



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 in 33 states nationwide. MinuteClinic providers can diagnose and treat a variety of illnesses, injuries and health conditions. They can also write prescriptions when needed.

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 care 24/7 with Teladoc Health

Talk with a licensed doctor by phone or video. **Teladoc Health** doctors can treat many conditions, such as cold and flu symptoms, sinus infection, bronchitis, skin conditions, depression and more. Call **1-855-835-2362** or visit **TeladocHealth.com/Aetna** to get started.



Call the 24-Hour Nurse Line*

You can speak to a registered nurse on a wide range of health and wellness topics — whenever you need to. They may save you time, money and a trip to the doctor. And they can help you:

- Make better health care decisions
- Find out more about a medical test or procedure
- Prepare for a doctor visit
- Receive emails with links to videos that relate to your question or topic

Call **1-800-556-1555 (TTY: 711)** to speak to a nurse at no cost to you.

*While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide information on a variety of health topics.

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

* 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.

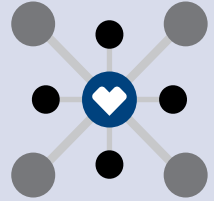


Use in-network facilities

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** to use our provider search tool. Or download the **Aetna Health**SM 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**[®] **Advisor** at **1-888-216-8573** (TTY: 711), Monday through Friday, 8 AM to 9 PM ET.



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