

Perfect balance

Health care for the whole you

Presenter name

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

Information is believed to be accurate as of the production date; however, it is subject to change. Actual results may vary.



Get the coverage you need with the Open Access Aetna SelectSM health plan



In-network care



Preventive care



No referrals required



**Preapproval for
some services**



**You may have lower
out-of-pocket
costs when visiting
your PCP**

Check the plan design and benefits summary for more information on coverage and costs.

<div> <div>State of Florida HMO</div> <div>Also known as Open Access Aetna Select</div> </div>	Preventive care
	Deductible
	Coinsurance
	Annual out-of-pocket maximum
	Office visit
	Specialist office visit
	Prescription drugs
	Urgent care
	Walk-in clinic
	Teladoc® services (phone/video)
	Emergency room
	X-rays, complex imaging
	Aetna Virtual Primary Care™ services

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State of Florida HMO In-network care

Referred as Open Access Aetna Select

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Take care of yourself with preventive care

Stay healthy by taking advantage of your preventive care benefits. It's the ultimate self-care with no out-of-pocket costs.

Qualifying immunizations

Preventive care and screenings for infants, children and adolescents

Well-women exams

In-network coverage

100%

100%

100%

Help Amanda keep moving



Amanda's background*

- 27 years old, single and out for adventure
- Just started a new job
- Wants to stay fit and have fun in the process



Valued benefits and perks

- Gym membership and massage discounts
- Health cost estimator mobile feature to save on out-of-pocket costs
- Telemedicine for instant care, anytime
- Online health coaching stress program
- Maternity Support



*Aetna member experience, 2017. Names and some details have been changed or omitted to protect member privacy.

Past results aren't indicative of future performance.



Aetna Enhanced Maternity Program™

You can count on us for support — wherever you are in your maternity journey.



This program supports all women throughout their entire experience, whether they have risk factors or not.

Special program features include:

- A fertility advocate* to be your care manager and provide support if you're facing infertility
- Predictive data to help us identify pregnancies early on so we can provide timely, more responsive outreach to you
- Preeclampsia prevention by providing education and resources, if needed
- Guided genetic counseling and screening services, backed by medical expertise
- Education and resources to help close racial gaps in health care and support women of color

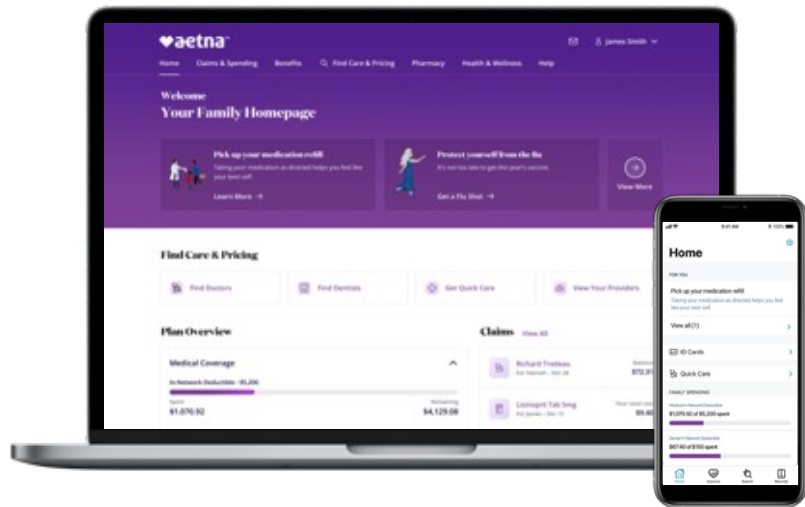
*While only your doctor can diagnose, prescribe or give medical advice, our fertility advocates/care managers can provide information on a variety of maternity-related topics.

Take charge of your health care

with the Aetna® member website and the Aetna HealthSM app

Find everything you need, all in one place

Set up your account to manage your benefits and more at home or on the go.



Just visit **Aetna.com** to create an account and log in to your member website.

App screens are a composite of real situations.
All names and other identifying information are fictional.

A smarter, simpler, more convenient way to take charge of your health care and benefits



Manage your plan

- Check your plan summary for detailed information on what's covered by your plan.
- Track your spending and understand your progress toward meeting your individual and family deductibles.
- Easily access your digital ID card anytime.



Connect to care

- Use tools to help you choose quality, in-network and local providers, pharmacies and facilities, including convenient retail clinics and urgent care.
- Get cost estimates for visits and procedures before getting care.
- Talk to a doctor anytime by phone or video chat from home.



View claims

- Check up to two years of claims for your whole family.
- Pay claims.



Improve your health

- Receive personalized reminders to improve your health.



Download the
Aetna Health app

24/7 access to a doctor by phone or video



**Talk to a doctor
from your home***



**Available
anytime, anywhere****



**\$45 or less
per visit**

*Teladoc can answer questions about the virus, assess your risk, and provide support to help relieve symptoms.
Due to COVID-19, the need for our care has never been greater and wait times can be a few hours.

**Idaho is video only; Arkansas and Delaware require video for first visit every 24 months.

Optional for self-funded plans.

**Talk to a doctor
anytime,
anywhere**

Aetna One[®] Care Management program*

Your health — both physical and mental — is everything.

Whether you're managing an acute issue or dealing with other complex health challenges, our nurses can help. A nurse can work with you to put together a plan, help you understand your benefits offerings and answer your health-related questions.



Personalized nurse support

- Our clinical nurses can collaborate with service teams to help you achieve your health goals.
- Supported with a multidisciplinary team that can help guide you to local resources.
- Whether you're struggling with emotional issues or an advanced illness, we'll work with you and your family to provide guidance and support.



Local support

- CVS[®] HealthHUB[™] and MinuteClinic[®] locations inside select CVS Pharmacy[®] and Target[®] stores.
- You have a broad range of services to keep you and your family healthy.



Tools, tips and support centers

- Through your Aetna[®] member website, you'll be able to locate a doctor, review your benefits information and watch informational health videos.
- For specific health needs, you can explore member resources like the Cancer Support Center, the Maternity Support Center and the Back and Joint Care Support Center.



Access to information — whenever, wherever

- Always on the go? No problem. Your member website is fully mobile.
- Remember, this is your one-stop shop for getting the help you need.
- Download the Aetna HealthSM app to access it all from the palm of your hand.

* While only your doctor can diagnose, prescribe or give medical advice, the care management nurses can provide information on a variety of health topics.

And for those who need extra support, there's

Aetna Health ConnectionsSM disease management program*

A proactive approach to chronic care management



Digital resources

- Self-directed coaching
- Actionable steps to better health
- Education on health risks
- Care considerations via mail



Group coaching

- Self-directed and online group coaching*
- Six-week series of 30-minute sessions
- Intro mailing with program info and toll-free number
- Referrals to diabetic educators and dieticians via phone



Personal support

- Disease management nurse
- Monitors progress through outreach calls
- Education on most up-to-date information
- Self-monitoring equipment (e.g., peak flow meter and spacer) if needed

Predictive modeling

Aetna AdviceTM program**

Care coordination

Care team

Digital tools

* Buy-up for self-insured and fully insured care management models.

** Aetna Advice is not applicable to Aetna One Advocate. Aetna One Advocate uses its own proactive service engagement outreach methodology.

Go to your
member website and take
a health risk assessment.

Answer

Spend **fewer**
than 15 minutes
answering questions.

Learn

Find “**aha**” moments
along the way with
easy-to-follow pieces
of health information.

Discover

Explore a **health**
action plan that’s
personalized for you.

Engage

Choose your next steps
toward **feeling better**
now.

24-Hour Nurse Line

Health information is
a phone call away

- 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 related to your question or topic





Online health coaching for healthy changes that last

- Be tobacco-free
- Manage diabetes
- Have a healthy back
- Get heart healthy by managing cholesterol
- Stress less
- Manage weight
- Live well with asthma
- Eat healthier

Count on savings with the Aetna® Discount Program*

- Fitness
- Books
- Natural products and services
- Oral health
- Hearing
- Weight management
- Vision
- At-home products

* Discount programs are NOT insurance and program features are not guaranteed under the plan contract and may be discontinued at any time. Discount programs are in addition to any plan benefits and may require a separate charge to access such programs. Discount programs are NOT available to New York policyholders.



Transition of care (TOC)

Available for those
in active course
of treatment

TOC is temporary, usually for 90 days, as we transfer services from a nonparticipating provider or primary care physician to a participating provider.

You can visit your Aetna® member website or call member services to:

- Get a TOC form
- Get help completing and submitting the form



CVS[®] HealthHUB[™] locations

A convenient and affordable option to help get you on the path to better health.

Convenient

Open every day, including nights and weekends. Get the care you need on **your** schedule.

Affordable

Just use your Aetna[®] benefits and get care.

MinuteClinic[®] services

- Minor illnesses and injuries
- Skin conditions
- Wellness and physicals
- Screenings and monitoring
- Vaccinations and injections
- Travel health
- Women's and men's health services
- Obstructive sleep apnea* screening assessment and diagnosis
- Point of care lab testing

Expanded MinuteClinic services available**

- Support managing certain chronic conditions like diabetes, sleep apnea, high cholesterol and more
- Diabetic services like diabetic retinopathy screening and imaging***
- Lifestyle support for heart health
- Pelvic exams, STI testing and more
- Colorectal risk assessment
- Chickenpox vaccination (Varivax[®])

* Sleep apnea screening performed by MinuteClinic. Your MinuteClinic provider may prescribe a home sleep test, sleep test interpretation and diagnosis by an independent third-party.

** Clinical services provided by a MinuteClinic nurse practitioner or physician assistant within a CVS HealthHUB location.

***Diabetic retinopathy diagnosis by an independent provider.



Your local MinuteClinic
may now be a CVS HealthHUB.

Visit **CVS.com/HealthHUB**
to find a location near you.

Get low cost care * at MinuteClinic[®] locations

Access convenient, local care

at MinuteClinic locations inside select CVS Pharmacy[®] and Target[®] stores.

Find help when you need it, including nights and weekends.

Get the care you deserve, without the high out-of-pocket costs.

*Applies only to covered services at MinuteClinic[®]. Video visits are not a covered service under this visit. Members in indemnity plans are not eligible for this benefit. Such members should refer to their benefit plan documents in order to determine coverage and applicable cost share for clinic benefits and services, as applicable. Visit [MinuteClinic.com](https://www.minuteclinic.com) for age and service restrictions.

MinuteClinic services

- Minor illnesses and injuries, like allergies, ear infections, flu-like symptoms, bug bites, stings and more
- Skin conditions
- Wellness and physicals
- Screenings and monitoring
- Vaccinations and injections
- Travel health
- Women's and men's health services
- Obstructive sleep apnea** screening assessment and diagnosis
- Point of care lab testing

MinuteClinic providers can also write prescriptions, when medically appropriate.

For your best health, we encourage you to have a relationship with a primary care physician or other doctors. Tell them about your visit to MinuteClinic, or MinuteClinic can send a summary of your visit directly to them.

** Sleep apnea screening performed by MinuteClinic. Your MinuteClinic provider may prescribe a home sleep test, sleep test interpretation and diagnosis by an independent third party.



Feeling your best

Living with a behavioral health condition

People of any age, gender, income, race or religion can be affected by:

- Anxiety
- Depression
- Eating disorders
- Substance use disorders

That's why your medical plan includes behavioral health benefits

We've integrated your benefits so that you can take care of the whole you.

So whether you choose face-to-face counseling or prefer televideo counseling, you get convenient access to care, support and other resources — wherever you are.

Whether your condition is mild and short-lived or serious and long-lasting, there are effective treatments that can help.



Behavioral therapy

Behavioral therapy is one of the main ways to treat a behavioral health condition. Also known as talk therapy, it can help you identify issues in your life that can contribute to problems and teach you how to manage and move beyond those issues.



Medication therapy and management

Treatment may include taking prescription medications that are effective in treating conditions like depression and substance use disorders. Your doctors are trained to find the medications for you.



Your care advocate

They'll work closely with you to support your emotional health and everyday needs. They can do all the legwork to help you give your emotional health the high priority it deserves.

Human touch to self-service

Support on your terms



Personal touch

Live interaction with
Aetna® concierge by phone



Self-service

24/7 personalized access
through Aetna HealthSM
digital platforms



Digital health support

Digital tools, programs and
resources in one comprehensive
online experience



Q&A



Thank you

This material is for information only. 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. 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.

Discounts for non-covered dental services may not be available in all states. Providers participating in the Aetna Vision network are contracted through EyeMed Vision Care, LLC. EyeMed and Aetna are independent contractors and not employees or agents of each other. Participating vision providers are credentialed by and subject to the credentialing requirements of EyeMed. Aetna does not provide medical/vision care or treatment and is not responsible for outcomes. Aetna does not guarantee access to vision care services or access to specific vision care providers and provider network composition is subject to change without notice. Vision insurance plans contain exclusions and limitations. Not all vision services are covered.

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.

Aetna, CVS Pharmacy® and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health family of companies.

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For more information about Aetna plans, refer to **Aetna.com**.

Policy forms issued in Idaho by Aetna Health of Utah Inc. include: HI ID GrpAg 05, HI SG HGrpAg 03.

Policy forms issued in Idaho by Aetna Life Insurance Company include: GR-29/GR-29N, AL HGrpPol 05, AL HGrpPol-Vision 01.

Policy forms issued in Oklahoma include: AL COC00010, HC COC00010, AL-HCOC-Dental PPO 04, AL HCOC-Dental CD04, AL HCOC Vision AVP01.

Policy forms issued in Missouri include: AL HGrpPol 01R5, HI HGrpAg 05, HO HGrpPol 04, AL HGrpPol-Vision 01, AL HGrpPol-Dental 01, DM HGrpAG-Dental 02.