

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. 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 **1-866-409-1265 (TTY: 711)**, Monday- Friday, 5 AM- 6 PM PT.

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

Your to-do list

- 1 Sign up for your member website
- 2 Download the Aetna HealthSM app
- 3 Get to know your benefits
- 4 Schedule your annual wellness exam



Have questions or need help?

Call us at **1-866-409-1265 (TTY: 711)**, Monday–Friday, 5 AM- 6 PM PT.

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



Welcome

We're happy you're here

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. 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. Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies.

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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.

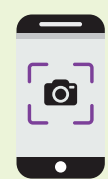


1 Sign up for your member website

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
- Get discounts on products and services

Visit 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



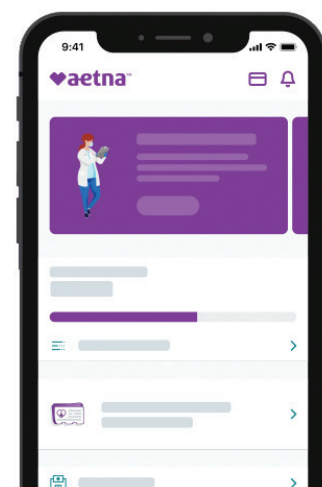
2 Download the Aetna HealthSM app

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

Privacy Policy: aetna.com/legal-notice/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.

3 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.

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 an appointment at [Schedule.SignifyHealth.com](https://www.signifyhealth.com) or by calling **1-855-419-0477 (TTY: 711)**, Monday–Friday, 8 AM–8 PM ET.



Nurse care management

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

For more information call **1-866-409-1265 (TTY: 711)**, Monday–Friday, 5 AM–6 PM PT.



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://www.mdlive.com/aetnamedicarebh) or call **1-888-865-0729 (TTY: 1-800-770-5531)**.



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)**, Monday to Friday, 8 AM to 6 PM for all continental U.S. time zones.



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://www.teladoc.com/aetna) or call **1-855-Teladoc (1-855-835-2362)**.



SilverSneakers® fitness benefit

Improve your health by going to any of thousands of participating fitness locations nationwide — or get a fitness kit that you can use at home.

Visit [SilverSneakers.com](https://www.silversneakers.com) or call **1-888-423-4632 (TTY: 711)**, Monday–Friday, 8 AM–8 PM ET.



Hearing aid reimbursement

Submit your itemized bills showing your costs on hearing aids from any licensed provider that accepts Medicare to Aetna, and you can get reimbursed. You can download a reimbursement form from your Aetna member website or contact us to request one.

For more information call **1-866-409-1265 (TTY: 711)**, Monday–Friday 5 AM–6 PM PT.



Over-the-counter (OTC) benefit

Get OTC health and wellness products delivered straight to your home. **Your plan includes an allowance of \$45 every quarter.**

For more information call **1-866-409-1265 (TTY: 711)**, Monday–Friday, 5 AM–6 PM PT



4 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.



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.