

Welcome



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

A New Option for Your Healthcare Expenses

Open Enrollment

- **Elections made during open enrollment will become effective January 1, 2017.**
- **You will have three health plan options from which to choose:**
 - **The Traditional PPO plan.**
 - **A High Deductible Health Plan (HDHP) option with a Health Savings Account (HSA) with the full Aetna network.**
 - **A High Deductible Health Plan (HDHP) option with a Health Savings Account (HSA) with the CHI network.**

In-Network Deductible/Coinsurance

	NEW CHI Network HDHP	Standard HDHP	Traditional PPO
Deductible	Single \$3,100 Family \$6,200	Single \$3,500 Family \$7,000	Single \$900 Family \$1,800
Out of Pocket Maximums	Single \$3,100 Family \$6,200	Single \$3,500 Family \$7,000	Single \$4,650 Family \$9,300
HSA Contributions	Single \$1,500 Family \$3,000	Single \$1,500 Family \$3,000	\$0 \$0

In-Network Physician Office Services

Physician Office Services	NEW CHI Network HDHP	HDHP Plan	Traditional Plan
	\$3,100 /\$6,200	\$3,500 /7,000	\$900/\$1,800
Primary Care Physician	Deductible/ Coinsurance	Deductible/ Coinsurance	Deductible/ Coinsurance
Specialist	Deductible/ Coinsurance	Deductible/ Coinsurance	Deductible/ Coinsurance

Routine/Preventive Care	All Plans
Preventive Care Services	Paid at 100%

Note:

Preventive Care services include routine physicals, lab, well-baby care, well-child care, well-woman care, mammograms, prostate cancer screening, colon cancer screening, diabetes screening, certain osteoporosis screenings, behavioral health screening, flu shots, and adult and childhood immunizations. Refer to the schedule of benefits summary for a list of non-covered services.

In-Network Prescription Drug Benefits

Prescription Drug Benefits (up to a 30-day supply In-Network*)	NEW CHI Network HDHP	HDHP Plan	Traditional Plan
	\$3,100 /\$6,200	\$3,500 /7,000	\$900/\$1,800
Generic Drug	\$0 after Deductible	\$0 after Deductible	\$10 copay
Formulary Brand Name Drug	\$0 after Deductible	\$0 after Deductible	\$45 copay
Non-Formulary Brand Name Drug	\$0 after Deductible	\$0 after Deductible	\$75 copay

* Refer to the Schedule of Benefits Summary for Out-of-Network Benefits.

The Network

NEW CHI Network HDHP	Standard HDHP	Traditional PPO
<p>Network is limited to CHI and CHI affiliates.</p>	<p>Network includes more than 95% of all local doctors and 100% of local hospitals.</p>	<p>Network includes more than 95% of all local doctors and 100% of local hospitals.</p>

**We understand
the challenges**

The classic customer service call

Estimated **wait times**.

Stating and **restating the reason** for your call over and over again.

Flatly reciting your ID number **multiple times** to **multiple representatives**.

Finally, you are transferred to the right department, **only to reach another automated message**.

And you are left wondering if there is someone out there who can help you.

We've all been there, and we are all done with that.

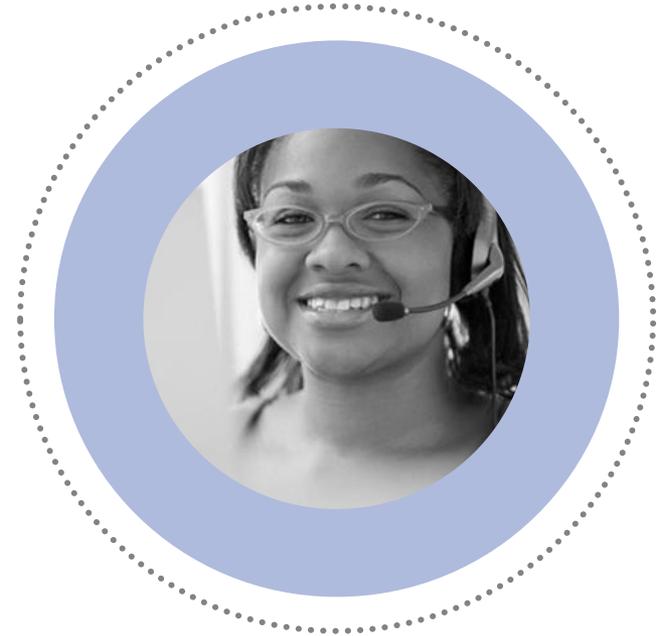
**We have
the answer**

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



Your family's
health resource by:

Phone

Email

Web Chat

Text

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 Whole HealthSM – CHI Health Accountable Care Network

Health care focused on you



What does the ideal health care plan look like?

Better health



Better care



Better cost



Introducing Aetna Whole Health – CHI Health Accountable Care Network

**Led by your primary care doctor,
your care team's goal is to:**

- Help keep you healthy or improve your health
- Better coordinate your care
- Spot problems and build personalized care plans to treat you
- Encourage you to play an active and informed role



What's it means to be a member of Aetna Whole Health and a patient of an Accountable Care Organization

Patient experience videos

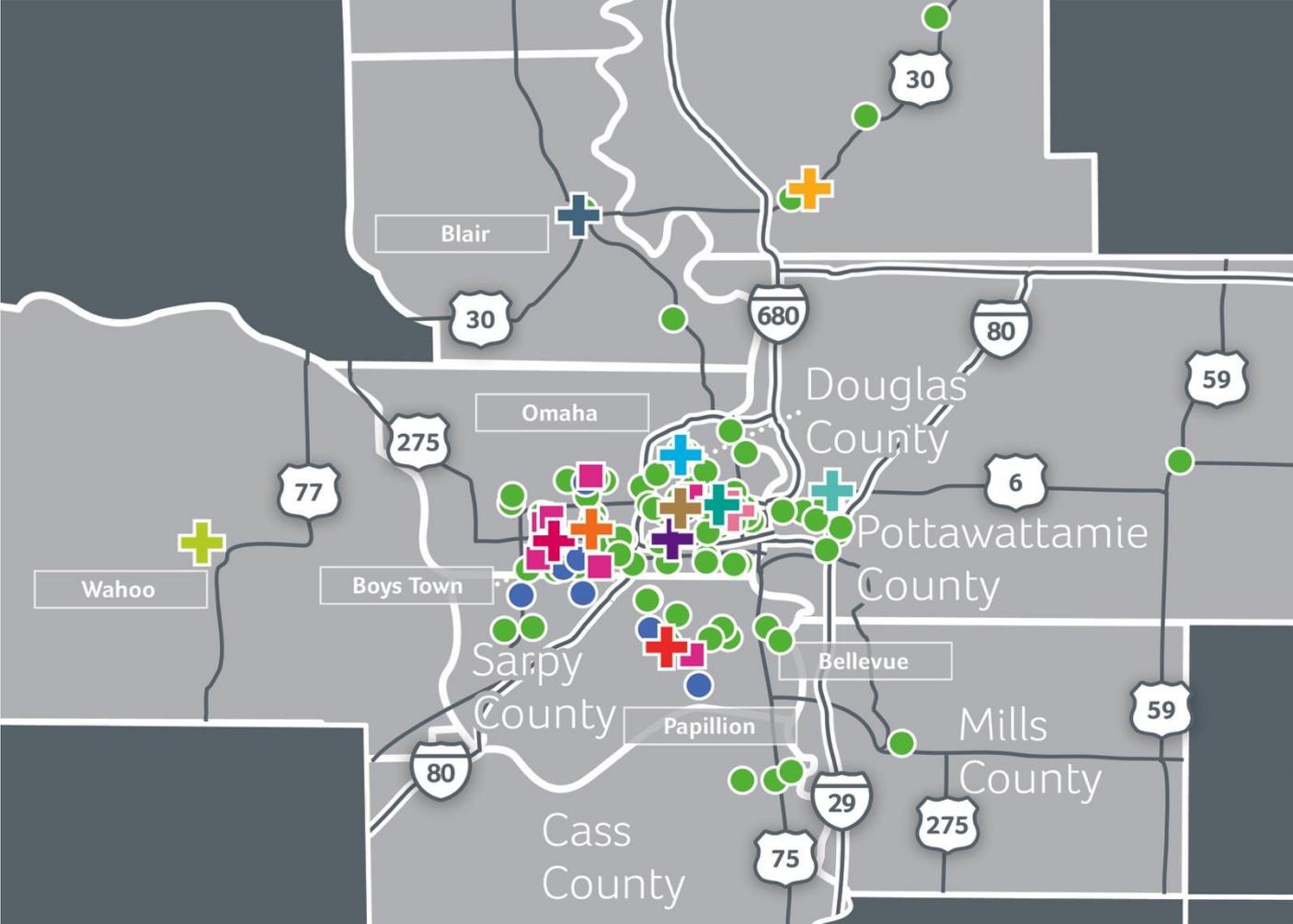


[Meet Alex](#)

Builds upon CHI Health's Quality Track Record



Convenient access throughout the area



-  Hospitals
-  Primary care offices
-  Urgent care facilities
-  Quick Care facilities

For illustrative purposes only

Aetna Whole Health – CHI Health Accountable Care Network hospitals



400+ Primary care providers

12 Hospitals

7 Quick Care locations

14 Urgent care facilities

2,000+ Specialists

Hospital	City	Address	ZIP
 Memorial Community Hospital	Blair	810 N 22 nd St.	68008
 Boys Town National Research Hospital	Boys Town	14000 Hospital Rd.	68010
 Alegent Creighton Health Mercy Council Bluffs	Council Bluffs	800 Mercy Dr.	51503
 CHI Health Missouri Valley	Missouri Valley	631 N 8 th St.	51555
 St. Mary's Hospital	Nebraska City	1301 Grundman Blvd.	68410
 Alegent Creighton Health Bergan	Omaha	7500 Mercy Rd.	68124
 Alegent Creighton Health Creighton University Medical Center	Omaha	601 N 30 th St.	68131
 Alegent Health – Immanuel Medical Center	Omaha	6901 N 72 nd St.	68122
 Alegent Health – Lakeside Hospital	Omaha	16901 Lakeside Hills Ct.	68130
 Boys Town National Research Hospital	Omaha	555 N 30 th St.	68131
 Children's Hospital	Omaha	8200 Dodge St.	68114
 Alegent Health – Midlands Community Hospital	Papillion	11111 S 84 th St.	68046
 Saunders Medical Center	Wahoo	1760 County Rd. J	68066

After enrolling – It's easy to get to know your plan and CHI Health Accountable Care Network

Welcome Letter and Gold Aetna Whole Health ID card



Visit www.myaetnawholehealth.com for helpful tips and your:

New member e-guide



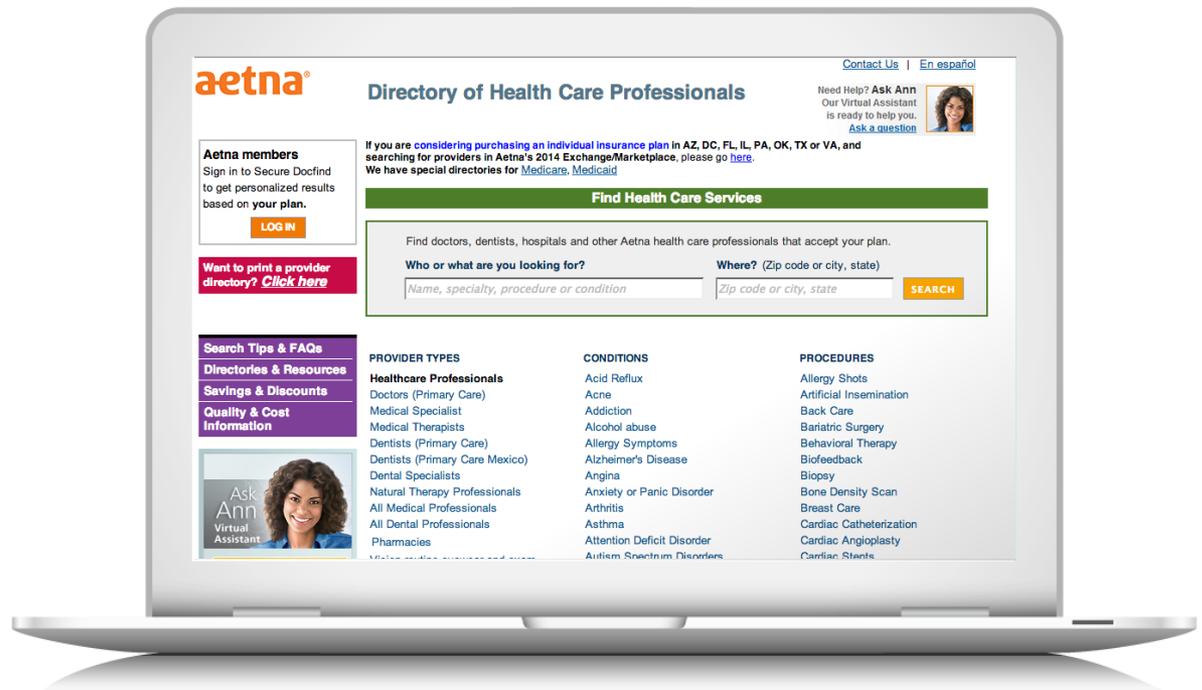
And you'll get a welcome letter from CHI Health



Building your care team

Visit www.aetna.com/docfind and:

- Type a name, specialty, procedure or condition in the **“Who or what are you looking for?”** box
- Enter your zip code in the **“Where?”** box
- Choose (NE & IA) **Aetna Whole Health – CHI Health Accountable care Network** from the **“Select a Plan”** drop down menu
- Pick a primary care doctor to lead your care team
- Take note of his or her Provider ID



Tip: You'll save money and get the most coordinated care when you stay in-network and use Aetna Whole Health doctors and hospitals.

Resources at your fingertips

Register for your secure member website at www.myaetnawholehealth.com. Then you can:



Search for doctors, hospitals and more



Check your personal health record and see reminders for important preventive screenings



Use helpful member tools and enroll in special programs



Review your claims and pay your bills



Get discounts on over-the-counter vitamins, herbal and nutritional supplements, massage therapy and more



Know before you go

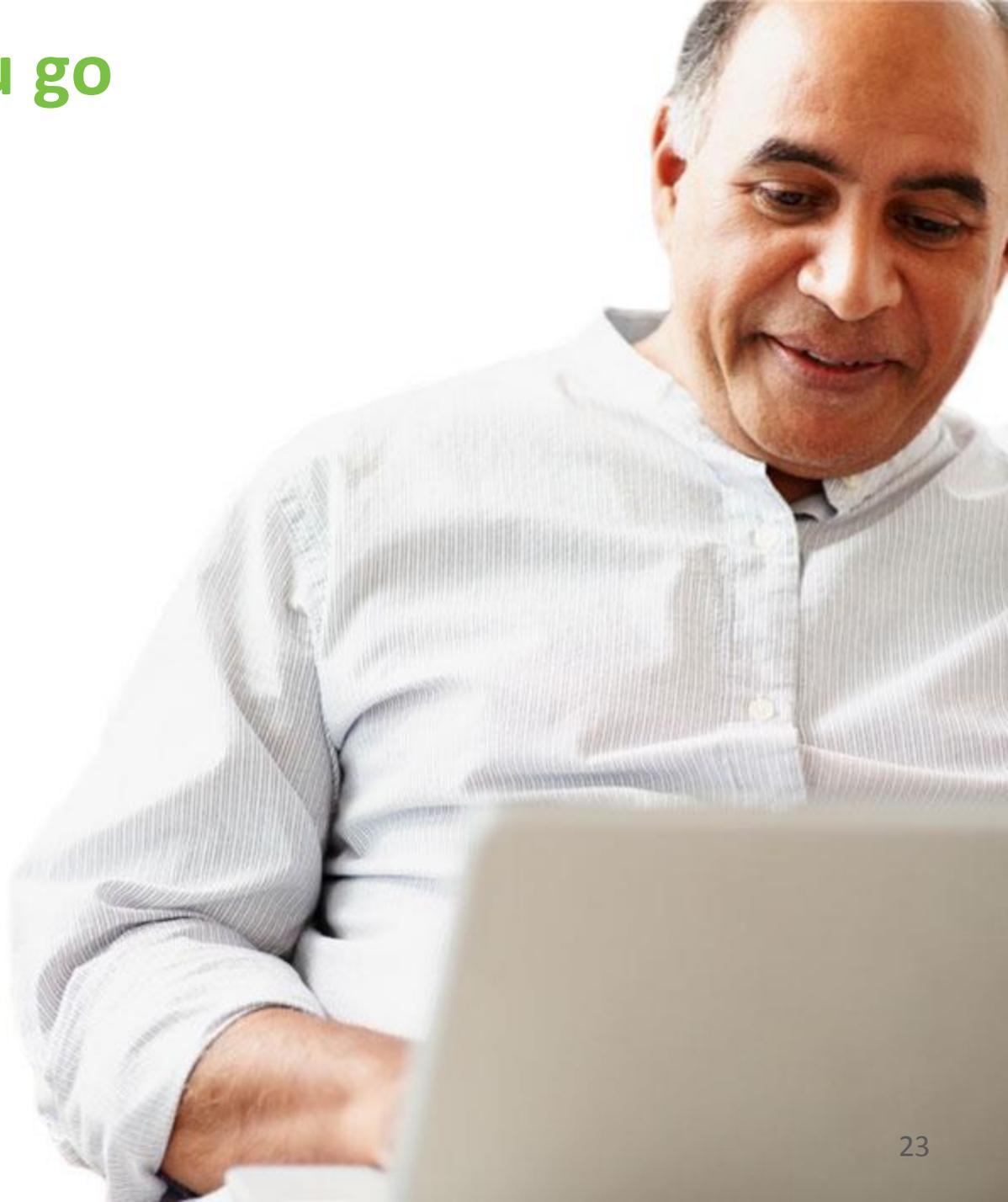


Member Payment Estimator

See how much an MRI, PET scan or medical procedure will cost. And where to go for the lowest price.

Price-A-Drug

See how much your prescriptions will cost at retail pharmacies or through Aetna Rx Home Delivery. And learn more about less expensive bioequivalent or therapeutic alternatives.



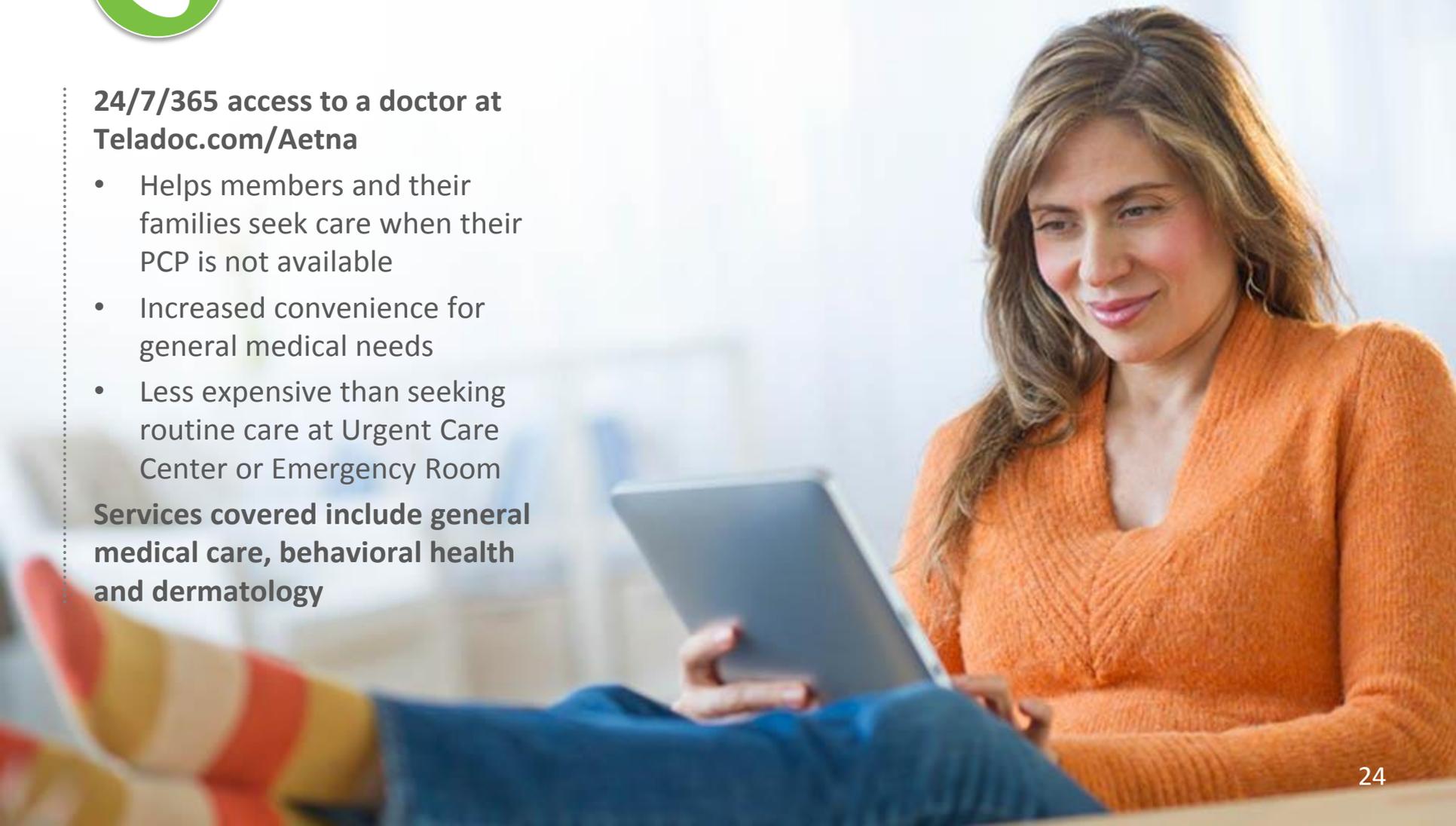
Can't see your doctor? Use Teledoc[®]



**24/7/365 access to a doctor at
Teladoc.com/Aetna**

- Helps members and their families seek care when their PCP is not available
- Increased convenience for general medical needs
- Less expensive than seeking routine care at Urgent Care Center or Emergency Room

Services covered include general medical care, behavioral health and dermatology



Learn more

Visit the website below for more information about
Aetna Whole HealthSM – CHI Health Accountable Care Network

<http://www.aetnawholehealth.com/chihealth/homepage>

Thank You

Health benefits and health insurance plans are offered, administered 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.

This material is for information only. 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. 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 matter described. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Aetna Rx Home Delivery refers to Aetna Rx Home Delivery, LLC, a subsidiary of Aetna Inc., which is a licensed pharmacy providing prescription services by mail. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health care services. The Aetna Personal Health Record should not be used as the sole source of information about the member's medical history. 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.

Policy forms issued in OK include: HMO OK COC-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29/GR-29N.