

# Important disclosure information

Open Choice® PPO

Aetna Open Access® HMO

Aetna Choice® POS

Aetna Open Access® Managed Choice®

Health Network Only

Health Network Option

Elect Choice EPO

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# Understanding your plan of benefits

Aetna health benefits plans cover most types of health care from a doctor or hospital, but they do not cover everything. The plan covers recommended preventive care and care you need for medical reasons. It does not cover services you may just want to have, like plastic surgery. It also does not cover treatment that is not yet widely accepted. You should also be aware that some services may have limits. For example, a plan may allow only one eye exam per year.

**Warning: If you or your family members are covered by more than one health care plan, you may not be able to collect benefits from both plans. Each plan may require you to follow its rules or use specific doctors and hospitals, and it may be impossible to comply with both plans at the same time. Before you enroll in this plan, read all of the rules very carefully and compare them with the rules of any other plan that covers you or your family.**

## Have a Med Premier or Student Plan?

If you have a Student Accident and Sickness plan, please visit [aetnastudenthealth.com](http://aetnastudenthealth.com) for questions or call Aetna Student Health at the toll-free number on your ID card for more information. For appeals, please forward your request to the address shown on your Explanation of Benefits statement or adverse determination letter. Fully insured student health insurance plans are underwritten by Aetna Life Insurance Company (Aetna). Aetna Student Health<sup>SM</sup> is the brand name for products and services provided by Aetna Life Insurance Company and its applicable affiliated companies (Aetna).

If you have a Med Premier major medical plan and have questions, please call The Boon Group® at the toll-free number on your ID card for more information. The Med Premier plan is a fully insured health insurance plan underwritten by Aetna Life Insurance Company.

Administrative services are provided by Aetna Life Insurance Company and Boon Administrative Services, Inc., a licensed Third Party Administrator and a wholly owned subsidiary of The Boon Group, Inc.

## Not all of the information in this booklet applies to your specific plan

Most of the information in this booklet applies to all plans, but some does not. For example, not all plans have deductibles or prescription drug benefits. Information about those topics will only apply if the plan includes those rules.

State-specific information throughout this booklet does not apply to all plans. To be sure, review your plan documents, ask your benefits administrator, or call Aetna Member Services. Some states may also have differences that are not reflected in this document.

## Where to find information about your specific plan

Your plan documents list all the details for the plan you choose. This includes what's covered, what's not covered and what you will pay for services. Plan document names vary.

They may include a Booklet-Certificate, Schedule of Benefits, Certificate of Coverage, Group Agreement, Group Insurance Certificate, Group Insurance Policy and/or any riders and updates that come with them.

If you can't find your plan documents, call Member Services to ask for a copy. Use the toll-free number on your Aetna ID card.

**Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. Health benefits and health insurance plans are offered, underwritten and/or administered by Aetna Health Inc., Aetna Health Insurance Company and/or Aetna Life Insurance Company.**

# Get plan information online and by phone

## If you're already enrolled in an Aetna® health plan

You have three convenient ways to get plan information anytime, day or night:

### 1. Log in to your secure member website

You can get coverage information for your plan online. You can also get details about any programs, tools and other services that come with your plan. Just register once to create a user name and password.

Have your Aetna ID card handy to register. Then visit **aetna.com** and click "Log In." Follow the prompts to complete the one-time registration.

Then you can log in anytime to:

- Verify who's covered and what's covered
- Access your plan documents
- Track claims or view past copies of Explanation of Benefits statements
- Use the online provider search tool to find network care
- Use our cost-of-care tools so you can know before you go
- Learn more about and access any wellness programs that come with your plan

### 2. Use your mobile device to access a streamlined version of our secure member website

Go to your Play Store (Android) or App Store (iPhone) and search for Aetna® Mobile. You can also text APPS to 23862 to download.

Here's just some of what you can do from Aetna® Mobile:

- Find a doctor or facility
- View alerts and messages
- View your claims, coverage and benefits
- View your ID card information
- Use the Member Payment Estimator
- Contact Us by phone or email

### 3. Call Member Services at the toll-free number on your Aetna® ID card

As an Aetna member you can use the Aetna Voice Advantage® self-service options to:

- Verify who's covered under your plan
- Find out what's covered under your plan
- Get an address to mail your claim and check a claim status
- Find other ways to contact Aetna
- Order a replacement Aetna ID card
- Be transferred to behavioral health services (if included in your plan)

### Help for those who speak another language and for those who are deaf

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, por favor llame al número de Servicios al Miembro que figura en su tarjeta de identificación de Sutter Health | Aetna, y un representante de 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, use su TTY y marcar **711** para el Servicio de Retransmisión de Telecomunicaciones (TRS). Una vez conectado, por favor entrar o proporcionar el número de teléfono de que está llamando.

You can also speak with a representative to:

- Understand how your plan works or what you will pay
- Get information about how to file a claim
- Get a referral
- Find care outside your area
- File a complaint or appeal
- Get copies of your plan documents
- Connect to behavioral health services (if included in your plan)
- Find specific health information
- Learn more about our Quality Management program

### **Not yet a member?**

For help understanding how a particular medical plan works, you should review your Summary of Benefits and Coverage document or contact your employer or benefits administrator.

### **Search our network for doctors, hospitals and other health care providers**

Use our online provider search tool for the most up-to-date list of health care professionals and facilities. You can get a list of available doctors by ZIP code, or enter a specific doctor's name in the search field.

**Existing members:** Visit [aetna.com](https://www.aetna.com) and log in. From your secure member website home page, select "Find Care" from the top menu bar and start your search.

**Considering enrollment:** Visit [aetna.com](https://www.aetna.com) and select "Find a doctor" from the home page. You'll need to select the plan you're interested in from the drop-down box.

Our online search tool is more than just a list of doctors' names and addresses. It also includes information about:

- Where the physician attended medical school
- Board certification status
- Language spoken
- Hospital affiliations
- Gender
- Driving directions

### **Get a FREE printed directory**

To get a free printed list of doctors and hospitals, call the toll-free number on your Aetna ID card. If you're not yet a member, call **1-888-982-3862**.

If you live in Georgia, you can call toll-free at

**1-800-223-6857** to confirm that the preferred provider in question is in the network and/or accepting new patients.

Hawaii Insurance Division – You may contact the Hawaii Insurance Division and the Office of Consumer Complaints at **1-808-586-2790**.

Michigan members may contact the Michigan Office of Insurance and Financial Services at **517-284-8800** to:

- Verify participating providers' license
- Access information on formal complaints and disciplinary actions filed or taken against a health care provider in the immediate preceding three years

For more information on your health plan, call Member Services at **1-800-208-8755** or refer to your plan documents.

### **A provider's right to join the network – Kentucky**

Any health care provider who meets our enrollment criteria and who is willing to meet the terms and conditions for participation has a right to become a participating provider in our network.

### **Customary waiting times – Kentucky**

- Routine – Within 7 days
- Preventive care – Within 8 weeks
- Symptomatic, nonurgent – Within 3 days
- Urgent complaint – Same day/within 24 hours
- Emergency – Immediately or referred to ER

## Some doctors are not in the Aetna® network even if they work in a network hospital

**Louisiana notice:** *“Health care services may be provided to you at a network health care facility by facility-based physicians who are not in your health plan. You may be responsible for payment of all or part of the fees for those out-of-network services, in addition to applicable amounts due for copayments, coinsurance, deductibles, and noncovered services. Specific information about in-network and out-of-network facility-based physicians can be found at the website address of your health plan or by calling the customer service telephone number of your health plan”*

## Accountable care organizations — Physician networks that help to improve care while lowering costs

Accountable care organizations are networks of primary care doctors, specialists and at least one hospital. Their mission is to better coordinate patient care to improve efficiency, quality and patient satisfaction.

Like most plans, we pay these doctors and hospitals on a fee-for-service basis. We pay them more when they meet certain goals. The amount of these payments depends on how well the networks meet goals\* for efficiency and quality:

- Increase screenings for cancer, diabetes and cholesterol
- Reduce avoidable ER visits, short-term hospital stays, repetitive tests and the overall cost of care

The network may also have to make payments to us if they fail to meet their goals. This helps encourage savings that are tied to value and better health outcomes for our members.

Doctors and hospitals that are members of an accountable care network may have their own financial arrangements through the network itself. Ask your doctor for details.

It’s important for doctors to see a complete view of your health care to provide customized treatment plans for your unique needs. For that reason, we may share your health information with the accountable care organization and/or doctors within the network.

You can see which health care providers are part of an accountable care organization when you use our online provider search tool. See “Search our network for

doctors, hospitals and other health care providers” in this booklet for details. After entering your search criteria, look for the specific network logo.

## Costs and rules for using your plan

### What you pay

You will share in the cost of your health care. These are called “out-of-pocket” costs. Your plan documents show the amounts that apply to your specific plan. Those costs may include:

- **Copay** – A set amount (for example, \$25) you pay for a covered health care service. You usually pay this when you get the service. The amount can vary by the type of service. For example, you may pay a different amount to see a specialist than you would pay to see your family doctor.
- **Coinsurance** – Your share of the costs for a covered service. This is usually a percentage (for example, 20 percent) of the allowed amount for the service. For example, if the health plan’s allowed amount for an office visit is \$100 and you’ve met your deductible, your coinsurance payment of 20 percent would be \$20. The health plan pays the rest of the allowed amount.
- **Deductible** – The amount you owe for health care services before your health plan begins to pay. For example, if your deductible is \$1,000, you have to pay the first \$1,000 for covered services before the plan begins to pay. You may not have to pay for some services.

Other deductibles may apply at the same time:

- **Inpatient hospital deductible** – Applies when you are a patient in a hospital
- **Emergency room deductible** – The amount you pay when you go to the emergency room, waived if you are admitted to the hospital within 24 hours

**Note:** These are separate from your general deductible. For example, your plan may have a \$1,000 general deductible and a \$250 emergency room deductible. This means you pay the first \$1,000 before the plan pays anything. Once the plan starts to pay, if you go to the emergency room you will pay the first \$250 of that bill.

\*The specific goals will vary from network to network.

## Your costs when you go outside the network

### Network-only plans

Open Access HMO and Health Network Only plans are network-only plans. That means the plan covers health care services only when provided by a doctor who participates in the Aetna network. Not every hospital, health care facility, physician or other types of providers participate in the network. If you receive services from an out-of-network doctor or other health care provider, you will have to pay all of the costs for the services. See “Emergency and urgent care and care after office hours” for more information.

### Plans that cover out-of-network services

With Open Choice, Health Network Option, Open Access Managed Choice and Aetna Choice POS plan, you may choose a doctor in our network. You may choose to visit an out-of-network doctor. We cover the cost of care based on if the provider, such as a doctor or hospital, is in network or out of network. We want to help you understand how much we will pay for your out-of-network care. At the same time, we want to make it clear how much more you will need to pay for this care. The following are examples for when you see a doctor:

**In network** means we have a contract with that doctor. Doctors agree to how much they will charge you for covered services. That amount is often less than what they would charge you if they were not in our network. Most of the time, it costs you less to use doctors in our network. Doctors also agree to not bill you for any amount over their contract rate. All you have to pay is your coinsurance or copayments, along with any deductible. Your network doctor will handle any precertification required by your plan.

**Out of network** means we do not have a contract for discounted rates with that doctor. We don't know exactly what an out-of-network doctor will charge you. If you choose a doctor who is out of network, your Aetna health plan may pay some of that doctor's bill. Most of the time, you will pay more money out of your own pocket if you choose to use an out-of-network doctor.

Your out-of-network doctor or hospital sets the rate to charge you. It may be higher — sometimes much higher — than what your Aetna® plan recognizes or allows. Your doctor may bill you for the dollar amount the plan doesn't recognize. You'll also pay higher copayments, coinsurance

### Going in network just makes sense.

- We have negotiated discounted rates for you.
- Network doctors and hospitals won't bill you for costs above our rates for covered services.
- You are in great hands with access to quality care from our national network.

To learn more about how we pay out-of-network benefits, visit [aetna.com](https://www.aetna.com). Type “how Aetna pays” in the search box.

and deductibles under your plan. No dollar amount above the recognized charge counts toward your deductible or out-of-pocket limits. This means you are fully responsible for paying everything above the amount the plan allows for a service or procedure.

When you choose to see an out-of-network doctor, we pay for your health care depending on the plan you or your employer chooses. Some of our plans pay for out-of-network services by looking at what Medicare would pay and adjusting that amount up or down. Our plans range from paying 90 percent of Medicare (that is, 10 percent less than Medicare would pay) to 300 percent of Medicare (the Medicare rate multiplied by three). Some plans pay for out-of-network services based on what is called the usual and customary charge or reasonable amount rate. These plans use information from FAIR Health, Inc., a not-for-profit company, that reports how much providers charge for services in any ZIP code.

You can call Member Services at the toll-free number on your Aetna ID card to find out the method your plan uses to reimburse out-of-network doctors. You can also ask for an estimate of your share of the cost for out-of-network services you are planning. The way of paying out-of-network doctors and hospitals applies when you choose to get care out of network. See “Emergency and urgent care” to learn more.

## You never need referrals with open access plans

As an Aetna Open Access or PPO plan member, you never need a referral from your regular doctor to see a specialist. You also do not need to select a primary care provider (PCP), but we encourage you to do so to help you navigate the health care system. Regardless, some states require us to tell you about certain open access benefits. Be assured that all of your benefits are open access, including the following:

### Florida

- **Chiropractor and podiatrist** – You have direct access to a participating primary care chiropractic and podiatric provider of your choice and do not need a referral from your PCP to access these benefits covered under your health benefits plan.
- **Dermatologist** – You have direct access to a participating primary care dermatologist provider of your choice and do not need a referral from your PCP to access these benefits covered under your health benefits plan.

### Georgia

- **Ob/Gyn** – Female members have direct access to the participating primary Ob/Gyn provider of their choice and do not need a referral from their PCP for a routine well-woman exam, including a Pap smear when appropriate and an unlimited number of visits for gynecologic problems and follow-up care.
- **Dermatologist** – You have direct access to the participating dermatologist provider of your choice and do not need a referral from your primary care physician(s) to access dermatologic benefits covered under your health plan.

### Kentucky

Participating primary chiropractic providers – If you live in Kentucky, you have direct access to the participating primary chiropractic provider of your choice. You do not need a referral from your PCP to access chiropractic benefits covered under your benefits plan.

### North Carolina

**Ob/Gyn** – Any female member 13 years or older may visit any participating gynecologist for a routine well-woman exam, including a Pap smear when appropriate and an unlimited number of visits for gynecologic problems and follow-up care.

### Tennessee

**Routine vision care** – You are covered for routine vision exams from participating providers without a referral from your PCP. Copayments may apply. For routine eye exams, you can visit a participating optometrist or ophthalmologist without a referral, once every 12 months. A contact lens fitting exam is not covered.

### Precertification: Getting approvals for services

Sometimes we will pay for care only if we have given an approval before you get it. We call that precertification. You usually only need precertification for more serious care like surgery or being admitted to a hospital. When you get care from a doctor in the Aetna® network, your doctor gets precertification from us. But if you get your care outside our network, you must call us for precertification when that's required.

Your plan documents list all the services that require you to get precertification. If you don't, you will have to pay for all or a larger share of the cost for the service. Even with precertification, you will usually pay more when you use out-of-network doctors. Call the number on your Aetna ID card to begin the process. You must get the precertification before you receive the care.

**Notice: You must personally bear all costs if you use health care not authorized by this plan or purchase drugs that are not authorized by this plan.**

You do not have to get precertification for emergency services.

### What we look for when reviewing a request

First, we check to see that you are still a member. And we make sure the service is considered medically necessary for your condition. We also make sure the service and place requested to perform the service are cost effective. We may suggest a different treatment or place of service that is just as effective but costs less.

We also look to see if you qualify for one of our case management programs. If so, one of our nurses may contact you.

Precertification does not verify if you have reached any plan dollar limits or visit maximums for the service requested.

So, even if you get approval, the service may not be covered.



## North Carolina members

If you cannot get a medically necessary service or supply through a preferred/participating doctor or hospital without unreasonable delay, or you can't find a participating doctor who can provide the service or supply, you can get the service or supply from a nonpreferred/nonparticipating provider. You must precertify the service or supply first. Once precertified, we will cover the service or supply at the preferred/in-network benefit level. That means your share of the costs (copayment, coinsurance and/or deductible) will be at the preferred or in-network level. This is also true for medical emergencies. Medical emergencies do not require precertification.

### Our review process after precertification (utilization review/patient management)

We have developed a patient management program to help you access appropriate health care and maximize coverage for those health care services. In certain situations, we review your case to be sure the service or supply meets established guidelines and is a covered benefit under your plan. We call this a utilization review.

### We follow specific rules to help us make your health a top concern during our reviews

- We do not reward Aetna employees for denying coverage.
- We do not encourage denials of coverage. In fact, we train staff to focus on the risks of members not getting proper care. Where such use is appropriate, our staff uses nationally recognized guidelines and resources, such as MCG (formerly Milliman Care Guidelines) to review requests for coverage. Physician groups, such as independent practice associations, may use other resources they deem appropriate.
- We do not encourage utilization decisions that result in underutilization.

## Filing claims in Oklahoma

Aetna participating doctors and other health care providers will file claims for you. However, you may need to file a claim for covered out-of-network services. You can download and print a claim form at <https://www.aetna.com/individuals-families/using-your-aetna-benefits/find-form.html>. You can also call Member Services at the number on your ID card to ask for a form. The claim form includes complete instructions including what documentation to send with it.

We determine how and whether a claim is paid based on the terms and conditions of the health coverage plan and our internal coverage policies. See "Knowing what is covered" to learn more about coverage policies.

## Information about specific benefits

### Emergency and urgent care and care after office hours

An emergency medical condition means your symptoms are sudden and severe. If you don't get help right away, an average person with average medical knowledge will expect you could die or risk your health. For a pregnant woman, that includes her unborn child.

Emergency care is covered anytime, anywhere in the world. If you need emergency care, follow these guidelines:

- Call **911** or go to the nearest emergency room. If you have time, call your doctor.
- Tell your doctor as soon as possible afterward. A friend or family member may call on your behalf.
- You do not have to get approval for emergency services.

In **Kentucky**, the definition for emergency medical condition is, "A medical condition manifesting itself by acute symptoms of sufficient severity, including severe pain, that a prudent layperson would reasonably have cause to believe constitutes a condition that the absence of immediate medical attention could reasonably be expected to result in: placing the health of the individual or, with respect to a pregnant woman, the health of the woman or her unborn child, in serious jeopardy; serious impairment to bodily functions; or serious dysfunction of any bodily organ or part; or with respect to a pregnant woman who is having contractions, a situation in which there is inadequate time to effect a safe transfer to another hospital before delivery; or a situation in which transfer may pose a threat to the health or safety of the woman or the unborn child."

### You are covered for emergency care

You have emergency coverage while you are traveling or if you are near your home. That includes students who are away at school.

Sometimes you don't have a choice about where you go for care, like if you go to the emergency room for a heart attack or a car accident. When you need care right away, go to any doctor, walk-in clinic, urgent care center or emergency room. When you have no choice, we will pay the bill as if you got care in network. You pay your plan's copayments, coinsurance and deductibles for your network level of benefits.

We'll review the information when the claim comes in. If we think the situation was not urgent, we might ask you for more information and may send you a form to fill out. Please complete the form, or call Member Services to give us the information over the phone.

### **After-hours care – available 24/7**

Call your doctor when you have medical questions or concerns. Your doctor should have an answering service if you call after the office closes. You can also go to an urgent care center, which may have limited hours. To find a center near you, log in to [aetna.com](https://www.aetna.com) and search our list of doctors and other health care providers. Check your plan documents to see how much you must pay for urgent care services.

### **Prescription drug benefit**

Check your plan documents to see if your plan includes prescription drug benefits.

### **Some plans encourage generic drugs over brand-name drugs**

A generic drug is the same as a brand-name drug in dose, use and form. They are FDA approved and safe to use. Generic drugs usually sell for less, so many plans give you incentives to use generics. That doesn't mean you can't use a brand-name drug, but you'll pay more for it. You'll pay your normal share of the cost, and you'll also pay the difference in the two prices.

### **We may also encourage you to use certain drugs**

Some plans encourage you to buy certain prescription drugs over others. The plan may even pay a larger share for those drugs. We list those drugs in the Aetna Pharmacy Drug Guide (formulary). This guide shows which prescription drugs are covered on a preferred basis. It also explains how we choose medications to be in the guide.

When you get a drug that is not on the preferred drug guide, your share of the cost will usually be more. Check your plan documents to see how much you will pay. You can use those drugs if your plan has an open formulary, but you'll pay the highest copay under the plan. If your plan has a closed formulary, those drugs are not covered.

### **Drug companies may give us rebates when our members buy certain drugs**

We may share those rebates with your employer. Rebates usually apply to drugs on the preferred drug guide. They may also apply to drugs not in the guide. In plans where you pay a percentage of the cost, your share of the cost is based on the price of the drug before Aetna receives any rebate.

Sometimes, in plans where you pay a percentage of the cost instead of a flat dollar amount, you may pay more for a drug in the preferred drug guide than for a drug not in the guide.

### **Mail-order and specialty drug services from Aetna owned pharmacies**

Mail-order and specialty drug services are from pharmacies Aetna owns. These pharmacies are called Aetna Rx Home Delivery® and Aetna Specialty Pharmacy®, which are for-profit pharmacies.

### **You might not have to stick to the preferred drug guide**

Sometimes your doctor might recommend a drug that's not in the preferred drug guide. If it is medically necessary for you to use that drug, you, someone helping you or your doctor can ask us to make an exception. Your pharmacist can also ask for an exception for antibiotics and pain medicines. Check your plan documents for details.

### **You may have to try one drug before you can try another**

Step therapy means you may have to try one or more less expensive or more common drugs before a drug on the step-therapy list will be covered. Your doctor might want you to skip one of these drugs for medical reasons. If so, you, someone helping you or your doctor can ask for a medical exception. Your pharmacist can also ask for an exception for antibiotics and pain medicines.

## **You may request an exception for some drugs that are not covered**

Your plan documents might list specific drugs that are not covered. Your plan also may not cover drugs that we haven't reviewed yet. You, someone helping you or your doctor may have to get our approval (a medical exception) to use one of these drugs.

## **Get a copy of the preferred drug guide**

You can find the Aetna Pharmacy Drug Guide (formulary) on our website at [aetna.com/formulary/](https://www.aetna.com/formulary/). You can call the toll-free number on your Aetna ID card to ask for a printed copy. We frequently add new drugs to the guide. Look online or call Member Services for the latest updates.

## **Have questions? Get answers.**

Ask your doctor about specific medications. Call the number on your Aetna ID card to ask about how your plan pays for them. Your plan documents also spell out what's covered and what is not.

## **Mental health and addiction benefits**

Here's how to get inpatient and outpatient services, partial hospitalization and other mental health services:

- Call **911** if it's an emergency.
- Call the toll-free behavioral health number on your Aetna ID card.
- Call Member Services if no other number is listed.
- Employee assistance program (EAP) professionals can also help you find a mental health specialist.

## **Get information about using network therapists**

We want you to feel good about using the Aetna network for mental health services. Visit [aetna.com/docfind](https://www.aetna.com/docfind) and select the "Quality and Cost Information" link. No Internet? Call Member Services instead. Use the toll-free number on your Aetna ID card to ask for a printed copy.

Aetna Behavioral Health offers two screening and prevention programs for our members

- **Beginning Right® depression program:** Perinatal and postpartum depression education, screening and treatment referral
- **OORS Program: Opioid overdose risk screening program**

Call Member Services to learn more about these programs.

## **Transplants and other complex conditions**

Our National Medical Excellence Program® (NME) is for members who need a transplant or have a condition that can only be treated at a certain hospital. You may need to visit an Aetna Institutes of Excellence™ hospital to get coverage for the treatment. Some plans won't cover the service if you don't. We choose hospitals for the NME program based on their expertise and experience with these services. We also follow any state rules when choosing these hospitals.

## **Important benefits for women**

### **Women's Health and Cancer Rights Act of 1998**

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy was performed
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Protheses
- Treatment of physical complications of the mastectomy, including lymphedema

Benefits will be provided to a person who has already undergone a mastectomy as a result of breast cancer while covered under a different health plan. Coverage is provided in accordance with your plan design and is subject to plan limitations, copays, deductibles, coinsurance and referral requirements, if any, as outlined in your plan documents.

Please contact Member Services for more information. Or use these links to get more.

- Fact sheet from the U.S. Department of Health and Human Services:

[https://www.cms.gov/CCIIO/Programs-and-Initiatives/Other-Insurance-Protections/whcra\\_factsheet.html](https://www.cms.gov/CCIIO/Programs-and-Initiatives/Other-Insurance-Protections/whcra_factsheet.html)

- Pamphlet from the U.S. Department of Labor:

<https://www.dol.gov/sites/default/files/ebsa/about-ebsa/our-activities/resource-center/publications/your-rights-after-a-mastectomy.pdf>

## No coverage based on U.S. sanctions

If U.S. trade sanctions consider you a blocked person, the plan cannot provide benefits or coverage to you. If you travel to a country sanctioned by the United States, the plan in most cases cannot provide benefits or coverage to you. Also, if your health care provider is a blocked person or is in a sanctioned country, we cannot pay for services from that provider. For example, if you receive care while traveling in another country and the health care provider is a blocked person or is in a sanctioned country, the plan cannot pay for those services. For more information on U.S. trade sanctions, visit [www.treasury.gov/resource-center/sanctions/Pages/default.aspx](http://www.treasury.gov/resource-center/sanctions/Pages/default.aspx).

## Other state-mandated benefits

See your plan documents for coverage details, including any benefits mandated in your state that may not be mentioned here or elsewhere in this document.

### West Virginia – Contraceptive drugs and devices

Plans that include prescription drug benefits must have a rider that covers FDA-approved birth control products. Religious employers are allowed to opt out of this coverage. If that happens, members covered under the contract can get their own birth control rider directly from us. Talk to your plan administrator to see if this impacts you.

### Delaware – Scalp hair prosthesis benefit

Aetna plans cover the cost of scalp hair prosthesis worn for hair loss suffered as a result of alopecia areata, resulting from an autoimmune disease. The same limitations and guidelines that apply to other prosthesis as outlined in your plan documents will apply, but this benefit is also limited to \$500 per year.

## Knowing what is covered

Here are some of the ways we determine what is covered:

### We check if it's medically necessary

Medical necessity is more than being ordered by a doctor. Medically necessary means your doctor ordered a product or service for an important medical reason. It might be to help prevent a disease or condition, or to check if you have one. It might also be to treat an injury or illness.

The product or service:

- Must meet a normal standard for doctors
- Must be the right type in the right amount for the right length of time and for the right body part
- Must be known to help the particular symptom
- Cannot be for the member's or the doctor's convenience
- Cannot cost more than another service or product that is just as effective

Only medical professionals can decide if a treatment or service is not medically necessary. We do not reward Aetna employees for denying coverage. Sometimes a physician's group will determine medical necessity. Those groups might use different resources than we do.

If we deny coverage, we'll send you and your doctor a letter. The letter will explain how to appeal the denial. You have the same right to appeal if a physician's group denied coverage. You can call Member Services to ask for a free copy of the materials we use to make coverage decisions. Or visit [aetna.com/about/cov\\_det\\_policies.html](http://aetna.com/about/cov_det_policies.html) to read our policies. Doctors can write or call our Patient Management department with questions. Contact Member Services either online or at the phone number on your Aetna ID card for the appropriate address and phone number.

### Iowa

Coverage decision means a final adverse decision based on medical necessity. This definition does not include a denial of coverage for a service or treatment specifically listed in plan or evidence of coverage documents as excluded from coverage, or a denial of coverage for a service or treatment that has already been received and for which the enrollee has no financial liability.

### We study the latest medical technology

We look at scientific evidence published in medical journals to help us decide what is medically necessary. This is the same information doctors use. We also make sure the product or service is in line with how doctors, who usually treat the illness or injury, use it. Our doctors may use nationally recognized resources like MCG (formerly Milliman Care Guidelines).

We also review the latest medical technology, including drugs, equipment and mental health treatments. Plus, we look at new ways to use old technologies. To make decisions, we may:

- Read medical journals to see the research – we want to know how safe and effective it is
- See what other medical and government groups say about it – including the federal Agency for Healthcare Research and Quality
- Ask experts
- Check how often and how successfully it has been used

We publish our decisions in our Clinical Policy Bulletins.

### **We post our findings on aetna.com**

We write a report about a product or service after we decide if it is medically necessary. We call the report a Clinical Policy Bulletin (CPB).

CPBs help us decide whether to approve a coverage request. Your plan may not cover everything our CPBs say is medically necessary. Each plan is different, so check your plan documents.

CPBs are not meant to advise you or your doctor on your care. Only your doctor can give you advice and treatment. Talk to your doctor about any CPB related to your coverage or condition.

You and your doctor can read our CPBs on our website at [aetna.com](https://www.aetna.com). You can find them under “Providers.” No Internet? Call Member Services at the toll-free number on your ID card. Ask for a copy of a CPB for any product or service.

### **Avoid unexpected bills.**

Check your plan documents to see what’s covered before you get health care. Can’t find your plan documents? Call Member Services to ask a specific question or have a copy mailed to you.

## **What to do if you disagree with us**

### **Complaints, appeals and external review**

Please tell us if you are not satisfied with a response you received from us or with how we do business.

### **Call Member Services to file a verbal complaint or to ask for the address to mail a written complaint.**

The phone number is on your Aetna ID card. You can also email Member Services through the secure member website.

If you’re not satisfied after talking to a Member Services representative, you can ask us to send your issue to the appropriate complaint department.

**If you don’t agree with a denied claim, you can file an appeal.** To file an appeal, follow the directions in the letter or explanation of benefits statement that says your claim was denied. The letter also tells you what we need from you and how soon we will respond.

### **Get a review from someone outside Aetna**

If the denial is based on a medical judgment, you may be able to get an outside review if you’re not satisfied with your appeal (in most cases you will need to finish all of your internal appeals first). Follow the instructions on our response to your appeal. Call Member Services to ask for an external review form. You can also visit [aetna.com](https://www.aetna.com). Enter “external review” into the search bar.

Some states have their own external review process, and you may need to pay a small filing fee as part of the state mandated program. In other states, external review is still available but follows federal rules. Visit your state’s government website to learn more. You can find a link at [usa.gov/Agencies/State-and-Territories.shtml](https://www.usa.gov/Agencies/State-and-Territories.shtml) or call Member Services at the toll-free number on your Aetna ID card for help.

In Indiana, visit <https://www.in.gov/idoi/> for information about how you can file an internal or external grievance.

An independent review organization (IRO) will assign your case to one of their experts. The expert will be a doctor or other professional who specializes in that area or type of appeal. You should have a decision within 45 calendar days of the request. The outside reviewer’s decision is final and binding; we will follow the outside reviewer’s decision and you will not have to pay anything unless there was a filing fee.

<sup>1</sup>Source: American Academy of Family Physicians. Advance Directives and Do Not Resuscitate Orders. January 2012. Available at <https://familydoctor.org/advance-directives-and-do-not-resuscitate-orders/>. Accessed May 15, 2018.

## **A rush review may be possible**

If your doctor thinks you cannot wait 45 days, ask for an expedited – or rush – review. That means we will make our decision as soon as possible.

## **Member rights and responsibilities**

### **Know your rights as a member**

You have many legal rights as a member of a health plan. You also have many responsibilities. You have the right to suggest changes in our policies and procedures. This includes our member rights and responsibilities.

Some of your rights are below. We also publish a list of rights. Visit [aetna.com/individuals-families/member-rights-resources.html](https://www.aetna.com/individuals-families/member-rights-resources.html) to view the list. You can also call Member Services at the number on your ID card to ask for a printed copy.

### **Making medical decisions before your procedure**

An advance directive tells your family and doctors what to do when you can't tell them yourself. You don't need an advance directive to receive care, but you have the right to create one. Hospitals may ask if you have an advance directive when you are admitted.

There are three types of advance directives:

- Durable power of attorney – name the person you want to make medical decisions for you.
- Living will – spells out the type and extent of care you want to receive.
- Do-not-resuscitate order – states that you don't want CPR if your heart stops or a breathing tube if you stop breathing.

You can create an advance directive in several ways:

- Ask your doctor for an advance directive form.
- Write your wishes down by yourself.
- Pick up a form at state or local offices on aging, or your local health department.
- Work with a lawyer to write an advance directive.
- Create an advance directive using computer software designed for this purpose.

## **Learn about our quality management programs**

We make sure your doctor provides quality care for you and your family. To learn more about these programs, including goals and outcomes, go to [aetna.com](https://www.aetna.com). Enter "Quality Management and Improvement Efforts" in the search bar. You can also call Member Services to ask for a printed copy. The toll-free number is on your Aetna ID card.

### **We protect your privacy**

We consider personal information to be private. Our policies protect your personal information from unlawful use. By personal information, we mean information that can identify you as a person, as well as your financial and health information.

Personal information does not include what is available to the public. For example, anyone can access information about what the plan covers. It also does not include reports that do not identify you.

### **Summary of the Aetna Privacy Policy**

When necessary for your care or treatment, the operation of our health plans or other related activities, we use personal information within our company, share it with our affiliates and may disclose it to:

- Your doctors, dentists, pharmacies, hospitals and other caregivers
- Other insurers
- Vendors
- Government departments
- Third-party administrators (TPAs) (this includes plan sponsors and/or employers)

These parties are required to keep your information private as required by law.

Some of the ways in which we may use your information include:

- Paying claims
- Making decisions about what the plan covers
- Coordination of payments with other insurers
- Quality assessment
- Activities to improve our plans
- Audits

We consider these activities key for the operation of our plans. When allowed by law, we use and disclose your personal information in the ways explained above without your permission. Our privacy notice includes a complete explanation of the ways we use and disclose your information. It also explains when we need your permission to use or disclose your information.

We are required to give you access to your information. If you think there is something wrong or missing in your personal information, you can ask that it be changed. We must complete your request within a reasonable amount of time. If we don't agree with the change, you can file an appeal.

For more information about our privacy notice or if you'd like a copy, call the toll-free number on your ID card or visit us at [aetna.com](https://www.aetna.com).

### **Anyone can get health care**

We do not consider your race, disability, religion, sex, sexual orientation, health, ethnicity, creed, age or national origin when giving you access to care. Network providers are legally required to the same.

We must comply with these laws:

- Title VI of the Civil Rights Act of 1964
- Age Discrimination Act of 1975
- Americans with Disabilities Act
- Laws that apply to those who receive federal funds
- All other laws that protect your rights to receive health care

### **How we use information about your race, ethnicity and the language you speak**

You choose if you want to tell us your race/ethnicity and preferred language. We'll keep that information private. We use it to help us improve your access to health care. We also use it to help serve you better. See "We protect your privacy" to learn more about how we use and protect your private information. See also "Anyone can get health care."

### **Your rights to enroll later if you decide not to enroll now**

#### **When you lose your other coverage**

You might choose not to enroll now because you already have health insurance. You may be able to enroll later if you lose that other coverage or if your employer stops

contributing to the cost. This includes enrolling your spouse or children and other dependents. If that happens, you must apply within 31 days after your coverage ends (or after the employer stops contributing to the other coverage).

#### **When you have a new dependent**

Getting married? Having a baby? A new dependent changes everything. And you can change your mind. You can enroll within 31 days after a life event if you chose not to enroll during the normal open enrollment period. Life events include:

- Marriage
- Birth
- Adoption
- Placement for adoption

Talk to your benefits administrator for more information or to request special enrollment.

### **Georgia members may nominate an out-of-network doctor for network benefits**

Would you prefer to receive care from a doctor who isn't in the network? Just call Member Services to nominate a specific doctor to serve as a network doctor for you and your covered family members. Use the phone number on your Aetna member ID card. You'll receive your ID card after you enroll.

The doctor must agree to accept the plan's compensation rates. He or she must also adhere to the plan's policies and quality assurance requirements. And the doctor must meet all other reasonable criteria as any other doctor in our network. If the doctor agrees, you will pay the same network cost sharing for that doctor's services as you pay for other network doctors.

We will adjust your premium to add the doctor to the network. The amount will depend on whether you have single or family coverage. Member Services representatives can tell you how much extra you'll pay. Talk to your employer or benefits administrator for exact pricing and other information.

### **Nondiscrimination for genetic testing**

Aetna will not in any way use the results of genetic testing to discriminate against applicants or enrollees.

## Hawaii Informed Consent

You have the right to be fully informed before making any decision about any treatment, benefit or nontreatment. Your provider will:

- Discuss all treatment options, including the option of no treatment at all
- Ensure that persons with disabilities have an effective means of communication with the provider and other members of the managed care plan
- Discuss all risks, benefits, and consequences of treatment and nontreatment. Your provider will also discuss with you and your immediate family both living wills and durable powers of attorney in relation to medical treatment.

## Rhode Island All Payer Claims Database (APCD)

The Rhode Island All Payer Claims Database (APCD) provides reports about health care quality, cost and reforms. Policy makers will use it to help them make better decisions regarding health care quality.

All health insurers in Rhode Island will send information to the APCD. To maintain your privacy, we will not send any of the following to the database:

- Your name
- Address
- Social Security number
- Telephone number
- Email address
- Any other information that could identify you

All information collected is anonymous and security is tight.

### It's your right to opt out of the project

If you want to have your information excluded, please go to <https://www.riapcd-optout.com/> and provide a few facts about yourself. This will ensure we exclude your information correctly. If you don't have access to the Internet and would like to opt out, please call Rhode Island's Health Insurance Consumer Support toll-free at **1-855-747-3224**.

### Questions?

Please contact the Rhode Island All-Payer Claims Database at <http://www.ohic.ri.gov> or the Rhode Island's Health Insurance Consumer Support toll-free at **1-855-747-3224** if you have any questions.

## More information is available

### Georgia

A summary of any agreement or contract between Aetna and any health care provider will be made available upon request by calling the Member Services telephone number listed on your ID card. The summary will not include financial agreements as to actual rates, reimbursements, charges or fees negotiated by Aetna and the provider. The summary will include a category or type of compensation paid by Aetna to each class of health care provider under contract with Aetna.

### Illinois

Illinois law requires health plans to provide the following information each year to enrollees and to prospective enrollees upon request:

- A complete list of participating health care providers in the health care plan's service area
- A description of the following terms of coverage:
  1. The service area
  2. The covered benefits and services with all exclusions, exceptions and limitations
  3. The precertification and other utilization review procedures and requirements
  4. A description of the process for the selection of a PCP, any limitation on access to specialists, and the plan's standing referral policy
  5. The emergency coverage and benefits, including any restrictions on emergency care services
  6. The out-of-area coverage and benefits, if any
  7. The enrollee's financial responsibility for copayments, deductibles, premiums and any other out-of-pocket expenses
  8. The provisions for continuity of treatment in the event a health care provider's participation terminates during the course of an enrollee's treatment by the provider
  9. The appeals process, forms and time frames for health care services appeals, complaints and external independent reviews, administrative complaints and utilization review complaints including a phone number to call to receive more information from the health care plan concerning the appeals process



10. A statement of all basic health care services and all specific benefits and services to be provided to enrollees by a state law or administrative rule
- A description of the financial relationship between the health plan and any health care provider including, if requested, the percentage of copayments, deductibles and total premiums spent on health care related expenses and the percentage of copayments, deductibles and total premiums spent on other expenses including administrative expenses

### **Kansas**

Kansas law permits you to have the following information upon request: (1) a complete description of the health care services, items and other benefits to which you are entitled in the particular health plan that is covering or being offered to you; (2) a description of any limitations, exceptions or exclusions to coverage in the health benefit plan, including prior authorization policies, restricted drug formularies or other provisions that restrict your access to covered services or items; (3) a listing of the plan's participating providers, their business addresses and telephone numbers, their availability, and any limitation on your choice of provider; (4) notification in advance of any changes in the health benefit plan that either reduces the coverage or increases the cost to you; and (5) a description of the grievance and appeal procedures available under the health benefit plan and your rights regarding termination, disenrollment, nonrenewal or cancellation of coverage. If you are a member, contact Member Services by calling the toll-free number on your ID card to ask for more information. If you are not yet an Aetna member, contact your plan administrator.

### **Kentucky**

Kentucky law requires Aetna to provide, upon enrollment and upon request, the following information: (1) a current participating provider directory with information on access to primary care providers and available providers; (2) general information on the type of financial incentives between contracted participating providers including any incentives and bonuses; and (3) our standard customary waiting times for appointments for urgent and routine care. Additionally, upon request, we will make available information about the provider network, including hospital affiliations and whether a particular network provider is board certified and whether a provider is currently accepting new patients. Members may contact Member Services at the toll-free number on their ID card for more information; all others contact your benefits administrator.

### **North Carolina**

Procedures and medically based criteria for determining whether a specified procedure, test or treatment is experimental, are available upon request.

### **Rhode Island**

Prospective and existing members can access the Consumer Disclosure Guide to Health Plans and the Consumer Right to Know at [aetna.com/individuals-families/member-rights-resources/rights/disclosure-information.html](https://www.aetna.com/individuals-families/member-rights-resources/rights/disclosure-information.html). Or call **1-888-982-3862** to request a paper copy.

We are committed to Accreditation by the National Committee for Quality Assurance (NCQA) as a means of demonstrating a commitment to continuous quality improvement and meeting customer expectations. A complete list of health plans and their NCQA status can be found on the NCQA website located at <http://reportcard.ncqa.org>.

To refine your search, we suggest you search these areas:

1. **Health Plans** – for HMO and PPO health plans
2. **Health Care Providers** – for physicians recognized by NCQA in the areas of Physician Practice Connections, Physician Practice Connections-Patient Centered Medical Home, Patient Centered Medical Home, Heart/Stroke, Diabetes, and Patient Center Specialty Practice. Providers, in all settings, achieve recognition by submitting data that demonstrate they are providing quality care. The program constantly assesses key measures that were carefully defined and tested for their relationship to improved care; therefore, NCQA provider recognition is subject to change.
3. **Other Health Care Organizations** –
  - **Filter your search by “Managed Behavioral Healthcare Organizations”** - for behavior health accreditation
  - **Filter your search by “Credentials”** - for credentialing certification

**If you need this material translated into another language, please call Member Services at 1-866-565-1236.**

**Si usted necesita este material en otro lenguaje, por favor llame a Servicios al Miembro al 1-866-565-1236.**

Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call **1-888-982-3862**.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,

P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779), **1-800-648-7817, TTY: 711,**

Fax: **859-425-3379** (CA HMO customers: **860-262-7705**), [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at **1-800-368-1019, 800-537-7697 (TDD)**.



TTY: 711

To access language services at no cost to you, call 1-888-982-3862 .

Para acceder a los servicios de idiomas sin costo, llame al 1-888-982-3862 . (Spanish)

如欲使用免費語言服務，請致電 1-888-982-3862 。（Chinese）

Afin d'accéder aux services langagiers sans frais, composez le 1-888-982-3862 . (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-888-982-3862 . (Tagalog)

T'áá ni nizaad k'ehjí bee níká a'doowoł doo bááh ílínígóó koji' hólne' 1-888-982-3862 . (Navajo)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-888-982-3862 an. (German)

የቋንቋ አገልግሎቶችን ያለክፍያ ለማግኘት፣ በ 1-888-982-3862 ይደውሉ። (Amharic)

للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم 1-888-982-3862 . (Arabic)

আপনাকে বিনামূল্যে ভাষা পরিষেবা পেতে হলে এই নম্বরে টেলিফোন করুন: 1-888-982-3862 | (Bengali)

आपके लिए बिना किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, 1-888-982-3862 पर कॉल करें। (Hindi)

Iji nwetaòhèrè na orụ gasị asụsụ n'efu, kpọọ 1-888-982-3862 . (Ibo)

무료 언어 서비스를 이용하려면 1-888-982-3862 번으로 전화해 주십시오. (Korean)

Mi dyi wuḍu-dù kà kò dò bě dyi móuń nì Pídyi ní, nìí, dá nòbà nìà ke:1-888-982-3862. (Kru-Bassa)

برای دسترسی به خدمات زبان به طور رایگان، با شماره 1-888-982-3862 تماس بگیرید. (Persian-Farsi)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-888-982-3862 . (Russian)

بلا قیمت زبان سے متعلقہ خدمات حاصل کرنے کے لیے ، 1-888-982-3862 پر بات کریں۔ (Urdu)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-888-982-3862 . (Vietnamese)

Lati wonú awon isẹ èdè l'ọfẹ fun ọ, pe 1-888-982-3862 . (Yoruba)

**Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies.**