



# It's going to be a great year.

Use this guide to get the most out of your plan.



# Welcome

We're happy you chose Aetna® Medicare. We created this guide with you in mind. Here you'll find useful information and tips to help you make the most of your Medicare plan.

Thank you for trusting us to help you reach your health and wellness goals. Our total, connected approach to health can help you feel your best.

**That's your Aetna Medicare Advantage.**

## Getting started

**Have your Aetna Medicare ID card handy** when you visit websites mentioned in this guide. You'll need to access information on your card, like your plan name and member ID number.

### 1 Log in to your secure member website

Our secure online tools guide you through your health journey. You can view your member ID card, check claims and find benefits information. We've even included a personalized video specific to you and using your plan. Log in or register for an account using your Aetna Medicare member ID at [AetnaMedicare.com](https://www.aetnamedicare.com). Need help registering or logging in? Call us at **1-888-268-9800 (TTY: 711)**, 8 AM to 8 PM, 7 days a week.

### 2 Review your primary care physician (PCP) and medical group

A primary care physician is a key partner in managing your health, and they are affiliated with a medical group. Your PCP and medical group listed on your Aetna Medicare ID card are who you need to see in order for us to pay for your care. The medical group you choose will determine the specialists and hospitals you can use. Your PCP must also give you a referral before you can use other providers in the network. You don't need a referral for emergency or urgently needed care. In the event of a medical emergency, call 911 or go to the closest ER.

On your secure member website, you can:

- See the PCP and medical group we have on record for you
- Find or change a PCP — note: changing your PCP may change your medical group and could affect which specialists and hospitals you can use

### 3 Understand and use your benefits

Your plan offers great benefits beyond Original Medicare, so explore them today. Visit [AetnaMedicare.com/Benefits](https://www.aetnamedicare.com/benefits). You'll find all the coverage and cost information you need to help you get the most from your benefits. Choose 2021, then select your state, county and plan name (see your plan name on your Aetna Medicare ID card). Then select *Evidence of Coverage (coverage details)* and *List of Covered Drugs (Formulary)*. **Need help?**

Call us at **1-888-268-9800 (TTY: 711)**, 8 AM to 8 PM, 7 days a week.

# Virtual care options



## Telehealth

Many providers now offer videoconferencing or phone appointments — you can talk to a provider from home, to receive care when an in-person visit isn't possible or required.

Contact your PCP or urgent care provider to find out what telehealth services they offer. Learn more about telehealth at [AetnaMedicare.com/Telehealth](https://www.aetna.com/telehealth)

**Please note** in the event of a medical emergency, call **911** or go to the closest emergency room.



## 24-hour nurse line

Talk to our registered nurses, day or night. They can help you decide if a doctor or urgent care visit is needed, understand your symptoms or learn about treatments.

Speak with a registered nurse anytime, call **1-800-556-1555 (TTY: 711)**

# Your prescriptions



## Find your prescription drugs

Your formulary is a list of prescription drugs your health plan covers. You can search the formulary to find information about coverage in two ways: by category and by drug name.

Locate your formulary at [AetnaMedicare.com/Formulary](https://www.aetna.com/formulary)



## Find a pharmacy

You have access to thousands of pharmacies in our nationwide network — get the medications you need for your physical and mental well-being.

Find a local pharmacy in your network, visit [AetnaMedicare.com/FindPharmacy](https://www.aetna.com/findpharmacy)



## Get a 90-day supply mailed to you

CVS Caremark® Mail Service Pharmacy can mail medications you take regularly. Save time, and potentially money, by refilling a 90-day supply just once every three months. You can avoid trips to the pharmacy.

For more information, visit [AetnaMedicare.com/RxDelivery](https://www.aetna.com/rxdelivery)

# Preventive care



## Taking care of the basics

Preventive care is a key part of managing your health and well-being. Your Aetna® Medicare plan covers many preventive services, such as an annual wellness visit, cardiovascular disease screenings, mammograms, glaucoma tests, flu shots and more.

Learn more at  
[AetnaMedicare.com/PreventiveCare](https://www.aetna.com/PreventiveCare)

# Extra support



## Resources For Living®

Our Resources For Living program helps connect members and their loved ones to resources in their community — from personal care, housekeeping and maintenance to caregiver relief, pet care services and adult day care programs.

Contact our Resources For Living team,  
call: **1-866-370-4842 (TTY: 711)** 8 AM to 6 PM  
for continental US time zones, Monday–Friday



## Discounts

You may have access to discounts on items and services like fitness products, brain games and access to virtual clubs centered on your interests and passions.

Activate available discounts — log in  
to your secure member website at  
[AetnaMedicare.com](https://www.aetna.com)



## SilverSneakers® fitness program

Make the most of your fitness benefit at a local participating fitness center, or take advantage of at-home options and virtual classes. All at no added cost.

Start using SilverSneakers:  
[SilverSneakers.com](https://www.silversneakers.com)

# We're in this together

Get in touch with us to get help using  
your benefits. Just call us at

**1-888-268-9800 (TTY: 711)**,  
8 AM to 8 PM, 7 days a week.



Learn more about your benefits:  
[AetnaMedicare.com/UseYourPlan](https://www.aetna.com/UseYourPlan)



See your plan's coverage and cost details:  
Access your Evidence of Coverage (EOC).  
Visit [AetnaMedicare.com/Benefits](https://www.aetna.com/Benefits)



See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. For mail order, you can get prescription drugs shipped to your home through the network mail-order delivery program. Typically, mail-order drugs arrive within 7 to 14 days. You can call 1-833-278-3926 (TTY: 711) if you do not receive your mail-order drugs within this time frame. Members may have the option to sign-up for automated mail-order delivery. The formulary and/or pharmacy network may change at any time. You will receive notice when necessary. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. Discount offers provide access to discounted services and are not part of an insured plan or policy. Discount offers are rate-access offers and may be in addition to any plan benefits. The member is responsible for the full cost of discounted services. Aetna may receive a percentage of the fee paid to a discount vendor. SilverSneakers is a registered trademark of Tivity Health, Inc. ©2021 Tivity Health, Inc. All rights reserved. Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies.

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