



# Something new

## Aetna Whole Health<sup>SM</sup> plans

A new way of looking at health care

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



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



# Welcome to your Aetna Whole Health plan

## Your to-do list

Your member website

Your mobile app

Your doctor

Your annual wellness visit

Your care

Your ID card

Your money-saving tips

**Four** ways you can 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

### Download the Aetna Health<sup>SM</sup> app

Manage your care on the go.

**Click here** for more details.

3

### Select a primary care doctor\*

Choose one from the Aetna Whole Health network.

Learn why it's so important. **Click here** for more details.

4

### Schedule your annual wellness visit

Make sure to do it right after you've chosen your primary care doctor.

**Click here** for more details.

**Put your new connected, convenient and cost-saving plan to work for you.**

Watch our video on **[myaetnawholehealth.com](https://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

Your to-do list ▶

**Your member website** ▶

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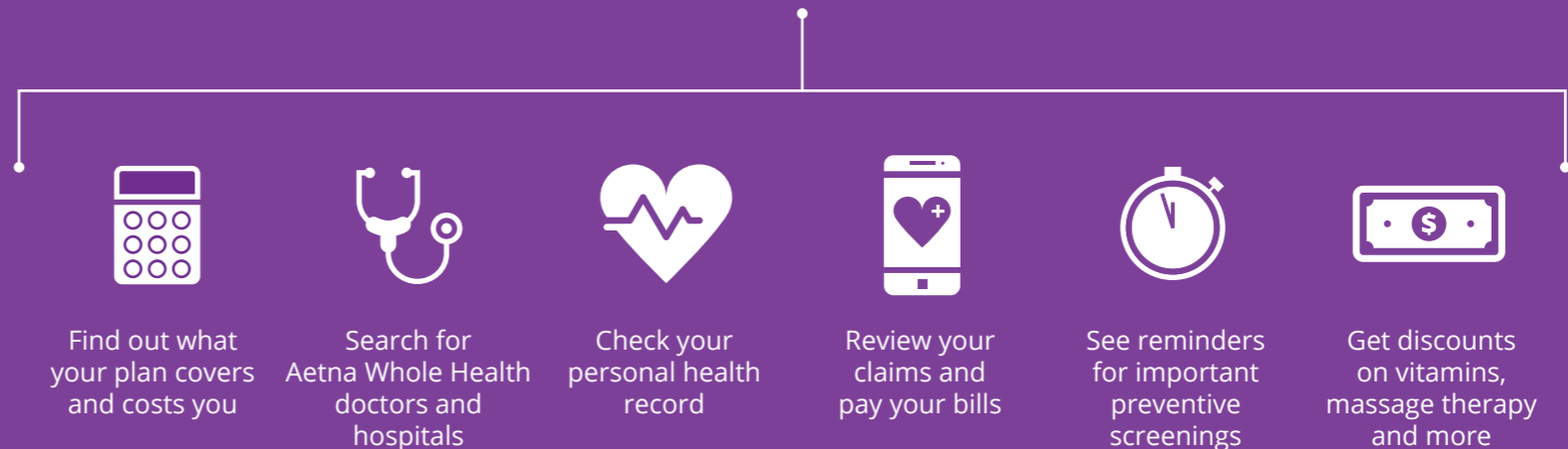
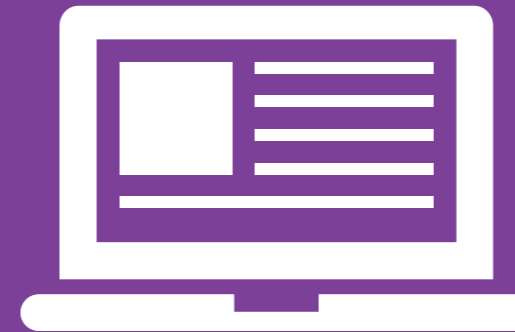
Your ID card ▶

Your money-saving tips ▶

Visit **aetna.com** and click “Login,” then click “Member.”

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.







Your to-do list ▶

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## 2. Download the Aetna Health app

After you register for your [member website](#), download the Aetna Health app.

Use it to:

- Find a doctor near you
- Get cost estimates for visits and procedures
- Manage your benefits for your whole family
- View claims details
- Access your ID card anytime

To download the Aetna Health app, text "GETAPP" to 90156. (Message and data rates may apply. \*) To learn more, visit [aetna.com/aetnahealthapp](https://aetna.com/aetnahealthapp).

\*Terms and Conditions: [bit.ly/2nIjFYG](https://bit.ly/2nIjFYG). Privacy Policy: [aetna.com/legal-notices/privacy.html](https://aetna.com/legal-notices/privacy.html).

# 3. Choose a doctor to lead your care team

Your to-do list ▶

Your member website ▶

Your mobile app ▶

**Your doctor** ▶

Your annual wellness visit ▶

Your care ▶

Your ID card ▶

Your money-saving tips ▶

Visit **aetna.com**, select “Find a doctor” and:

1. Follow the instructions to search Aetna’s directory of doctors and facilities
2. Choose your Aetna Whole Health plan from the list
3. Continue your search and pick a doctor from the results
4. Repeat for any other dependents



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



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.

## 4. Schedule your annual wellness visit

Your to-do list ▶

Your member website ▶

Your mobile app ▶

Your doctor ▶

**Your annual wellness visit** ▶

Your care ▶

Your ID card ▶

Your money-saving tips ▶

Take preventive action to protect your health. Schedule your annual wellness visit, even if it isn't until a few months from now.

You can talk to your doctor about which screenings and tests you need. These may include mammograms, colorectal cancer screenings and immunizations, including flu shots. Keep in mind that preventive care is covered at no extra cost to you.

### 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](https://www.cdc.gov/flu).



# Know your options for care

Your to-do list ▶

Your member website ▶

Your mobile app ▶

Your doctor ▶

Your annual wellness visit ▶

**Your care** ▶

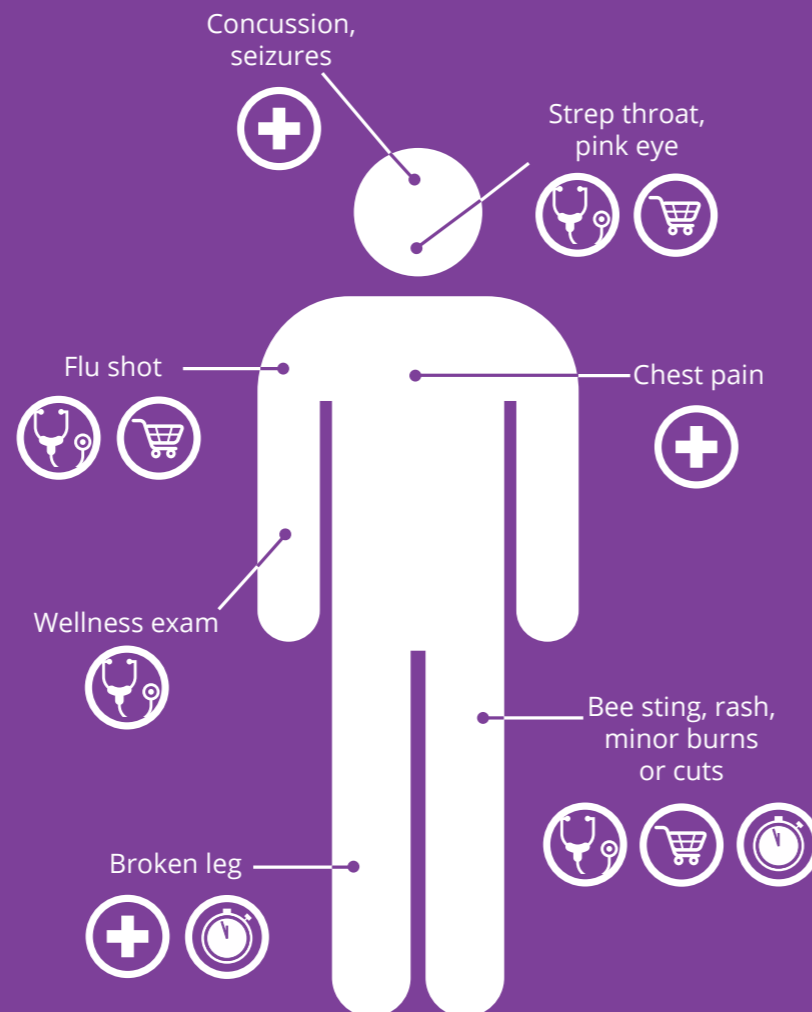
Your ID card ▶

Your money-saving tips ▶

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

### What to go for

#### Emergency room



Concussions, seizures  
Chest pain  
Broken bones

#### Urgent care center



Broken bones  
Sprains, strains  
Bites, rashes, burns, cuts

#### Primary care doctor's office



Wellness exam  
Sprains, strains  
Bites, rashes, burns, cuts  
Healthy lifestyle screening  
Strep throat, pink eye  
Flu shot

#### Retail walk-in clinic



Sprains, strains  
Bites, rashes, burns, cuts  
Healthy lifestyle screening  
Strep throat, pink eye  
Flu shot



# Get to know your member ID card

Your to-do list ▶

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Your mobile app ▶

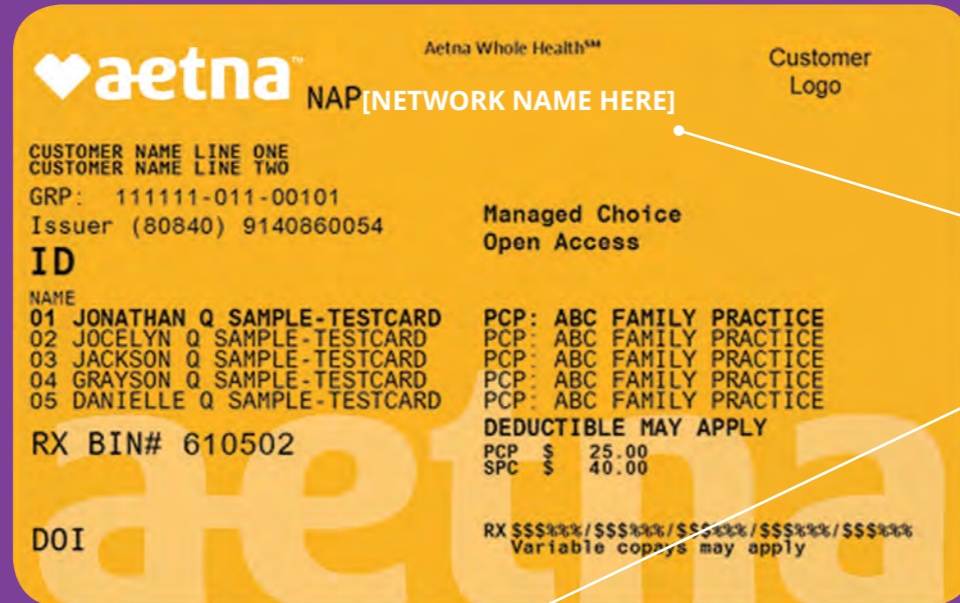
Your doctor ▶

Your annual wellness visit ▶

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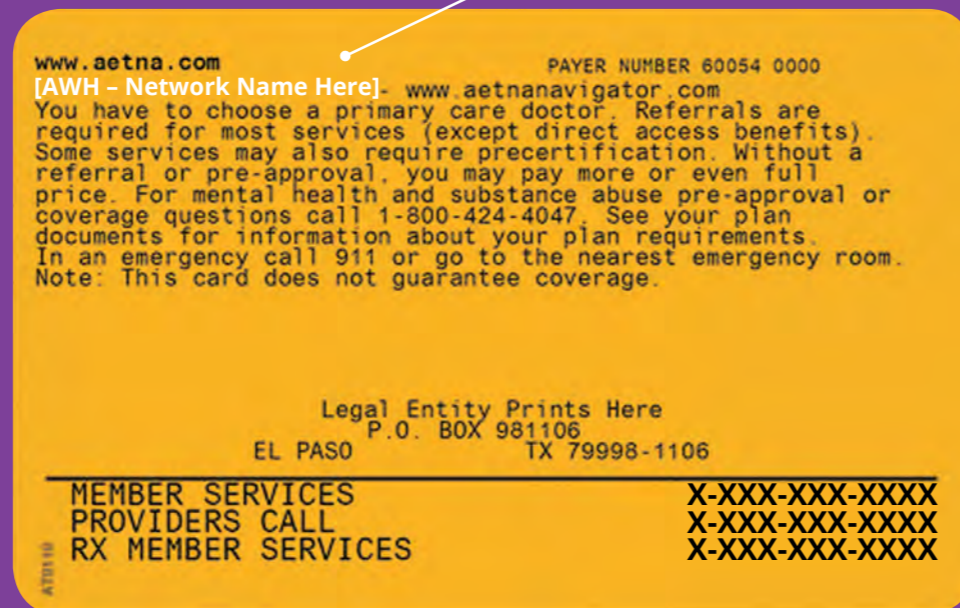
**Your ID card** ▶

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## Stay in network

When you do, you can save money and get more coordinated care. Just look for the name of your network here. And then confirm that your doctor or hospital is in your Aetna Whole Health network.



## Contact us

If you have any questions, you can give us a call.

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





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# Save money

## Ask about generic drugs

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

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

**Policy forms issued in Missouri include:** AL HGrpPol01R5, HI HGrpAg 01, HO HGrpPol 01.

**Policy forms issued in Oklahoma include:** HMO OK COC-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.

