



# Better together

## Employee Benefits Guide

Government of the District of Columbia

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



# Table of contents

- 1** Personalized health information
- 2** Find in-network doctors
- 3** The right care when you need it
- 4** Virtual care
- 5** Personal attention
- 6** Wellness programs and resources
- 7** Wellness incentives
- 8** Aetna® discount programs
- 9** How your medical plan works
- 12** Contact information

## Learn more about your benefits

Visit the Washington DC Government Employee Health Insurance Website at [AetnaDCGov.com](https://www.aetnadcgov.com). Or call us at **1-888-238-6258 (TTY: 711)**, Monday through Friday, 8 AM–6 PM ET. We have translators available to speak to you about your benefits in your language.

# Personalized health information

Save time with your member website — at home or on the go. Use it to better understand your benefits and to help you make informed decisions about your health care.

## Your Aetna® member website and Aetna Health<sup>SM</sup> app

Manage your benefits and stay on top of your health care, when and where it works for you.

### Connect to care and stay healthy

- Find in-network providers, including those offering telehealth services, as well as walk-in clinics and urgent care centers near you
- Get cost estimates before you get care
- View provider ratings and reviews
- Receive personalized reminders to help you improve your health

### Understand and manage your benefits

- Review benefits and coverage details specific to your plan
- See what your health care costs, how much is covered by your plan and where you are with your deductible and out-of-pocket maximum
- View and pay claims
- Access your ID card whenever you need it

### Once you're a member, here's how you can connect:

- Go to **Aetna.com** to create an account and log in to your member website.
- Download the Aetna Health app by texting AETNA to 90156 to receive a download link. Message and data rates may apply.\*

\*Terms and Conditions: [aetna.com/terms](https://aetna.com/terms)

Privacy Policy: [aetna.com/legal-notices/privacy.html](https://aetna.com/legal-notices/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 by going to the Apple® App Store® or Google Play.

## Need help?

Contact a Member Services representative to get help with claims, coverage questions and more. You can also ask for a translator or for information in Spanish.

- Call **1-888-238-6258 (TTY: 711)**, Monday through Friday, 8 AM–6 PM ET.
- Log in at **Aetna.com** to chat or send us a message.



# Find in-network doctors

Find the doctor who's right for you — just use the **provider search tool**. If you're already a member, you can log in at **Aetna.com** or use your **Aetna Health<sup>SM</sup>** app.

## Enjoy the freedom to visit any participating doctor

Our plans give you the freedom to visit any doctor who participates in our network, without a referral. However, working with a primary care physician (PCP) gives you a chance to visit a doctor who will get to know your personal health care needs. Your doctor can:

- Give you everyday care and treat you for certain illnesses and injuries
- Know your health patterns and risks
- Guide you on important health decisions

### It's easy to choose a primary care physician

You can select or change your PCP at any time by calling the Member Services number on your ID card or by logging in at **Aetna.com** and selecting Find Care & Pricing.

### Provider search en Español?

Simply click on the "Español" link at the top of the provider search page to switch to a Spanish version.

Building a relationship with a PCP is a good idea. They'll help you make informed decisions about your care.

## One Medical<sup>TM</sup> — your primary care benefit

### Excellent in-person and 24/7 virtual care

One Medical is a membership-based primary care practice. They offer fast access to appointments in 100+ locations nationwide and free 24/7 virtual care through the One Medical app. Expect high-quality care with a focus on getting to know you as a patient and a person.

### Your health care home base

One Medical is the first place for you and your family to turn for your physical and mental health, including:

- Annual wellness visits
- Care for everyday ailments
- Management of chronic conditions, such as diabetes and depression

### Activate your free membership

- Aetna covers the cost of annual membership for you, your spouse and your dependents of all ages.
- One Medical providers are in network with the Aetna medical plan. Scheduled visits are billed to your insurance like any doctor's office visit. There's no cost for 24/7 virtual care.
- Visit **OneMedical.com/aetna** to activate your membership using the code DCGVX.





# The right care when you need it

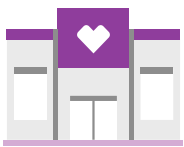
If your life isn't in danger but you need medical care, it's important to know where to go to get the care you need for the lowest cost. But, if you have a life-threatening illness or injury, don't wait — go to the nearest emergency room (ER) or dial 911.



## Your doctor (primary care physician)

Aetna® plans give you the freedom to visit any doctor who is part of the Aetna network without a referral. However, working with a primary care physician gives you a chance to visit a doctor who will get to know your personal health care needs, medical history and background.

Always visit your doctor first, if possible.



## Walk-in retail clinics

- Offer treatment for problems such as strep throat, ear infections, bronchitis and allergies
- Cost less than urgent care centers and ERs
- Are open extended business hours and evenings



## Urgent care centers

- Offer treatment for problems such as fever, sprains, minor cuts and burns
- Cost slightly more than walk-in clinics, but much less than the ER
- Have extended evening, weekend and holiday hours



## ERs

- Are for life-threatening emergencies, such as chest pain, trouble breathing or severe bleeding
- Have the highest cost for treatment
- Are open 24/7
- Treat true emergencies first, often resulting in a long wait for non-urgent cases



## In-network labs

You have in-network access to a full range of lab services with both Quest Diagnostics and LabCorp. With more locations to help bring care closer to home. You can also get in-network walk-in lab services at One Medical™.

# Virtual care

Many doctors offers virtual visits online or through a mobile app. Your medical plan covers virtual doctor visits the same as in-person visits. You also have the options below for speaking with a doctor, therapist or nurse.

## Consult with a doctor 24/7 — from anywhere

In addition to telehealth services available through your PCP, you have access to Teladoc®.

### Teladoc general medical care

Talk with a licensed doctor by phone or video for help with non-emergency problems.

**PPO** Copay is \$15

**HMO** Copay is \$10

**CDHP** Responsible for the full charge until deductible is met

### Teladoc dermatology

Just upload photos of your skin condition, and a Teladoc dermatologist will send you a diagnosis and treatment plan within two business days. They'll also schedule a follow-up within seven days.

**PPO** Copay is \$15

**HMO** Copay is \$20

**CDHP** Responsible for the full charge until deductible is met

### Teladoc behavioral health care

Schedule video visits with a psychiatrist, psychologist, social worker or therapist, seven days a week, from 7 AM–9 PM ET. You can request the same provider for each visit. Available for adults 18 and older.

**PPO** Copay is \$5

**HMO** Copay is \$5

**CDHP** Responsible for the full charge until deductible is met

To get started, go to [Teladoc.com/Aetna](https://www.teladoc.com/Aetna), call **1-855-TELADOC (1-855-835-2362)** or download the Teladoc app.

You can also get no-cost 24/7 virtual care with One Medical™.

## Talk to a registered nurse anytime — day or night

With the 24-Hour Nurse Line, you can talk to a registered nurse anytime, day or night. 24-Hour Nurse Line nurses can provide information on thousands of health topics. They can also tell you how to ask the right questions and describe your health symptoms more effectively during your next doctor's visit.

Call the **24-Hour Nurse Line at 1-800-556-1555 (TTY: 711)\***.

\*While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide information on a variety of health topics.



# Personal attention

Whether you're managing a chronic condition, dealing with a complex health challenge or expecting a baby, our nurses can help. If you're identified for care management, a nurse may reach out to you. Be sure to take the call.

## Aetna One® Choice — ongoing nurse support and coaching when you need it most

If you have an urgent health need, we connect you to one-on-one nurse support.\* Our clinical nurses can work with service teams to help you achieve your health goals and may recommend you for group coaching support for specific health needs. You can also explore member resources like the Cancer Support Center, the Maternity Support Center and the Joint Pain Support Center.

In less severe situations, we support you with virtual care. Convenient, personalized online tools are designed to help you adopt new lifestyle behaviors. You can make small changes that have a big impact on your health. Virtual care empowers you to work toward your individual health goals at your pace.

Call **1-877-243-2752 (TTY: 711)** to talk to an **Aetna One Choice nurse**.

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

## A built-in resource

**Aetna One Choice** is built right in to your benefits. It's a powerful program that opens a whole new world of holistic support.

These resources are confidential. They cost nothing extra. And they can make a huge difference in how you feel.

## Aetna Maternity Program

Use the Aetna Maternity Program throughout your pregnancy and after your baby is born. Enroll by calling **1-800-272-3531 (TTY: 711)** or by logging in at **Aetna.com** and clicking Health & Wellness.

### Give your baby a healthy start

Receive educational materials on:

- Prenatal care
- Signs of preterm labor
- What to expect before and after delivery
- Newborn care, and more

Also take our pregnancy risk survey. Find out if you have any health conditions or risk factors that could negatively affect your pregnancy. If you are identified as "at risk" or "high risk," you'll receive two follow-up calls after delivery. You'll also get an initial screening for depression and more support if needed.

## Find a wealth of maternity information

Log in at **Aetna.com** for the Maternity Support Center. You'll find information on pregnancy, baby care and more.



# Wellness programs and resources

The following Aetna® programs are available at no added cost to you.

## Work with your own health coach

The **Healthy Lifestyle Coaching** program lets you work one-on-one with a health coach who can help you quit smoking, lose weight, sleep better and more. Your coach can encourage and support you, as well as celebrate your victories. You can take this program as fast or as slowly as you want. And how, when and where you work with your coach is up to you.

You can:

- Call your health coach — even if you aren't scheduled for a coaching session.
- Try our online programs 24/7 to enhance your coaching sessions.
- Chat with your health coach by phone or email.

Just call **1-866-213-0153 (TTY: 711)** to get started.

## Learn how to get healthier at your own pace

The **Simple Steps To A Healthier Life**® program makes it easy for you to improve or maintain your health in ways that fit your lifestyle. It can help you eat better, lose weight, get in shape, relieve stress and more.

### Answer a few questions and get an action plan

In just 20 minutes, you can complete the Simple Steps online health assessment. You'll then get an action plan that shows you steps you can take to improve your health. Your plan will even include free online wellness programs.

How to answer the secure, confidential questions:

- To get started, log in at **Aetna.com**.
- Click Health & Wellness > Stay Healthy.

We won't share your information with anyone. You'll answer questions about your eating habits, tobacco and alcohol use, dental health, work life, and more.

## Online wellness programs to fit your needs

After you've completed your Simple Steps health assessment, your action plan may recommend online health coaching programs that fit your needs.

### The online health coaching programs include:

- Be Tobacco Free
- Blood Pressure in Check
- Diabetes Life
- Eat Healthier
- Get Active
- Healthy Back
- Heart Healthy Cholesterol
- Health in a Hurry
- Living Well with Asthma
- Sleep Well
- Stress Less
- Weigh Less

And to keep you on track, you'll get email reminders and words of encouragement throughout the program.





# Wellness incentives

Don't miss out on wellness incentives available to you when you complete these activities.

## Three opportunities to earn a gift card



**1. Get a biometric screening for a \$100 gift card.** The biometric screening must be completed by your doctor or scheduled at a Quest Diagnostics lab.



**2. Take the health assessment for a \$50 gift card.** Log in to your Aetna® member website at **Aetna.com**.



**3. Complete an online wellness program for a \$25 gift card.** Log in to your Aetna member website at **Aetna.com**.

## Attain by Aetna® app

Designed in collaboration with Apple®, the Attain by Aetna app combines your health history with your Apple Watch® activity to offer personalized goals,\* achievable actions and big rewards — like an Apple Watch or gift cards. Explore more at **AttainByAetna.com**.

### More than fitness

Hitting 10,000 steps doesn't motivate everyone to get healthier.

The Attain® app empowers and rewards you for getting healthier — in ways that work for you:

- Reminders to get a flu shot and schedule an annual physical
- Tips for healthier snacking, better sleep and improving mindfulness
- Inspiration for increasing activity levels

### Here's how it works

To enroll, you must:

- Be at least 18 years old
- Be an Aetna medical plan member
- Have an iPhone®



## Earn an Apple Watch and gift cards

Don't have an Apple Watch? Order one through Attain by Aetna and earn it over 24 months with points. Get the Apple Watch Series 3 (GPS, 38mm). Or upgrade to Apple Watch SE or Apple Watch Series 6 for an additional up-front cost. All you'll pay initially is a \$7 activation fee + sales tax. Use any extra points to earn more than \$75 in gift cards from popular retailers.\*\*

## Or use your Apple Watch and earn gift cards

Already have an Apple Watch? Use it and earn more than \$275 in gift cards.

\*Goals and suggested health actions should not replace your doctor's advice. If you have a medical condition that prevents you from meeting your goals, or if your doctor advises you not to take part in physical activity, there may be an opportunity for you to earn the same reward in a different way. Call **1-866-820-3731 (TTY: 711)** to find out your options.

\*\*Alternative rewards are available depending on user enrollment date. Meet your weekly activity goals and complete healthy actions to earn enough points to cover all or part of your monthly Apple Watch payment. Or to score gift cards.

Rewards earned may be considered taxable income. Please consult your tax adviser if you have any questions regarding the taxability of rewards.

Apple Watch Series 3, Apple Watch SE and Apple Watch Series 6 require an iPhone 6s or later with iOS 14 or later.

Apple, the Apple logo, Apple Watch and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

# Aetna® discount programs

Who said nothing in life is free? Enroll in an Aetna plan and get built-in plan discounts that can help keep you happy and healthy. Your family can use them, too.

## Healthy vision

Get discounts on services, hardware and supplies. You can visit many doctors in private practice, as well as national chains like LensCrafters®, Target Optical® and Pearle Vision®.

- Designer frames
- Prescription lenses
- Lens options like scratch coating and tint
- Non-disposable contact lenses
- Eye exams
- LASIK laser eye surgery
- Replacement contact lenses, delivered to your door
- Eyeglass chains, lens cases and cleaners
- Nonprescription sunglasses

## A fit, fabulous you

Save on products that support a healthy lifestyle. You get access to local and national discounts on brands you know.

- One-on-one health coaching
- At-home weight-loss program
- Healthy food options, like meal delivery
- Wearable fitness devices
- Yoga, meditation and wellness programs
- Group fitness on demand

## A natural health boost

Save on a wide variety of products and services.

- Therapeutic massage
- Acupuncture
- Chiropractic care
- Advice from registered dietitians with nutrition services
- Products from health and fitness vendors

## At-home products

Just log in to your member website at [Aetna.com](https://www.aetna.com) for easy ordering instructions.

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

## Oral health care products

Get discounts on oral health care products to keep your mouth as healthy as possible.

- Teeth whitening
- Electronic toothbrushes
- Z Sonic™ toothbrushes
- Replacement brush heads
- Oral health care kits

## Hearing your world better

You'll have access to a variety of discounts and free services.

- Discounts on many styles of hearing aids
- Savings on hearing exams, hearing aid repairs and batteries
- Free follow-up services for one year
- Free routine cleanings and battery door replacements

Once you're an Aetna member, log in at [Aetna.com](https://www.aetna.com) to learn more and get started.

DISCOUNT OFFERS ARE NOT INSURANCE. They are not benefits under your insurance plan. You get access to discounts off the regular charge on products and services offered by third-party vendors and providers. Aetna makes no payment to the third parties — you are responsible for the full cost. Check any insurance plan benefits you have before using these discount offers, as those benefits may give you lower costs than these discounts.

Discount vendors and providers are not agents of Aetna and are solely responsible for the products and services they provide. Discount offers are not guaranteed and may be ended at any time. Aetna may get a fee when you buy these discounted products and services. Hearing products and services are provided by Hearing Care Solutions and Amplifon Hearing Health Care. Vision care providers are contracted through EyeMed Vision Care. LASIK surgery discounts are offered by the U.S. Laser Network and QualSight. Natural products and services are offered through ChooseHealthy®, a program provided by ChooseHealthy, Inc., which is a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy is a registered trademark of ASH and is used with permission.

# How your medical plan works

The Government of the District of Columbia offers these **three plans**:

## 1 **Aetna HMO Plan** Aetna Health Network Only<sup>SM</sup>

### **Visit any in-network doctor**

You can visit any in-network doctor, provider or facility. Out-of-network care is not covered. For most services, you pay a copay (a specific dollar amount) at the time of your care.

## 2 **Aetna PPO Plan** Open Choice<sup>®</sup> PPO

### **Visit any doctor in network or out of network**

The plan gives you the freedom to use any licensed provider, but you'll pay less when you stay in the network. Network providers also file claims for you.

## 3 **Aetna Consumer-Driven Health Plan (CDHP) with Open Choice PPO**

### **Take charge of your health care costs**

You're in control of your health care costs — a consumer-driven health plan puts you, the consumer, in the driver's seat. You have the protection of a medical plan, with in- and out-of-network coverage. And you get a tax-free Health Savings Account (HSA) to help you pay for qualified expenses.

All three plans offer access to a national network of medical providers — without requiring a referral from your primary care physician (PCP). But it's a good idea to select a PCP because they know you and your health history.

## **How the CDHP works**

The CDHP includes an HSA, which is separate from a Flexible Spending Account (FSA). HSA funds are yours to keep and spend on eligible health care expenses when and how you want.

## **Features of an HSA**

- You choose an amount to contribute through payroll deductions.
- You have a triple tax advantage:
  - Tax-free payroll contributions
  - Tax-free interest and investment earnings
  - Tax-free withdrawals to pay eligible expenses
- Funds roll over from year to year, and the account is yours to keep even if you leave the company.
- PayFlex<sup>®</sup> administers your account. Log in at **PayFlex.com** or use the PayFlex Mobile<sup>®</sup> app to manage your HSA.

## **How to get the most out of your CDHP**

### **Build your HSA**

Maximize your contributions. The maximum allowed contributions for 2022 are:

- \$3,650 per individual
- \$7,300 per family

If you're age 55 or older, you can make an additional \$1,000 "catch-up" contribution.

Your HSA earns interest. And once your balance reaches \$1,000, you can start investing through PayFlex.

Consider saving and growing your HSA for future health care expenses, even in retirement.

### **Shop smart for health care**

Getting care in the Aetna<sup>®</sup> network will always cost less than getting care out of network. But you could save even more by comparing costs at different in-network facilities before you go. Log in at **Aetna.com** or use your Aetna Health<sup>SM</sup> app.

# 2022 medical plans and pharmacy

The following is a partial list of what's covered by your plan. For a full list of what's covered, check your plan documents. Can't find your plan documents? Don't worry. You can call us at 1-888-238-6258 (TTY: 711) to ask a specific question or have a copy mailed to you.

Plan feature/service	Aetna HMO Plan — Aetna Health Network Only	Aetna Open Choice PPO		Aetna CDHP with Open Choice PPO	
	In network only	In network	Out of network*	In network	Out of network*
<b>Deductible</b>					
- Single	N/A	\$750	\$1,500	\$1,400	\$2,500
- Family		\$1,500	\$3,000	\$2,800	\$5,000
<b>Out-of-pocket maximum</b>		<b>Medical Pharmacy</b>			
- Single	\$3,500	\$1,500 \$5,100	\$3,000	\$3,425	\$6,450
- Family	\$9,400	\$3,000 \$10,200	\$6,000	\$6,850	\$12,900
<b>Lifetime maximum benefit</b>	Unlimited	Unlimited		Unlimited	
<b>Primary care physician</b>					
- Office visits	Office hours: \$10 copay; after office hours/home: \$15 copay	\$15 copay; deductible waived	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
<b>Specialty care</b>					
- Office visits	\$20 copay	\$15 copay; deductible waived	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
- Diagnostic lab and X-rays	Covered 100%	Covered 100% if part of an office visit; 85% after deductible otherwise	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
- Physical, occupational, speech therapy	\$10 copay	Covered 85% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
<b>Preventive care**</b>					
- Annual routine physical for adults	Covered 100%	Covered 100%; deductible waived	Covered 75% after deductible	Covered 100%; deductible waived	Covered 60% after deductible
- Mammogram	Covered 100%	Covered 100%; deductible waived	Covered 100%; deductible waived	Covered 100%; deductible waived	Covered 60%; deductible waived
- Routine ob/gyn exam	Covered 100%	Covered 100%; deductible waived	Covered 75%; deductible waived	Covered 100%; deductible waived	Covered 60%; deductible waived
- Well-child care (0–21 years)	Covered 100%	Covered 100%; deductible waived	Covered 75% after deductible	Covered 100%; deductible waived	Covered 60% after deductible
<b>Vision</b>					
- Routine eye exam	\$10 copay; 1 routine exam per 24 months	Covered 100%; 1 routine exam per 12 months	Not covered	Covered 100%; deductible waived	Covered 60% after deductible
<b>Outpatient surgery</b>	\$50 copay	Covered 85% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
<b>Hospitalization</b>	\$100 per admission	Covered 85% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
<b>Emergency treatment</b>					
- Emergency hospital charges***	\$100 copay	\$100 copay; waived if admitted	\$100 copay; waived if admitted	Covered 85% after deductible	Covered 85% after deductible
- Urgent care centers	\$20 copay	\$25 copay; deductible waived	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
- Walk-in clinics†	\$10 copay	\$15 copay; deductible waived	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
- MinuteClinic®	Covered 100%	Covered 100%; deductible waived	Not applicable	Covered 100% after deductible	Not applicable



Plan feature/service	Aetna HMO Plan — Aetna Health Network Only	Aetna Open Choice PPO		Aetna CDHP with Open Choice PPO	
	In network only	In network	Out of network*	In network	Out of network*
<b>Maternity</b>					
- First ob/gyn visit	\$20 copay	\$15 copay	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
- Hospital/global maternity charge	\$100 per-stay copay	Covered 85% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
<b>Behavioral health</b>					
- Inpatient	\$100 per-admission copay	Covered 85% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
- Outpatient	\$5 per visit	\$5 copay; deductible waived	Covered 75% after deductible	Covered 85% after deductible	Covered 75% after deductible for 1st 40 visits; 60% after deductible thereafter
<b>Acupuncture</b>					
Up to 10 visits per year	Office hours: \$10 copay; after office hours/home: \$15 copay	\$15 copay; deductible waived	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
<b>Chiropractic</b>	\$10 copay	Covered 85% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
<b>Durable medical equipment</b>	Covered 50%	Covered 85% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
<b>Diabetic supplies</b>	Pharmacy cost-sharing applies if pharmacy coverage is included; otherwise PCP office visit cost-sharing applies	Covered same as any other medical expense			

Pharmacy	In network only	In network	Out of network*	In network	Out of network*
<b>Retail</b>					
Up to a 30-day supply at participating pharmacies					
Formulary generic drugs	\$20 copay	\$20 copay	Not covered	\$10 copay	Covered 80% after the in-network copay
Formulary brand-name drugs	\$40 copay	\$40 copay		\$30 copay	
Nonformulary brand-name drugs	\$55 copay	\$55 copay		\$60 copay	
<b>Mail order from CVS Caremark®</b>					
<b>Mail Service Pharmacy</b>					
31- to 90-day supply					
Formulary generic drugs	\$20 copay	\$20 copay	Not covered	\$20 copay	Covered 80% after the in-network copay
Formulary brand-name drugs	\$40 copay	\$40 copay		\$60 copay	
Nonformulary brand-name and generic drugs	\$55 copay	\$55 copay		\$120 copay	
<b>CVS Specialty®</b>	First prescription fill at any retail pharmacy. Subsequent fills must be through our preferred CVS Specialty network. Refer to retail copays.				

\*You may be subject to balance billing.

\*\*Check your plan documents for age and frequency restrictions.

\*\*\*A penalty applies for non-emergency use of emergency hospital services.

†Walk-in clinics are network, free-standing health care facilities. They're an alternative to a physician's office visit for treatment of unscheduled, non-emergency illnesses and injuries and the administration of certain vaccines. They're not an alternative for emergency room services or the ongoing care provided by a physician. Neither an emergency room, nor the outpatient department of a hospital, will be considered a walk-in clinic.

# Contact information

If you need this material translated into another language, please call Member Services at 1-888-238-6258 (TTY: 711). Si usted necesita este documento en otro idioma, por favor llame a Servicios al Miembro al 1-888-238-6258 (TTY: 711).

Aetna® Member Services	1-888-238-6258 (TTY: 711)	AetnaDCGov.com
Find providers	N/A	Provider search
Teladoc® – talk to a doctor	1-855-TELADOC (1-855-835-2362)	Teladoc.com/Aetna
24-Hour Nurse Line	1-800-556-1555 (TTY: 711)	Aetna.com
Aetna One® Choice	1-877-243-2752 (TTY: 711)	
Aetna Maternity Program	1-800-272-3531 (TTY: 711)	
Healthy Lifestyle Coaching	1-866-213-0153 (TTY: 711)	

## Manage your health and benefits on the go

Download the **Aetna Health<sup>SM</sup>** app on your mobile device. **Log in** using the same user name and password you created for your Aetna member website.

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

Includes select MinuteClinic services. Not all MinuteClinic services are covered. Please consult benefits documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventative MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates. This benefit is not available in all states. For a complete list of other participating pharmacies, log in to **Aetna.com** and use our provider search tool. Not all services are covered. See plan documents for a complete description of benefits, exclusions and limitations 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 health care professional. Refer to **Aetna.com** for more information about Aetna plans.

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