Aetna Whole Health℠ plans
A new way of looking at health care

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Welcome to your Aetna Whole Health plan

Here are three things you need to do to get off to a great start:

1. Register for your member website
   It'll help you be an active and informed member of your care team. Click here for more details.

2. Select a primary care doctor* from the Aetna Whole Health network
   Learn why it’s so important. And how to pick one. Click here for more details.

3. Schedule your annual wellness visit right after you've selected your primary care doctor, even if it isn’t until a few months from now. Click here for more details.

Put your new connected, convenient and cost-saving plan to work for you.
And be sure you watch our video on myaetnawholehealth.com.

*In Texas, PCP is known as physician (primary care). In the State of Washington, PCP refers to primary care provider.
1. Register for your member website

Visit [aetna.com](http://aetna.com) and click “Login,” then click “Members.”
Then click the “Register” button to sign up for your member website.

You’ll need your ID card or Social Security number handy. Then you can better manage your plan, health and budget.
2. Choose a doctor to lead your care team

After you log in to your **member website**:

1. Click on “Find Care”
2. Search for a primary care doctor by name or by clicking on the “Medical Doctors & Specialists” category
3. Pick a doctor from your search results
4. Click on the “Make My Primary Care Doctor” link
5. Submit and repeat for other dependents

The primary care doctor you pick will lead your Aetna Whole Health care team. Your doctor gets to know you and:

- Sees you for your annual wellness exam, including preventive screenings
- Can treat you when you’re sick
- Helps guide you on important health decisions
- Directs your care across other specialties and facilities in your network

We encourage providers that are part of the Aetna Whole Health network to meet certain clinical performance and efficiency measures.

Also, we share some of your health information with the Aetna Whole Health network. This can help your doctor better coordinate your care, communicate with you more efficiently and effectively on your care needs and help you stay healthy.
3. Schedule your annual wellness visit

You know what they say about an ounce of prevention. So make a plan for good health this year and schedule your annual wellness visit, even if it isn’t until a few months from now. Talk to your doctor about which screenings and tests you need, such as mammograms, colorectal cancer screenings and immunizations, including flu shots. And keep in mind that preventive care is covered at no extra cost to you.

**Tip:** Log in to your member website and choose “Health Programs” from the “Stay Healthy” section. Then click on “Preventive Health Schedule” under the “Health Information Tools” section to see up-to-date preventive care recommendations.*

**Flu season**

Not all places offering flu shots are covered by your plan. But you can get yours at your primary care doctor’s office. Or you can go to a network walk-in clinic.

For more information about flu prevention, visit the Centers for Disease Control and Prevention website at [cdc.gov/flu].

*These guidelines are for your information only and shouldn’t replace medical advice.*
Know before you go

You never know when you may need medical care. So it’s always good to understand your options. Getting the right care in the right place can save you money, too.

Help when and where you need it

Whenever your health or life is in serious danger, call 911 or go to the nearest emergency room. But go elsewhere — like an urgent care center or walk-in clinic — for non-life-threatening events.

Where to go

<table>
<thead>
<tr>
<th>Emergency room</th>
<th>What to go for</th>
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<tbody>
<tr>
<td></td>
<td>Concussions, seizures, chest pain, broken bones</td>
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<tr>
<th>Urgent care center</th>
<th>What to go for</th>
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<tr>
<td></td>
<td>Broken bones, sprains, strains, bites, rashes, burns, cuts</td>
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<tr>
<th>Primary care doctor’s office</th>
<th>What to go for</th>
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<tr>
<td></td>
<td>Wellness exam, sprains, strains, bites, rashes, burns, cuts, healthy lifestyle screening, strep throat, pink eye, flu shot</td>
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<th>Retail walk-in clinic</th>
<th>What to go for</th>
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<tr>
<td></td>
<td>Sprains, strains, bites, rashes, burns, cuts, healthy lifestyle screening, strep throat, pink eye, flu shot</td>
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Get familiar with your member ID card

You can save money and get more coordinated care when you stay in network. So look for the name of your network here. Then just confirm that your doctor or hospital is in your Aetna Whole Health network.

Any questions? Call us if you need us.

For illustrative purposes only. Be sure to check your ID card for specific plan details or requirements.
Save money

Ask about generics
Taking generic drugs can help reduce what you pay for your prescriptions. They’re safe, effective and often cost less than their brand-name versions. And when you pay less for the medicine you need, it’s easier to follow doctors’ orders.

Get health and wellness discounts
With no claims forms or referrals, your Aetna Whole Health plan discounts are easy to use. Plus, you can use them as much as you’d like for:

• Lower rates for select gym memberships, elliptical trainers, treadmills and strength equipment
• One-on-one motivational health coaching
• Hearing aids and exams, eye exams, contact lenses, eyeglasses and LASIK eye surgery
• Weight-loss programs or meal plans
• Massage therapy, acupuncture, chiropractic and nutrition services, over-the-counter vitamins, yoga equipment and homeopathic remedies

Tip: Just log in to your member website and choose “Discounts” from the “Stay Healthy” section.

Discount programs are not insurance and program features are not guaranteed under the plan contract and may be discontinued at any time. Discount programs are in addition to any plan benefits and may require a separate charge to access such programs. Discounts offered are NOT insurance.
Visit us at myaetnawholehealth.com.
We'll guide you on your journey.
To better care. Better health.
And lower costs.

This material is for information only and is not an offer or invitation to contract. Rates and benefits may vary by location. Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Providers are independent contractors and not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Under your Aetna Whole Health plan, if your primary care doctor is part of an integrated delivery system, your doctor and other integrated delivery system providers will generally refer you to specialists and hospitals that are affiliated with that delivery system. However, Aetna Whole Health providers that aren’t part of the integrated network may not coordinate your care and the data may not be shared in the manner described. Independent practice association (IPA) arrangements do not currently exist in Missouri. Network provider information may be limited. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna® plans, refer to aetna.com.

Policy forms issued in Missouri include: AL HGrpPol01R5, HI HGrpAg 01, HO HGrpPol 01.
Policy forms issued in Oklahoma include: HMO OK CDC-5 09/07, HMO/OK GA-3 11/01, HMO OK POS-RIDER 08/07, GR-23 and/or GR-29N.
Policy forms issued in Idaho by Aetna Health of Utah Inc. include: HI HGrpAg 04, HI SG HGrpAg 03.