



# You choose ♡

You have options when you need immediate care.

♡ aetna®

## Smart ways to save time and money



### **Avoid freestanding emergency rooms (ERs)**

Not all ERs are located within a hospital. Some operate as separate freestanding ERs and can easily be confused with an urgent care center. If a facility has the word “emergency” in its name, you’ll be billed the higher cost for services as though you did go to a hospital ER.



### **Consider MinuteClinic®**

MinuteClinic is a medical clinic inside select CVS Pharmacy® and Target stores. Providers can diagnose and treat a variety of illnesses, injuries and health conditions, as well as write prescriptions.

For your best health, we encourage you to have a relationship with a primary care provider or other doctor. Tell them about your visit to MinuteClinic, or MinuteClinic can send a summary of your visit to them.

**You’ll pay \$0 for your MinuteClinic visit** (after your deductible if you’re in the Savings Plan).



### **Get convenient care with CVS Health Virtual Primary Care™**

Access virtual care with shorter wait times and affordable pricing. This benefit is included with your medical plan in addition to your traditional network of providers.

#### **24/7 quick care. Get help with:**

- Common illnesses, such as cough, colds and flu
- Common infections, such as ear, sinus, skin and urinary
- One-time medication refills

#### **Primary care. Schedule a visit within days for:**

- Common illnesses, such as infections and flu
- Minor injuries
- Chronic conditions, such as asthma and diabetes
- Medication refills
- Wellness and health screenings

**Mental health.** Talk with a therapist by appointment 7 days a week, including evenings. Get help with medication management 24/7.

Visit [CVS.com/virtual-care](https://www.cvs.com/virtual-care) to register and schedule an appointment.








### **Call the 24-Hour Nurse Line\***

Call **1-800-556-1555 (TTY: 711)** to speak to a nurse at no cost to you. They can’t diagnose or prescribe medicine, but they can answer general health questions and help you decide where to go for immediate care.

# The ER isn't always your best choice

If it's a true emergency and your life is in danger, call 911 or go to the nearest emergency room (ER). If not, you have much less expensive options to choose from that can save you time, too.

 <p><b>24-Hour Nurse Line</b></p>	 <p><b>CVS Health Virtual Care™</b></p>	 <p><b>Walk-in clinic</b> (including MinuteClinic® locations*)</p>	 <p><b>Urgent care center</b></p>	 <p><b>Emergency room**</b> (including freestanding ERs)</p>
<p>Describe your medical situation to a registered nurse. They can help you make an informed decision about where to go for care.</p> <p>Call 24/7/365: <b>1-800-556-1555 (TTY: 711).</b></p>	<ul style="list-style-type: none"> <li>• Call about non-emergency medical issues</li> <li>• Phone or video options</li> <li>• Prescriptions called in to your pharmacy of choice</li> <li>• Will coordinate with your regular doctor upon request</li> <li>• Open 24/7/365</li> </ul>	<ul style="list-style-type: none"> <li>• Go for non-emergency medical issues</li> <li>• Often located in stores and pharmacies</li> <li>• Does not replace your primary care provider (PCP)</li> <li>• Open extended hours and weekends</li> </ul>	<ul style="list-style-type: none"> <li>• Go for serious but non-life-threatening situations</li> <li>• Usually offer imaging, X-ray and lab services</li> <li>• Open extended hours and weekends</li> </ul>	<ul style="list-style-type: none"> <li>• Go for medical emergencies that can permanently impair or endanger your life</li> <li>• Often have long wait times for non-emergency care</li> <li>• Open 24/7/365</li> </ul>
<b>Symptoms treated</b>				
<ul style="list-style-type: none"> <li>• Allergies</li> <li>• Cough</li> <li>• Flu symptoms</li> <li>• Nasal congestion</li> <li>• Other similar symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Allergies</li> <li>• Bronchitis</li> <li>• Cold and flu symptoms</li> <li>• Ear infections</li> <li>• Sinus problems</li> <li>• Sore throat</li> <li>• Other similar symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Allergies</li> <li>• Cold and flu symptoms</li> <li>• Ear infections</li> <li>• Headache/migraine</li> <li>• Sore or strep throat</li> <li>• Sprains</li> <li>• Other similar symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Back and neck pain</li> <li>• Cuts and minor burns</li> <li>• Flu symptoms</li> <li>• Respiratory issues</li> <li>• Sprains and fractures</li> <li>• Stomach pain</li> <li>• Other similar symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Severe abdominal pain</li> <li>• Trouble breathing</li> <li>• Uncontrollable bleeding</li> <li>• Other symptoms you think may put your life at risk</li> </ul>
<b>Average wait time</b>				
<b>10 minutes</b>	<b>10 minutes</b>	<b>15–30 minutes</b>	<b>1–2 hours</b>	<b>3–6 hours</b>

\* May not be available everywhere.

\*\* You may pay more out of your pocket for non-emergency services at ER facilities.

## Have you made your PCP connection?

### It's good to have a home base

Your primary care provider (PCP) is your first stop when you're sick or injured, and your prime resource for preventive services.



### Health care can be complicated

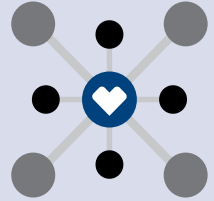
With a PCP, you've got help to navigate the system. Your PCP can help you find the right specialist when you need one. They can also help you understand a diagnosis, medication or treatment so you can make better health care decisions.

### Your PCP gets to know you and your health history

Establish this important relationship if you haven't already.

## Use in-network facilities

Most health care facilities accept insurance. But to pay less out of pocket, it's important to confirm that the location you choose is in your plan's network.



Log in at [Aetna.com](https://www.aetna.com) to use our provider search tool. Or download the **Aetna Health<sup>SM</sup>** app to find network providers right from the palm of your hand.

Scan the QR code to download the app.



Aetna Health app

## Questions?

We're here to help. Call your **Aetna One<sup>®</sup> Advisor** at **1-888-216-8573 (TTY: 711)**, Monday through Friday, 8 AM to 9 PM ET.



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