

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna[®]

Welcome to your Aetna health plans



Government of the District of Columbia Employee Benefits

www.aetna.com

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Learn more about your benefits

Visit the DC Government employee benefits web page at <http://dchr.dc.gov/page/employee-benefits>. Or call us at 1-888-238-6258, 8 a.m. to 6 p.m. ET, Monday through Friday. We have translators available to speak to you about your benefits in your language.

Personalized health information at your fingertips

Your secure member website saves you time. You can also make more informed decisions about your health. And you can view your most important information, at-a-glance.

Find the right doctor

Locate in-network doctors who accept your plan.

See what you owe

Look up claims to see how much the plan paid and what you may have to pay.

Know your plan

Check who is covered by your plan and what it covers.

Get valuable information

See which doctors and hospitals have met extra standards for quality and efficiency.

Know costs before you go

See cost estimates before you make an appointment for an office visit, test or procedure.

Get healthier

Take a health assessment to learn about your health and how to lower your risks.

Check your health accounts

Easily look up your health savings account or health fund balances.

Logging in is fast, easy and convenient

Have your Aetna member ID card ready.

Step 1: Go to www.aetnavigators.com.

Step 2: Click on the "Sign Up Now" link.

Step 3: Follow the simple prompts.

Be sure to provide a valid e-mail address and agree to receive electronic information so you'll stay up to date on coverage and claim details.

Get health info on the go

Visit Aetna Navigator anytime, anywhere. You can log in using any mobile phone with web access. It's fast, easy and so convenient. Go to www.aetnavigators.com.



Need help?

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

- Call 1-888-238-6258 toll-free, 8 a.m. to 6 p.m. ET, Monday through Friday.
- Send an e-mail. Visit www.aetna.com and click on "Contact."

Find in-network doctors who are right for you

Your online provider directory is available to you 24 hours a day, 7 days a week — even before you become an Aetna member.

Your provider directory is updated daily, giving you the most up-to-date information available on in-network providers. You can search for doctors by name, specialty, gender and more. You can even get driving directions to a doctor's office.

Find the doctor that's right for you —
DocFind® makes it easy. Visit
www.aetna.com/docfind/custom/dc.

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. Working with a primary care physician 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

Check out DocFind at www.aetna.com/docfind/custom/dc. You can change your designated primary care physician at any time by calling the Member Services number on your ID card or by logging in to www.aetn navigator.com.

¿DocFind en español?

Click on the "Help" link at the top of the DocFind home page and then click on the "Versión en Español" link to switch to a Spanish version.

Building a relationship with a primary care physician is a good idea. He or she will help you make informed decisions about your care.



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.

Where to go for the care you need

Your doctor (primary care physician)

Aetna plans give you the freedom to visit any doctor who participates in the Aetna network, without a referral. 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 for treatment is less than urgent care centers and ERs
- Open extended business hours and evenings

Urgent care centers

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

Hospital ERs

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

Introducing Teladoc® – a convenient, cost effective alternative to a doctor's office visit or non-emergency visit to urgent care or the emergency room

Available starting in 2016, Teladoc is a service that lets you consult by phone with board-certified general practitioners, internists and pediatricians. Your Teladoc doctor can diagnose, treat and call in prescriptions to your pharmacy for a variety of common non-emergency medical problems (for example: colds, coughs and flu; sinus problems; allergies and respiratory infections).

Use this convenient service when your doctor's office is closed, you're on vacation or you can't get to the doctor because of your schedule or location. Or when you simply want to save the time and money involved with a trip to the doctor's office.

Teladoc is available 24/7* at **1-855-TELADOC (835-2362)**. For each consultation, your cost is the same amount that you pay for a visit to your primary care physician.

Please refer to the summary of benefits chart on page 13 for these costs.

*Teladoc is subject to state regulations and may not be available in all states.

Get healthy and stay that way with these free programs

The following Aetna programs are available at no additional 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 slow as you want. And how, when and where you work with your coach is up to you.

You can:

- Call your wellness 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 wellness coach on the phone or by e-mail

Just call 1-866-213-0153 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 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

1. Log in to www.aetn navigator.com. New to the site? Just click "Sign Up Now."
2. Click on "Health Records."
3. Choose the "Take a health assessment" link.

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.

New online wellness programs to fit your needs

After you've completed your Simple Steps Health Assessment, your action plan may recommend any 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
- Living Well with Asthma
- Sleep Well
- Stress Less
- Weigh Less
- Health In a Hurry

And, to keep you on track, you'll receive periodic e-mail reminders and words of encouragement throughout the program.



Give your baby a healthy start

Use the **Beginning Right® maternity program** throughout your pregnancy and after your baby is born. Enroll by calling **1-800-CRADLE-1 (1-800-272-3531)** or by logging in to **www.aetnanavigator.com** and clicking on “Women’s Health.”

Learn what’s best for a healthy pregnancy

Receive educational materials on:

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

Take our pregnancy risk survey. Find out if you have any health conditions or risk factors that could 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 women’s health information

Visit **www.aetna.com** and click on “Women’s Health” for information on pregnancy, baby care and more.



Stay well, get fit and save money

Discounts and services from Aetna

Who said nothing in life is free? Enroll in the Aetna plan and get — at no added cost — Aetna extras. The Aetna Discount Program and dental discounts are your ticket to the small luxuries that can help keep you happy and healthy.

Save on gym memberships

Aetna plan members can receive preferred rates at your choice of over 10,000* gyms in the GlobalFit® network.

You also get:

- Free guest pass at most gyms
- Flexible membership options
- Easy billing through your bank account or credit card
- Membership transfer to another gym or person**
- Freezing and travel** privileges

Save on home exercise equipment

Build your home gym with discounts on elliptical trainers, treadmills, resistance bands, mats, yoga accessories and more.

More healthy perks

Getting fit is just the start to a healthier you. You can also:

- Try out an at-home weight-loss program
- Get one-on-one health coaching*** to help you quit smoking, lower stress, lose weight and more

The program is for new gym members only. If you belong to a gym now, or belonged recently, call GlobalFit at 1-800-298-7800 to see if a discount applies.

*GlobalFit website, www.globalfit.com/fitness, 4/11.

**Not available for month-to-month memberships.

***By WellCall, Inc., through GlobalFit.

Save on good health, naturally

You get at least 25 percent off the normal fee on these services through the ChooseHealthy® program*:

- Massage therapy
- Acupuncture
- Chiropractic care
- Dietetic counseling

Get discounts on health and wellness products

Save 15 percent on over 2,400 products like over-the-counter vitamins, yoga equipment, homeopathic remedies and more through the ChooseHealthy program.*

Save on medical consultations online

Get natural remedies for many conditions from medical doctors in the Vital Health Network. You'll get 30 percent off your first online consultation, then 50 percent for each one after that. Topics include headaches, joint pain, allergies and more.

*The ChooseHealthy program is made available through American Specialty Health Networks, Inc. (ASH Networks) and Healthyroads, Inc., subsidiaries of American Specialty Health Incorporated (ASH). ChooseHealthy is a federally registered trademark of ASH and used with permission herein.

Save and lose weight

Lose weight, feel great and save on today's most popular weight-loss programs and meal plans.

	Save on	Other perks
Jenny Craig® Pick a sensible weight-loss program that helps you lose the weight and keep it off.	• Start with a free 30-day Trial Program • Then, get a discount on the Jenny Craig All Access Program enrollment fee*	• Weekly one-on-one consultations • Personalized menus • Plans to help you get and stay active • 24/7 online support, live chat and Jenny eTools
Nutrisystem® Control your calories with over 150 tasty food choices. They're single serve and easy to make.	• Save on any 28-day Nutrisystem® Success™ weight-loss meal plan** • Get an even bigger discount with Auto-Delivery** • Enjoy other offers available when you sign up	• Easy-to-follow meal plans • Unlimited web and phone counseling with a trained dietician • Free online membership
CalorieKing® Learn to control your weight for the long term	• Seven-day free trial period*** • Discount when you continue the annual program membership*** • Save on products in the CalorieKing store	• Personalized goals • Lessons and interactive tasks • Food and exercise diary • Free copy of The CalorieKing Calorie, Fat and Carbohydrate Counter book when you join the annual program

*Plus the cost of food. Plus the cost of shipping, if applicable. At participating centers. Restrictions apply.

**Does not apply to any plan in which you are already enrolled. To receive the discounted rate, you must wait until your current plan ends. If you are enrolled in Auto-Delivery, you must cancel it and then re-enroll to receive the discounted rate. Larger discount offer good on new 28-Day Auto-Delivery orders only. With Auto-Delivery you receive a discount off Nutrisystem's regular 28-Day Plan price and free shipping to the continental U.S. only.

***You can cancel your program membership at any time during the first 7 days by logging in to the program and following the instructions in Payment and Account Details under Account Settings. If you do not cancel during the first 7 days, your credit card will be charged on the 8th day. If you are already a CalorieKing member, you will need to terminate your current CalorieKing account and rejoin to receive the Aetna discounted membership price.

Save on seeing sharper

Pay less for eye exams, contact lenses and prescription and nonprescription eyeglasses. You can even save on most designer frames.

Save at:*

- JCPenney® Optical
- LensCrafters®
- Target Optical®
- Sears® Optical
- Pearle Vision®
- Plus many doctors in private practice

To find one near you, visit www.aetna.com.

More eye-opening perks

- Contact lens replacement — delivered to your door
- Savings on LASIK eye surgery, including a free consultation
- 20% off eye care items like sunglasses, contact cleaners and eyeglass chains

Your costs could be lower through your plan. Since your plan covers an eye exam and hardware, you can use this program if you need an additional eye exam not covered by the plan. But check your plan documents first.

*EyeMed Select Network and Provider List, 1/11

Vital Savings by Aetna® dental discounts

Save on dental care and more

Vital Savings by Aetna is not insurance* but does provide you with access to discounts on dental services, including teeth whitening and orthodontia. It's part of the family of discounted products and services that are sometimes not covered under insurance plans.** In most instances, you can save from 15 to 50 percent*** on services from general dentistry and cleanings to root canals, crowns and orthodontia (braces). You can also save on Waterpik® water-jet flossers.

*Vital Savings is not available in Vermont or Montana.

**Discount offers, other than dental, are subject to change without notice. Call the number on your Aetna member ID card to check current information. You can also visit www.vitalsavings.com.

***The select regional average cost represents the average fees for the procedures listed above in Los Angeles, Orlando, Chicago and New York City, as displayed in the cost estimator tool as of September 2012.

Save on hearing aids and exams

You have two options to meet your hearing needs.

With Hearing Care Solutions, you get:

- Up to 63 percent savings on a large choice of hearing aids
- A two-year supply of batteries (up to 96 cells), with mail-order discount after purchase
- In-office service for one year
- Free cleanings, checks and battery-door replacements for the life of your hearing aid

With Amplifon Hearing Health Care, you get:

- Savings on many styles of hearing aids, including programmable and digital hearing aids from leading makers
- A two-year supply of batteries (up to 160 cells per hearing aid)
- 40 percent off the retail cost of hearing exams
- Discounts on hearing aid repairs
- Free follow-up services for one year



Where to go with questions about your health

Serious health concerns call for serious support. Aetna In Touch CareSM is here to answer that call. When you're facing a chronic or acute health challenge, we provide powerful resources. Our on-call and online support flexes to you. We adapt to your needs, your pace and your life. Call **1-888-238-6258** to contact a nurse.

Your Aetna In Touch Care nurse in action

In the most urgent circumstances, we connect you to one-on-one nurse support. We give you direct phone access to a highly experienced registered nurse. You'll work with one nurse for all of your critical needs. Your nurse is assigned to you and available to your whole family. Over time, your nurse becomes intimately familiar with your health history.

Your Aetna In Touch Care virtual care in action

In less severe situations, we support you with dynamic virtual care. Virtual care provides convenient, personalized online tools. These 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. You can also call an Aetna In Touch Care nurse as needed. You decide the topic and when and how often you interact.

Use your smartphone to manage your health care

iTriage[®] is a free app you can download to your smartphone to check your symptoms, find network doctors, store your health information and so much more.

You can even use the app to find the closest walk-in clinic or urgent care center.

To download the iTriage app, text the word "iTriage" to 31996 or visit www.itriagehealth.com.*

*Standard text messaging rates may apply.

Talk to a registered nurse anytime — day or night

With the Aetna Informed Health[®] Line, you can talk to a registered nurse anytime, day or night. Just call our 24-hour toll-free number at **1-800-556-1555**. While only your doctor can diagnose, prescribe and give medical advice, the Informed Health 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. However, remember to always contact your doctor first with any questions or concerns regarding your health care needs.

Your health information in one easy-to-find place

Has your doctor ever asked you questions about your health history and you didn't even know where to find the answer? The Aetna Personal Health Record (PHR) provides a single, secure place to record and store your health information.

To access your PHR, log in to www.aetnavigators.com. Then, look for your PHR under Health Records. Then, fill in your details such as:

- Family health history
- Immunizations
- Prescription and over-the-counter medicines
- Doctor's information, and more

Your health plan even updates your PHR automatically based on information from your claims. You'll find easy-to-use graphs that show how your biometric numbers change. The charts can track your progress as you get closer to reaching your health goals.

Active resources built right in

Aetna In Touch Care is built right into your benefits. It is 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.

Get to know how your health plan works

- Aetna HMO Plan – Aetna Health Network Only
- Aetna PPO – Open Choice® PPO
- Aetna Consumer Driven Health Plan with Open Choice PPO

Your plan includes many services, programs and resources at no extra cost to you. See the chart on pages 12 – 13 for your covered services and copay amounts. Take action and start using your plan today.





Visit any in-network doctor of your choice

You can visit any doctor, provider or facility in network when you choose the **Aetna HMO Plan**.

You must stay in network in order to receive coverage. There is no coverage for out-of-network providers. To find an in-network doctor, visit www.aetna.com/docfind/custom/dc.

Your options for getting care when you need it:

Option #1: Visit your primary care physician (PCP)

A PCP is the doctor you go to first. Your PCP helps you learn about your health and how to manage it.

- See your PCP for routine checkups or when you are sick or injured.
- You can choose any PCP from our network. You can change your PCP at any time.
- For most services, you pay a copay (a specific dollar amount) at the time of your care.

Option #2: Go directly to any in-network doctor

Make an appointment with any doctor or specialist in the Aetna network.

- You never need a referral.
- You must see network providers to receive benefits through this plan.

Visit any doctor — in network or out of network

The **Aetna Open Choice (PPO) Plan** gives you two options for visiting your doctor.

Option #1: Visit any network doctor

You do not need to select a PCP, nor do you need a referral to visit different doctors or specialists in Aetna's network. Because in-network doctors have agreed to offer discounted rates, you will pay less for their services.

Option #2: Go to any licensed doctor

You may visit any licensed doctor you choose. You can also see out-of-network doctors without a referral. You will pay more for using an out-of-network doctor. Also, you may have to:

- Get approval from Aetna before receiving certain services.
- File your own claims.

See the chart on pages 12 – 13 to see the difference between in-network and out-of-network coverage levels.

Take charge of your healthcare costs

With the Aetna Consumer Driven Health Plan (CDHP) with Open Choice PPO, you're in control of your health care costs. A consumer-driven health plan puts you, the consumer, in the driver's seat.

You get the protection of a medical plan plus a tax-free health savings account (HSA) to help you pay for qualified expenses. After you pay the annual deductible, the plan pays a percentage of covered services. You can use the money in your HSA to pay your share of the costs. Or you can choose to pay out of pocket and save your account for future expenses. The HSA is part of your health plan and is separate from a Flexible Spending Account (FSA).

Here's how to get the most out of your CDHP plan:

Step 1: Build your Health Savings Account (HSA)

PayFlex® administers your account. Log in to www.payflex.com to manage your HSA.

- The total maximum allowed deposits for 2014 are \$3,350 per individual and \$6,750 per family. If you're age 55 or older, you can make an additional \$1,000 "catch-up" contribution.
- Your HSA earns interest. You have investment options once your balance reaches \$1,000.
- Funds roll over year to year.

Step 2: Shop smart for health care

Find a doctor and know the cost of care by using the tools located on Aetna Navigator (see page 1).

Step 3: Visit your doctor and pay your share

- Preventive care is covered at 100 percent.
- Pay your share of other covered health care services.
- Pay until you reach the out-of-pocket maximum.
- After that, the CDHP pays for covered services. You pay nothing.

Help your HSA funds last longer

Getting care in the Aetna network will always cost less than getting out-of-network care. But you could save even more by comparing costs at different in-network facilities before you go.

The Member Cost Estimator tool makes it easy. It factors in your plan details to find out how much you'll pay. To use this tool, log in to www.aetn navigator.com. Then, click "Managing Your Costs."



Your plan covers many programs and services

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. You can also call Member Services at the number on your ID card to find out what's covered and what's not covered by your plan.

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*	Out of network*
Deductible						
- Single	N/A		\$750		\$1,500	\$1,300
- Family			\$1,500		\$3,000	\$2,600
Out-of-pocket maximum	Medical	Pharmacy	Medical	Pharmacy		
- Single	\$3,500	\$3,100	\$1,500	\$5,100	\$3,000	\$3,425
- Family	\$9,400	\$3,800	\$3,000	\$10,200	\$6,000	\$6,850
Lifetime maximum benefit	Unlimited		Unlimited		Unlimited	
Primary care physician visits	Office hours: \$10 copay; After office hours/home: \$15 copay		\$15 copay; deductible waived		Covered 75% after deductible	Covered 85% after deductible
- Office visits						Covered 60% after deductible
Specialty care						
- Office visits	\$20 copay		\$30 copay; deductible waived		Covered 75% after deductible	Covered 85% 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
- Physical, occupational, speech therapy	\$20 per visit		Covered 85% after deductible		Covered 75% after deductible	Covered 85% after deductible
Preventive care**						
- Annual routine physical for adults	Covered 100%		Covered 100%; deductible waived		Covered 75% after deductible	Covered 100%; deductible waived
- Mammogram	Covered 100%		Covered 100%; deductible waived		Covered 100%; deductible waived	Covered 100%; deductible waived
- Routine ob/gyn exam	Covered 100%		Covered 100%; deductible waived		Covered 75%; deductible waived	Covered 100%; deductible waived
- Well-child care (0 – 21 years)	Covered 100%		Covered 100%; deductible waived		Covered 75% after deductible	Covered 100%; deductible waived
Vision						
- Routine eye exam	\$20 copay; 1 routine exam per 24 months		Covered 100%; 1 routine exam per 12 months		Not covered	Covered 100%; deductible waived
Outpatient surgery	\$50 copay		Covered 100% after deductible		Covered 75% after deductible	Covered 85% after deductible
Hospitalization	\$100 per admission		Covered 100% after deductible		Covered 75% after deductible	Covered 85% after deductible
Emergency treatment						
- Emergency hospital charges***	\$50 copay		\$100 copay/waived if admitted		\$100 copay/waived if admitted	Covered 85% after deductible
- Urgent care centers	\$20 copay		\$25 copay; deductible waived		Covered 75% after deductible	Covered 85% after deductible
- Walk-in clinics†	\$10 copay		\$15 office visit copay; deductible waived		Covered 75% after deductible	Covered 85% after deductible

Find out what's covered before you get care

Not sure if a service or treatment is covered by your plan? Check your plan documents to see what's covered before you get care. Can't find your plan documents? Call us at **1-888-238-6258** 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*
Maternity (First ob/gyn visit and hospital)					
- First ob/gyn visit	\$20 copay	\$30 copay	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
- Hospital/global maternity charge	\$100 per stay copay	Covered 100% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
Behavioral health					
- Inpatient	\$100 per admission copay	Covered 100% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
- Outpatient	\$10 per visit	\$15 copay; deductible waived	Covered 75% after deductible	Covered 85% after deductible	Covered 75% after deductible for 1st 40 visits; 60% after deductible thereafter
Durable medical equipment	Covered 50%	Covered 80% after deductible	Covered 75% after deductible	Covered 85% after deductible	Covered 60% after deductible
Diabetic supplies	Pharmacy cost sharing applies if pharmacy coverage is included; otherwise PCP office visit cost sharing applies	Covered same as any other medical expense after deductible	Covered same as any other medical expense after deductible	Covered same as any other medical expense after deductible	Covered same as any other medical expense after deductible
	In network only	In network	Out of network*	In network	Out of network*
Pharmacy					
- Retail					
Formulary generic drugs	\$20 copay	\$10 copay	Not covered	\$10 copay	Covered 80% after the in network copay
Formulary brand-name drugs	\$40 copay	\$20 copay		\$30 copay	
Nonformulary brand-name drugs (up to a 30-day supply at participating pharmacies)	\$55 copay	\$40 copay		\$60 copay	
- Mail order from Aetna Rx Home Delivery®					
31–90-day supply					
Formulary generic drugs	\$16 copay	\$20 copay	Not covered	\$20 copay	Covered 80% after the in network copay
Formulary brand-name drugs	\$36 copay	\$40 copay		\$60 copay	
Nonformulary brand-name and generic drugs	\$66 copay	\$80 copay		\$120 copay	
- Aetna Specialty CareRx SM	First prescription fill at any retail drug facility. Subsequent fills must be through our preferred Aetna Specialty Pharmacy network. Refer to retail copays				

*Plus 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 are an alternative to a physician's office visit for treatment of unscheduled, non-emergency illnesses and injuries and the administration of certain immunizations. It is 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, shall be considered a walk-in clinic.

If you need this material translated into another language, please call Member Services at 1-888-238-6258.

Si usted necesita este documento en otro idioma, por favor llame a Servicios al Miembro al 1-888-238-6258.

Important Contact Information		
Aetna Member Services Aetna In Touch Care Premier	1-888-238-6258	DCGOVQUESTIONS@Aetna.com
DocFind® – Find a provider	www.aetna.com/docfind/custom/dc	
Healthy Lifestyle Coaching	1-866-213-0153	www.aetnavigators.com
Informed Health Line	1-800-556-1555	
Beginning Right® maternity program	1-800-CRADLE-1 (1-800-272-3531)	
GlobalFit® – Fitness discounts	1-800-298-7800	www.globalfit.com/fitness

Find what you need — wherever, whenever — with Aetna Mobile

Two ways to download your FREE Aetna Mobile app:

- Text **Apps** to **23862** to download now*
- Visit **www.aetna.com/mobile**

*Standard text messaging rates may apply.

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