USE YOUR BENEFITS WISELY WITH HELP FROM AENTA

We are committed to offering you comprehensive and competitive benefits that allow you and your family to live well. At the same time, we ask that you make informed health care decisions. Aetna offers a variety of tools, resources and programs to help you get affordable, quality care for you and your loved ones.

Secure Member Website

Aetna Navigator® at www.aetna.com is Aetna's secure member website. It puts online tools and information at your fingertips around the clock to help you make educated health care decisions and manage your benefits. When you log on, you can:

- View eligibility information, such as your member ID, group number, coverage effective date, etc.
- Inquire about the status of a medical or pharmacy claim
- View details about medical and pharmacy claims, such as the amount paid by the plan and your responsibility
- View benefit balances, such as deductible and coinsurance maximums
- View your Health History Record
- View Explanation of Benefit statements (EOBs)
- Contact Member Services through secure messaging in both English and Spanish
- Medicare/retiree health insurance premiums (excluding Medicare Supplement/Medigap insurance premiums)

Online Tools & Resources

Aetna Navigator assists you in using your health plan and making informed health care choices by providing access to:

- **DocFind**: This is an online directory of in-network providers that includes quality and patient safety information.
- **Simple Steps To A Healthier Life**: This program offers disease prevention, health education and behavior change programs that help you improve your health.
- **Aetna Navigator Hospital Comparison Tool**: This tool gives you access to quality and safety information on hospitals in your area.
- **Estimate the Cost of Care**: This suite of interactive tools gives you cost information for common medical procedures, prescription drugs, office visits, diagnostic tests, vaccines, diseases and conditions.
- **Personal Health Record**: When a doctor or pharmacy sends in a claim, it goes into your Personal Health Record. You can add your own information, too. It also helps you track your family health history.
- **Aetna Discount Program**: You have access to discounts on a wide variety of products and services for your health, wellness and life.

LOGO PLACEMENT

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Aetna Concierge*

There is a great big, complex world of health care out there. Sometimes you need help making sense of it all. Aetna Concierge can help. A concierge can assist you with questions about a diagnosis, selecting an in-network doctor, learning about your coverage, planning for an upcoming treatment, showing you how to use Aetna's online tools and even assist you in scheduling appointments.

Teladoc Virtual Medicine Program*

With Teladoc, you have access to U.S. board-certified doctors 24/7/365, whether you are at home, work or on the road. You can get the care you need when and where it's convenient for you via your mobile device or computer. Even better: doctors can write a prescription, if needed, that you can pick up at an in-network pharmacy. You can get medical advice within minutes for a variety of non-emergency medical issues (cold/flu symptoms, ear infections, allergies, etc.). The visit is covered by your medical plan and costs $XX per consult.**

Aetna mobile app

Access your benefits on the go with the Aetna mobile app, available via the Apple App Store or Google Play. You'll be able to:

- View your coverage and benefits
- Find care
- Access your ID card
- Manage your prescriptions
- Email member services
- Estimate costs
- Manage your profile
- Find an urgent care center
- Track your claims

**Program may not apply. Please consult your Aetna account manager.*

***Cost share is based on your medical plan. Please refer to the Schedule of Benefits for details.*

Questions?

Go to www.aetna.com or call the number on your medical ID card to access these programs, tools and resources.

LOGO PLACEMENT

This communication is intended to provide you with highlights of services provided by our insurance plan administrator. It is not intended to address all details. For further details on these services, please contact the plan administrator.