

Life Lines



- **Aetna Member Services:** [1.866.756.0376](tel:1.866.756.0376)
Talk to a live service representative
M-F 8am to 6 pm MT
- **Nurse line:** [1.800.556.155](tel:1.800.556.155)
Talk to a live nurse 24 / 7 / 365
- **Teladoc:** [1.855.Teladoc \(1.855.835.2362\)](tel:1.855.Teladoc)
Teladoc can be reached through Aetna Health website or app as well
- Virtual care anywhere, any time! Helpful with minor illnesses when you are travelling or it's the middle of the night.
- **Aetna Health Web and App:**
www.aetna.com or download 'Aetna Health' from app store



Top pick

Open Access Aetna SelectSM plan

Your choice of network doctors without referrals

aetna[®]

A plan that lets you choose from quality network doctors

You can visit any doctor in our network — no referral needed

You don't have to choose a **primary care physician (PCP)** either, but you may want to. That's because PCPs do more than give you a checkup. They know your medical history, and they can help direct your care.

This plan also gives you access to tools, tips, programs and services. They can help you find network doctors, estimate costs and more.

Looking for your exact copay amounts? Let's walk through this plan and see what's covered.

All employer health plans are different. This booklet gives a general idea of how the Open Access Aetna Select plan works.

For details like copays and what's covered, check your Summary of Benefits and Coverage document. It should be in your enrollment kit. If you don't have it, ask your employer.

Your options	Pick your doctor	How it works
PCP option	Choose any PCP from our network. Again, choosing one is not necessary, but you might find it helpful to have one. You can change your PCP anytime. Just call Member Services at the number on your ID card. Or do it online through your member website.	Your PCP will: <ul style="list-style-type: none">• Give you checkups or treat you when you're sick or hurt• Get approval from us before giving you certain services• File claims for you With this option, you may pay less out of pocket. Your copay may be lower when you visit your PCP for care. A copay is a fixed amount you pay at the time of a visit.
Any network provider	Visit any network doctor or specialist without a referral. Network doctors contract with us to offer rates that are often lower than their regular fees. A specialist is a doctor who focuses only on treating certain conditions or diseases. For example, a dermatologist treats skin conditions. A cardiologist treats heart problems.	The network doctor or specialist will: <ul style="list-style-type: none">• Provide care• Get approval from us before giving you certain services• File claims for you Visiting a network doctor may cost more than visiting your PCP. And you may have a higher copay to visit specialists.

You need to see network providers for this plan to cover and help pay for care.* Providers are professionals and facilities that provide health care services. Doctors, hospitals and labs are examples of providers.

*In case of emergency, call 911 or your local emergency hotline, or go directly to an emergency care facility.
Health insurance plans are offered, underwritten and/or administered by Aetna Life Insurance Company (Aetna).



Tools to help you find network doctors and more

Find the right PCP or network doctor just for you

Use our online directory. You can find doctors by name, specialty and location. You'll also find maps, directions and more. You can even look for doctors who speak your language. Try it out at **aetna.com**.

Or get a printed directory. If you're already a member, call Member Services to get one. The toll-free number is on your ID card. If you're not an Aetna® member yet — or haven't received your ID card — call **1-888-982-3862**.

It's your website, so be sure to sign up

When you're a member with us, you get the tools you need to manage your health. You'll find all your plan information and cost-saving tools in one place — your member website. You just need to sign up. Members can register at **aetna.com**.

You have our number — just call us

You can speak to Member Services anytime during regular business hours. Our representatives are here to help answer any questions you have about your plan. Just call the toll-free number on your ID card.

Your choice in quality care made simple.
Why not enroll today?

Help for those who speak another language and for the hearing impaired

If you require language assistance, please call the Member Services number on your member ID card, and a representative will connect you with an interpreter. You can also get interpretation assistance for utilization management issues or for registering a complaint or appeal. If you're deaf or hard of hearing, use your TTY and dial 711 for the Telecommunications Relay Service. Once connected, please enter or provide the telephone number you're calling.

Ayuda para las personas que hablan otro idioma y para personas con impedimentos auditivos

Si usted necesita asistencia lingüística, llame al número de Servicios al Miembro que figura en su tarjeta de identificación de miembro, y un representante le conectará con un intérprete. También puede recibir asistencia de interpretación para asuntos de administración de la utilización o para registrar una queja o apelación. Si usted es sordo o tiene problemas de audición, usar su TTY y marcar 711 para el Servicio de Retransmisión de Telecomunicaciones (TRS). Una vez conectado, entrar o proporcionar el número de teléfono que está llamando.

This material is for information only. 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 are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. 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 **aetna.com**.





You've got this

Health and benefits made easier

Your Aetna® member website

Tools to help you make use of your benefits

To visit your Aetna member website, create an account and log in at aetna.com



**User-friendly
design**



**Simple claims details
and management**



Benefits tools



**Fitness and
wellness perks**

In Idaho, health benefits and health insurance plans are offered and/or underwritten by Aetna Health of Utah Inc. and Aetna Life Insurance Company. For all other states, health benefits and health insurance plans are offered and/or underwritten by Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna HealthAssurance Pennsylvania Inc. and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Utah and Wyoming, by Aetna Health of Utah Inc. and Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.



Features that get you where you need to go

Quick and easier access to all of your important health plan information — all in one place

Finding care



- Find in-network providers, facilities and procedures.
- Change your doctor.
- See past activity.

Managing claims



- View and sort claims.
- Pay your claims.
- View claims progress.

Seeing coverage and costs



- Get coverage details.
- See out-of-pocket costs.
- Estimate the costs of doctors and procedures.
- Compare costs across providers.

Managing prescriptions



- Estimate drug costs.
- Find a pharmacy.
- Learn about drug information and side effects.
- Refill a prescription.
- Enroll in home delivery.

Helping you stay healthy



- Take a health survey.
- Try health coaching.
- Start a wellness program.
- Get treatment options.
- Save on gyms, vision and more.

Visit **aetna.com**
and log in to your
member website.

And you can manage your benefits on the go
by downloading the Aetna HealthSM app.

Program features and availability may vary by location and are subject to change. This material is for information only. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Health benefits and health insurance plans contain exclusions and limitations. 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. Health maintenance organization (HMO) members can only look up estimated costs for doctor and outpatient facility services. 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 **aetna.com**.





We're listening

Informed Health® Line

A 24-hour information line for your health questions

Talk to a registered nurse anytime

With the Informed Health Line, you can speak to a registered nurse — whenever you need to.*

Plus —

- It's toll-free.
- You can call as many times as you need, at no extra cost.
- Your covered family members can use it, too.

You could save time, money and a trip to the ER

The Informed Health Line can possibly prevent an unneeded trip to the emergency room (ER). That can be a money-saver.

Plus, you'll be able to make smarter health decisions. You'll have reliable information you can trust — and it's only a phone call or click away.

*While only your doctor can diagnose, prescribe or give medical advice, the Informed Health Line nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.

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[aetna.com](https://www.aetna.com)

More reasons to use the Informed Health Line

You can:

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive emails with links to videos that relate to your question or topic

Your online source for health information

Prefer to go online for health information? Check out the Informed Health Line page on your member website.

Here's what you can do:

- Send us an email
- Use our symptom checker
- Learn about treatment options and health risks
- Research a medicine, and more

It explains things in terms that are easy to understand. And it's easy to get to — once you're a member, just log in at **aetna.com**.

Members like you get the information they need

We asked our members what they liked about Informed Health Line.¹ Here's what they said:

- 93 percent felt it helped them better manage their health.
- 92 percent said it was an important part of their health plan benefits.

Two ways to get health information fast

1. Call a registered nurse anytime toll-free.
2. Visit your member website at **aetna.com**.

**Get health information —
when and where you need it.**
Put the Informed Health Line
to work for you.

THIS IS NOT INSURANCE. THIS IS A PROGRAM AVAILABLE WITH THE MEDICAL PLAN.

¹Informed Health Line Member Satisfaction Survey. October 2017.

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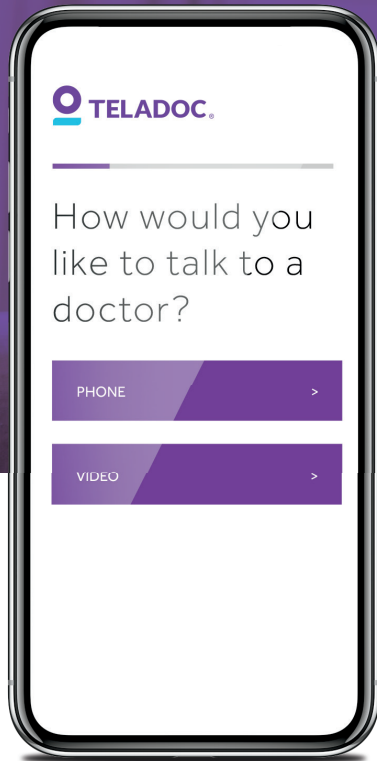
Policy forms issued in Oklahoma include: HMO OK COG-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29N.

Policy forms issued in Idaho by Aetna Health of Utah Inc. include: HI HGrpAg 04, HI SG HGrpAg 03.

Policy forms issued in Idaho by Aetna Life Insurance Company (Aetna) include: GR-23, GR-29/GR-29N, GR-9/GR-9N, AL HGrpPol 04, AL SG HGrpPol 03.

Policy forms issued in Missouri include: AL HGrpPol 01R5, HI HGrpAg 05, HO HGrpPol 04, AL SG GrpPolAmend 2019 01, HI SG GrpAgAmend 2019 01.





You've got Teladoc

Talk to a doctor anytime,
anywhere by phone or video.

Set up your account today to talk to a U.S.-licensed physician for non-emergency medical conditions like the flu, sinus infections, bronchitis, and much more.



Create account

Use your phone, the app, or the website to create an account and complete your medical history



Talk to a doctor

Request a time and a Teladoc doctor will contact you



Feel better

The doctor will diagnose symptoms and send a prescription if necessary

Talk to a doctor for \$40 or less

1-855-TELADOC (835-2362) | Teladoc.com/Aetna

Download the app



Less than an urgent care/ER visit, your cost is never more than a doctor visit!

Teladoc member Frequently Asked Questions

What is Teladoc?

Teladoc is a healthcare service that offers convenient, confidential access to quality doctors 24/7, anytime, anywhere.

By scheduling a visit with one of our U.S. board-certified and licensed medical doctors, you can be diagnosed, treated, and prescribed medication if necessary.

What can I use Teladoc for?

Teladoc can help you with everyday, non-emergency healthcare issues, including sinus problems, allergies, flu symptoms, and much more. Skip the waiting room and the trip to the ER. We're here to help you feel better, faster, and get you back to living your life.

Does Teladoc replace my doctor?

No. Teladoc doesn't replace your primary care doctor. Teladoc should be used for non-emergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

How do I set up my account?

Download the Teladoc app, visit the website, or call the number below to set up your account.

Do I need to have my insurance information available?

No. Teladoc is a separate benefit, and your insurance information is not required to have a visit.

How do I pay for the visit?

You can pay with your HSA (health savings account) card, credit card, prepaid debit card, or by PayPal.

Is there a time limit when talking to the doctor? And am I charged more for taking longer?

There is no time limit for visits, and there is no extra charge for longer doctor visits.

How do I access Teladoc?

The service can be accessed by app, web, or phone, and visits are available by phone or video.

If the Teladoc doctor recommends that I see my primary care doctor or a specialist, do I still have to pay the Teladoc visit fee?

Just like any doctor appointment, there is a fee for the consulting doctor's time. The portion of the fee that you will pay varies based on your benefit plan structure.

Can my family use Teladoc?

This varies depending on your specific Teladoc plan. Most plan designs allow you to use the Teladoc service for you, your spouse, and your dependents. Dependents over 18 years old must call our service center to request a visit. For dependents under 18 years old, the primary account holder must request a visit on their behalf through the app, website, or by phone.

How much does it cost?

The cost of a Teladoc visit varies, depending on the type of visit you are requesting and your plan design. Please refer to your welcome letter, or call 1-800-Teladoc if you wish to confirm pricing prior to requesting a visit.

Who are the Teladoc doctors?

Teladoc doctors are U.S. board-certified internists, family doctors, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

Can Teladoc physicians prescribe medications?

Yes, when medically appropriate, doctors can prescribe medications. If a prescription is not required, the doctor may provide the member with instructions for managing symptoms or following up with their primary care doctor.

Can my primary care doctor get a record of my Teladoc visit?

With your consent, we'll send an electronic copy of your Teladoc visit to your primary care doctor.

Can I use Teladoc while traveling?

Teladoc is available in all 50 states, so you can use the service while traveling within the United States. Some restrictions may apply.

Who should I contact if I have questions or encounter an issue?

We aim to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit our website at Teladoc.com or call our member services team at 1-855-TELADOC (835-2362).

Does Teladoc offer any other services?

Your plan does offer additional services. Please log in to your account to see what else is available to you.

Download the app to talk to a doctor for \$40 or less/visit

Download the app  

Teladoc.com/Aetna | 1-855-TELADOC (835-2362)



Ready, set, baby

Aetna Maternity Program

Special attention for a healthy pregnancy

Growing healthy together

It's a special time in your life, and you deserve plenty of support. The Aetna Maternity Program is here to help you have a successful pregnancy.

Helping you prepare

Have questions about your pregnancy? Don't worry. We can help you out. You'll learn what you need to know so you can prepare.

Joining is easy

This program is included with your Aetna® health benefits and insurance plan. There is no extra cost to you.

All you have to do is sign up at **aetna.com** and answer a few questions. This helps us get to know you a little better.

You'll learn about:



Early labor symptoms



What to expect before and after delivery



Newborn care, and more

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Extra help for at-risk pregnancies

Personalized nurse support

If you have a health condition or other risk that could affect your pregnancy, we can help. Our nurse case managers will work with you to manage or maybe even lower those risks.

Helping you deliver at the right time

In most cases, full-term babies have fewer health problems. So if you're at risk for early labor, we'll explain the signs and symptoms. We'll also talk about new treatment options.

**If you have
extra risks, you
may also get:**



Follow-up calls
after your delivery



A screening for
depression



Extra support for
lactation and
breastfeeding

Once you become a member, sign up and start receiving care and information for a healthy pregnancy.

Also look for the Aetna Maternity Support Center, a section of our member website personalized for expectant parents. It includes comprehensive information about planning for baby, pregnancy and delivery, and taking care of yourself and your baby after delivery.

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Policy forms issued in Idaho by Aetna Life Insurance Company include: GR-23, GR-29/GR-29N, GR-9/GR-9N, AL HGrpPol 04.

Policy forms issued in Idaho by Aetna Health of Utah Inc. include: HI HGrpAg 04.

Policy forms issued in Missouri include: AL HGrpPol 01R5, HI HGrpAg 05, HO HGrpPol 04.



[aetna.com](https://www.aetna.com)



Keep your health in check

Preventive care coverage at no extra cost

Get many checkups, screenings, vaccines, prenatal care services, contraceptives and more with no out-of-pocket costs.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

aetna.com

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You're covered

Preventive care services* are covered at no extra cost through your health benefits and insurance plan when you see a physician or provider in your plan's network.

We've got you covered with no cost share**

Coverage includes routine screenings and checkups, as well as some counseling to prevent illness, disease and other health problems.

Many of these services are covered as part of physical exams. You won't have to pay out of pocket for these preventive visits when they are provided in network. They include:



**Regular checkups
for adults**



**Routine gynecological
exams for women**



**Wellness exams
for children**

These services are generally not preventive if you get them as part of your visit to diagnose, monitor or treat an illness or injury. In these cases, copays, coinsurance and deductibles may apply.

Aetna follows preventive recommendations as determined by the U.S. Preventive Services Task Force, Centers for Disease Control and Prevention and other advisory committees. Screenings, services and other covered preventive services can vary by age, gender and other factors. Be sure to talk with your doctor about which services are right for you.

*Employers with grandfathered plans may choose not to cover some of these preventive services or to include cost share (deductible, copay or coinsurance) for preventive care services. Certain religious employers and organizations may choose not to cover contraceptive services as part of the group health coverage.

**Preventive care at no cost share covered in accordance with the Affordable Care Act.



Covered preventive services for adults commonly include:

Screenings for:

- Abdominal aortic aneurysm (one-time screening for men of specified ages who have ever smoked)
- Alcohol misuse
- Cholesterol (for adults of certain ages or at higher risk)
- Colorectal cancer*
- Depression
- Diabetes
- Hepatitis B surface antigen
- High blood pressure
- Human immunodeficiency virus (HIV)
- Lung cancer* (for adults with a history of smoking)
- Obesity
- Prostate cancer*
- Syphilis (for all adults at higher risk)
- Tobacco use
- Tuberculosis (TB) testing

Medicine and supplements

Doses, recommended ages and recommended populations vary.

- Aspirin for women at risk of preeclampsia and adults ages 50 – 69 with certain heart risk factors*
- Bowel preparation medication (for preventive colorectal cancer screening)
- Low-dosage statins: dependent on cardiovascular disease (CVD) and risk factors
- Tobacco-cessation medicine approved by the U.S. Food and Drug Administration (FDA), including over-the-counter medicine when prescribed by a health care provider and filled at a participating pharmacy

Counseling for:

- Alcohol misuse
- Domestic violence
- Nutrition (for adults with cardiovascular and diet-related chronic disease)
- Obesity
- Sexually transmitted infection (STI) prevention (for adults at higher risk)
- Tobacco use (including programs to help you stop using tobacco)

Immunizations

Doses, recommended ages and recommended populations vary.

- Hepatitis A and B
- Herpes zoster
- Human papillomavirus (HPV)
- Influenza (flu)
- Measles, mumps, rubella (MMR)
- Meningococcal (meningitis)
- Pneumococcal (pneumonia)
- Tetanus, diphtheria, pertussis (Tdap)
- Varicella (chickenpox)

*Subject to age restrictions.



Covered preventive services for women commonly include:

Screenings and counseling for:

- Breast cancer chemoprevention if you're at a higher risk
- Breast cancer (BRCA) gene counseling and genetic testing if you're at high risk with no personal history of breast and/or ovarian cancer
- Breast cancer mammography*
- Cervical cancer*
- Chlamydia infection*
- Gonorrhea
- Interpersonal or domestic violence
- Osteoporosis* (depending on risk factors)

Medicine and supplements:

- Folic acid supplements (for women of childbearing ages)
- Risk-reducing medicine, such as tamoxifen and raloxifene, for women with an increased risk for breast cancer*

Counseling and services**:

- Prescribed FDA-approved over-the-counter or generic female contraceptives*** when filled at a network pharmacy
- Two visits a year for patient education and counseling on contraceptives
- Voluntary sterilization services

Covered preventive services for pregnant women:

- Anemia screenings
- Bacteriuria, urinary tract or other infection screenings
- Breastfeeding interventions to support and promote breastfeeding after delivery, including up to six visits with a lactation consultant†
- Diabetes screenings
- Expanded counseling on tobacco use
- Hepatitis B counseling (at the first prenatal visit)
- Maternal depression screening
- Rh incompatibility screening, with follow-up testing for women at higher risk
- Routine prenatal visits (you pay your normal cost share for delivery, postpartum care, ultrasounds, or other maternity procedures, specialist visits and certain lab tests)

Covered preventive supplies for pregnant women:

- Breast pump supplies if you get pregnant again before you are eligible for a new pump
- Certain standard electric breastfeeding pumps (nonhospital grade) anytime during pregnancy or while you are breastfeeding, once every three years
- Manual breast pump anytime during pregnancy or after delivery for the duration of breastfeeding

*Subject to age restrictions.

**Certain eligible religious employers and organizations may choose not to cover contraceptive services as part of the group health coverage.

***Brand-name contraceptive drugs, methods or devices are only covered with no member cost sharing under certain limited circumstances, including when required by your doctor due to medical necessity.

†Limits may vary depending upon state requirements and applicability.



Covered preventive services for children commonly include:

Screening and assessments* for:

- Adolescent depression screening
- Alcohol and drug use
- Anemia
- Attention deficit disorder (ADD)
- Autism
- Behavioral and psychological issues
- Congenital hypothyroidism
- Development
- Hearing
- Height, weight and body mass index
- Hematocrit or hemoglobin
- Hemoglobinopathies or sickle cell
- Hepatitis B
- HIV
- Lead (for children at risk for exposure)
- Lipid disorders (dyslipidemia screening for children at higher risk)
- Medical history
- Newborn blood screenings
- Obesity
- Oral health (risk assessment)
- STIs
- TB testing
- Vision

Medicine and supplements:

- Gonorrhea preventive medicine for the eyes of all newborns
- Oral fluoride for children* (prescription supplements for children without fluoride in their water source)
- Topical application of fluoride varnish by primary care providers

Counseling for:

- Obesity
- STI prevention (for adolescents at higher risk)

Immunizations

From birth to age 18 — doses, recommended ages and recommended populations vary.

- *Haemophilus influenzae* type B
- Hepatitis A and B
- HPV
- Inactivated poliovirus
- Influenza
- Meningococcal (meningitis)
- MMR
- Pneumococcal (pneumonia)
- Rotavirus
- Tdap/diphtheria, tetanus, pertussis (DTaP)
- Varicella (chickenpox)

*Subject to age restrictions.

Exclusions and limitations

This plan does not cover all health care expenses and includes exclusions and limitations. Members should refer to their plan documents to determine which health care services are covered and to what extent.

Ask your health care provider about which preventive services are right for you and your family.

This material is for information only and is subject to change as regulations are issued and interpretation evolves. This information should not be considered legal guidance regarding the Affordable Care Act or its potential impact. The content described in this communication is not intended to be legal or tax advice and should not be construed as such. We encourage you to consult with your legal counsel and tax experts for legal and tax advice. Health benefits and health insurance plans contain exclusions and limitations. Plan features and availability may vary by location and group size. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features are subject to change. 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 **aetna.com**.



Experience the moments

Discounts and savings for you to enjoy





Healthy vision

Savings on eyewear and exams

With the Aetna VisionSM discount program, you get:

Plenty of prescription savings

If your vision isn't 20/20, you'll love discounts on:

- Designer frames
- The latest in lens technology
- Non-disposable contact lenses
- Sunglasses, and more

Great rates on eye exams

Your eye exams are always discounted. So even if your plan covers your first exam, you can save on another one from any participating doctor.

Lots of locations

You can visit many doctors in private practice. Plus, national chains like LensCrafters®, Target Optical®, Sears® Optical and Pearle Vision®. You can find them all on your member website at [aetna.com](https://www.aetna.com).

More eye-openers

- Savings on LASIK laser eye surgery
- Replacement contact lenses, delivered to your door
- Savings on eyeglass chains, lens cases and cleaners, and nonprescription sunglasses

Built-in plan discounts with no referrals, claims or limits. Your family can use them, too.



A fit, fabulous you

Savings on gyms and health coaching

Healthy lifestyle discounts

Save on gym memberships, health coaching, fitness gear and nutrition products that support a healthy lifestyle.

A healthier you

You get access to local and national discounts on brands you know.

Health coaching

Try one-on-one coaching to lose weight, ease stress or reach another goal.

At-home weight-loss program

Get weight-loss tips and menus and track progress from the privacy of your home.

Even more savings

You also save on:

- Wearable fitness devices
- Yoga, meditation and wellness programs
- Group fitness on demand

Healthy food options

Enjoy healthy food options like meal delivery to your home, on your schedule.

Health benefits and health insurance plans are offered, administered and/or underwritten by Aetna Health Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna Health Assurance Pennsylvania Inc. and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Utah and Wyoming, by Aetna Health of Utah Inc. and Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.



A natural health boost

Savings on massage and more



Hearing your world better

Savings on hearing aids and exams

Natural products and services

You can try these services* at a discount.

- Ease your stress and tension with **therapeutic massage**.
- Heal pain or stress points with **acupuncture**.
- Relieve neck and back pain with **chiropractic care**.
- Get advice from registered dietitians with **nutrition services**.
- Save on a wide variety of popular products from health and fitness vendors.

It's easy: You can find program professionals at **aetna.com**. Just take your Aetna® ID card to your visit.

Savings on at-home products

- Blood pressure monitors
- Pedometers and activity trackers
- Electrotherapy TENS units (devices for pain relief)
- Many other Omron® products

Ready to browse and buy? Just log in to your member website at **aetna.com** for easy ordering instructions.

Oral health care products

We provide discounts on oral health care products so you can keep your mouth as healthy as possible. You can save on Z Sonic™ toothbrushes, replacement brush heads and various oral health care kits.

Ready to browse and buy? Just log in to your member website at **aetna.com** to shop and receive your discounts.

You have options

With Hearing Care Solutions, you get:

- **Discounts** on a large choice of hearing aids
- **A three-year supply of batteries**, then you can join a discount battery mail-order program
- **Free in-office service** of hearing aids for one year
- **Free routine cleanings** and battery door replacements for one year after purchase from the original provider

With Amplifon Hearing Health Care, you get:

- **Discounts** on many styles of hearing aids, including programmable and digital hearing aids from leading makers
- **Savings** on hearing exams and hearing aid repairs
- **Free follow-up services** for one full year
- **A two-year supply of batteries**

*Through the ChooseHealthy® program, which is provided by ChooseHealthy, Inc., a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy is a federally registered trademark of ASH and used with permission herein.

How to get started

Once you're an Aetna member, just log in to your member website at **aetna.com**.

It's the place to take care of your benefits. Your place to save, too.

You can:

- Find a vision, hearing or natural therapy professional
- Sign up for a weight-loss program
- Buy health products
- Find a gym, and more

Help for those who speak another language and for the hearing impaired

If you require language assistance, please call the Member Services number on your member ID card, and a representative will connect you with an interpreter. You can also get interpretation assistance for utilization management issues or for registering a complaint or appeal. If you're deaf or hard of hearing, use your TTY and dial 711 for the Telecommunications Relay Service. Once connected, please enter or provide the telephone number you're calling.

Ayuda para las personas que hablan otro idioma y para personas con impedimentos auditivos

Si usted necesita asistencia lingüística, llame al número de Servicios al Miembro que figura en su tarjeta de identificación de miembro, y un representante le conectará con un intérprete. También puede recibir asistencia de interpretación para asuntos de administración de la utilización o para registrar una queja o apelación. Si usted es sordo o tiene problemas de audición, usar su TTY y marcar 711 para el Servicio de Retransmisión de Telecomunicaciones (TRS). Una vez conectado, entrar o proporcionar el número de teléfono que está llamando.

This material is for information only and is not an offer or invitation to contract. An application must be completed to obtain benefits. Discount offers provide access to discounted services and are not part of an insured plan or policy. Discount offers are rate-access offers and may be in addition to any plan benefits. Check any insurance benefits you have before using these discount offers, as those benefits may result in lower costs to you than using these discounts. Discount offers are not guaranteed and may be discontinued at any time. Aetna makes no payment to the discount vendor. You are responsible for the full cost of the discounted services. Aetna does not endorse any vendor, product or service associated with these discount offers. Vendors are independent of Aetna, not agents or employees. Trademarks are the property of their respective owners. Programs, products and services may not be available at all times. Certain offers may not be available in some states. Products may be subject to a warranty from the manufacturer. Aetna makes no representations or warranties, and disclaims all product warranties. Aetna has no liability for providing or guaranteeing service and assumes no liability for the quality of service rendered. Aetna may receive a percentage of the fee paid to a discount vendor. Information is believed to be accurate as of the production date; however, it is subject to change. Gym services are provided by GlobalFit. Hearing products and services are provided by Hearing Care Solutions and Amplifon Hearing Health Care (formerly HearPO). Natural health care services providers are credentialed using ASH Networks' credentialing policies and procedures, which are consistent with URAC accreditation and NCQA certification requirements. LASIK surgery discounts are offered by the U.S. Laser Network and QualSight. Providers are independent surgeons and are not agents of EyeMed, Aetna or their affiliates.

