — CHI Health Accountable Care Network. Then, electronic health records help keep you and your care team on the same page. That's because they can keep track of your prescriptions, lab results, health history and more. Having this big-picture view of your health can also help them spot gaps in your care. And if they find that you're at risk for certain conditions, they can build a personalized care plan to treat you.

Q: Do I need to see my primary care doctor for referrals?

A: No, you may self-refer to specialists within the Aetna Whole Health — CHI Health Accountable Care Network. But your primary care doctor is a great resource and can suggest network specialists if you'd like.

Q: How do I find a primary care doctor?

A: Visit www.aetna.com/docfind and:

- Choose **(NE & IA) Aetna Whole Health — CHI Health Accountable Care Network** from the "Select a Plan" drop-down menu
- Pick a doctor from your search results

Q: How many doctors and hospitals are part of my Aetna Whole Health — CHI Health Accountable Care Network?

A: Your network includes access to:

- 400+ primary care doctors* and over 2,000 additional specialist physicians, all of whom accept new patients
- Thirteen conveniently located acute care hospitals, 2 behavioral health facilities, 7 quick care clinics and 14 urgent care clinics
- The area's only virtual care feature available 24 hours a day

Q: How can Aetna Whole Health — CHI Health Accountable Care Network help me cope with my diabetes or asthma?

A: Whether you're at risk, were just diagnosed or are trying to get a condition under control, your care team can help. They want you to get the right treatment and the right level of care, at the right time. So, they may:

- Build a personalized care plan for you
- Educate you about your condition
- Monitor your progress and adjust your treatment plan
- Check in with you to be sure you're taking your medicine, refilling prescriptions and following your plan
- Encourage you to be actively involved in your care and call if you're having any trouble

Q: What counties are in my Aetna Whole Health — CHI Health Accountable Care Network service area?

A: The network service area includes Cass, Douglas, Mills, Pottawattamie and Sarpy counties.

Q: What if I'm not at home and need care?

A: If your health or life is in serious danger, call 911 or go to the nearest hospital. You'll be covered as though you stayed within the network. If it's not an emergency, there's no coverage for out-of-network care.

*Includes family practice, internal medicine, pediatrics and nurse practitioners.

Q: What if I'm in the middle of care or treatment with a doctor outside the Aetna Whole Health — CHI Health Accountable Care Network?

A: You can work with your current doctor and request transition-of-care coverage. If we approve your request, you can stay with your current out-of-network doctor for a limited time at the highest benefit level. However, transition-of-care coverage is for your current doctor only. It doesn't cover health care facilities, durable medical equipment (DME) or prescription drugs. So you'll need to use Aetna Whole Health — CHI Health Accountable Care Network facilities, DME vendors and pharmacies while you're in treatment with your current doctor. And before your grace period ends, we can help transfer you to a new doctor within the Aetna Whole Health — CHI Health Accountable Care Network.

Q: What can I do to help save the most money and use my benefits effectively?

A: First, register for your secure member website at www.aetna.com. Next, search for and pick a primary care doctor to lead your care team (if you didn't do so when you enrolled). Then, schedule your annual wellness exam. Finally, check out www.myaetnawholehealth.com for a member guide and video created just for you.

Tip: If you need care after hours and your health or life isn't in immediate danger, consider going to an urgent care clinic in the Aetna Whole Health — CHI Health Accountable Care Network. They often have extended and weekend hours. That can be more convenient and cost less than a trip to the emergency room.

This material is for information only and is not an offer or invitation to contract. Rates and benefits may vary by location. Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Providers are independent contractors and not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Under your Aetna Whole Health plan, if your primary care doctor is part of an integrated delivery system, your doctor and other integrated delivery system providers will generally refer you to specialists and hospitals that are affiliated with that delivery system. However, Aetna Whole Health providers that aren't part of the integrated network may not coordinate your care and the data may not be shared in the manner described. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com.

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 **CHI Health**