

# Thrive & shine



♥ aetna®

Tenet  
Health

# Care for the whole you



## Health care made simple

At Aetna®, a CVS Health® company, we bring you a connected, convenient and affordable health care experience with:

- > Large national provider networks for physical and mental health care
- > Virtual care options and 24/7 resources
- > One-on-one personalized support programs
- > Personalized, proactive health notifications



Check to see if your providers are in our network at [Aetna.com](https://www.aetna.com).

Care for the whole you



# Support when you want it

Seamlessly connect with care and manage your benefits — at home or on the go. With the Aetna® member website and **Aetna Health<sup>SM</sup> app**, you get smart, simple, convenient ways to take charge of your health care and benefits. Go to [Aetna.com](https://www.aetna.com) and follow the steps to register for your member website. Text **Aetna** to **90156** for a link to download the app.

## Manage your plan

- Check your plan summary to see what's covered.
- Track your spending and progress toward meeting your deductibles.
- Easily access your digital ID card anytime.

## Improve your health

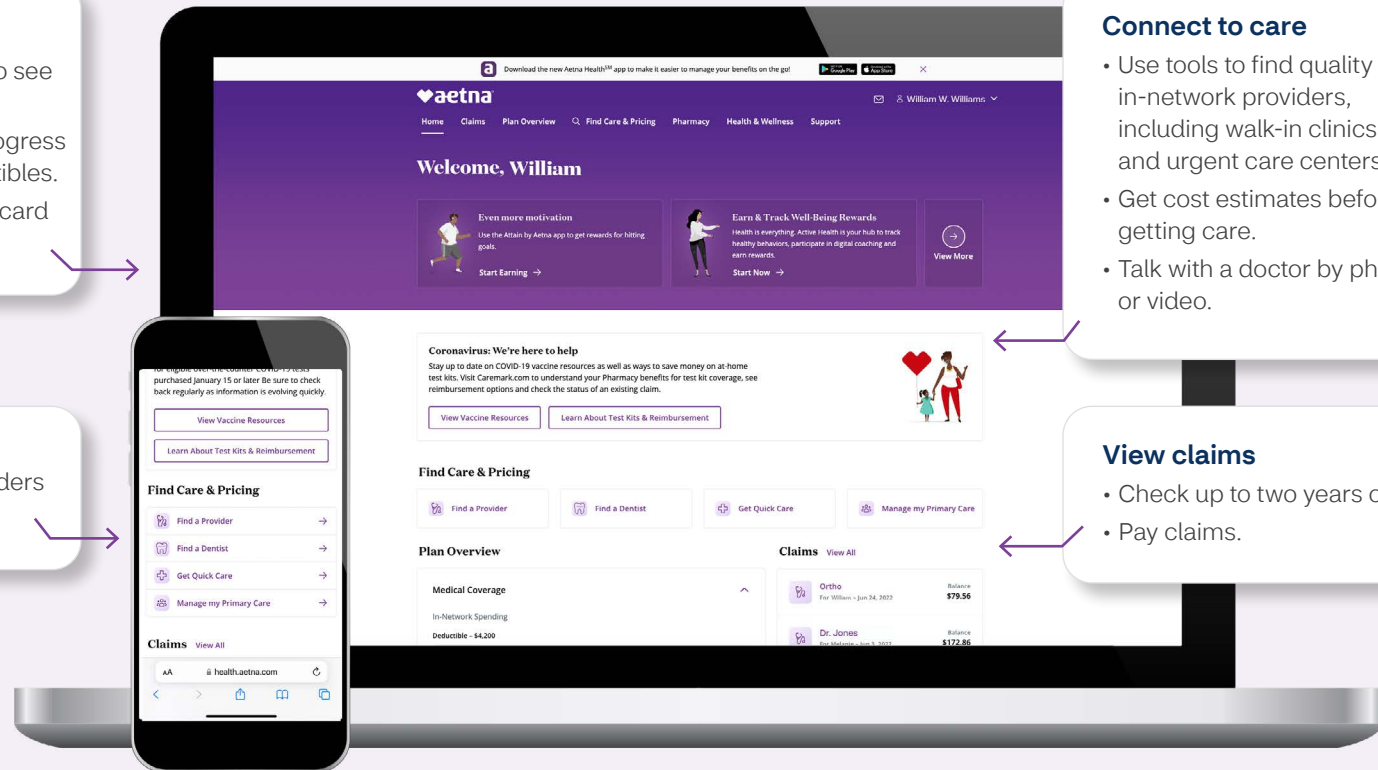
- Receive personalized reminders to improve your health.

## Connect to care

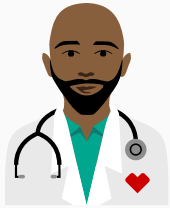
- Use tools to find quality in-network providers, including walk-in clinics and urgent care centers.
- Get cost estimates before getting care.
- Talk with a doctor by phone or video.

## View claims

- Check up to two years of claims.
- Pay claims.



Support when  
you want it



# Care anytime, anywhere

Get quality medical care from the comfort of your home.

## Start with your primary care provider (PCP)

Your PCP knows you and your health history. They provide annual physicals and vaccines, and diagnose and treat problems. Many PCPs now offer telehealth visits and after-hours appointments. Talk with your doctor about your options.

## Talk with a provider 24/7/365

Use Teladoc Health to connect with a provider by phone or video for things like:

- **General medicine** — cold and flu symptoms, allergies, sprains, and respiratory infection
- **Skin issues** — psoriasis, eczema, acne and suspicious moles
- **Behavioral health** — addiction, depression and family difficulties
- **Caregiver support** — general medical consults (recipient doesn't have to be an Aetna® member)

Visit [TeladocHealth.com/Aetna](https://www.teladoc.com/Aetna), call **1-855-TELADOC (1-855-835-2362)** or download the Teladoc Health app.

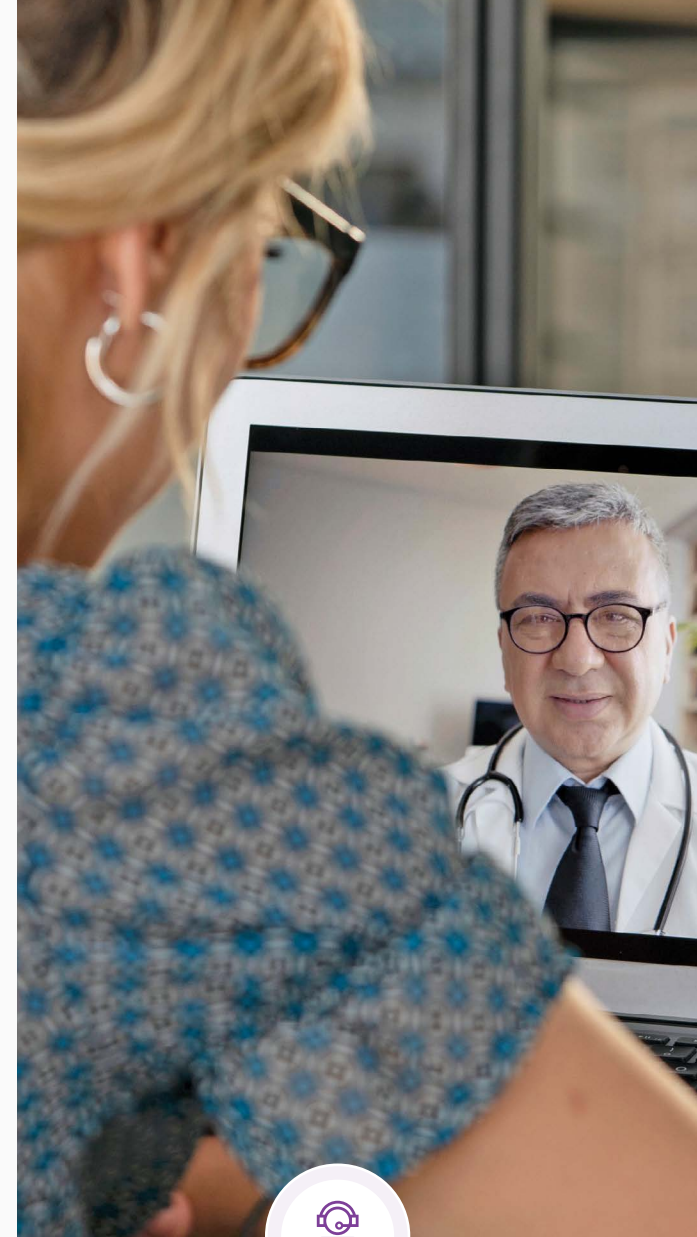
## Work with a nurse care manager

Your plan offers access to specialized clinicians and advocates who can help with a variety of situations, such as:

- A new diagnosis
- A chronic condition
- Infertility or pregnancy challenges
- A family member with autism
- Mental health challenges
- Transgender needs

Many of these services may also be offered by phone or video.

Call Aetna® Member Services at **1-800-824-2705 (TTY: 711)** to connect with a nurse care manager, or take the call if a nurse care manager contacts you.



Watch the **Journey to your best health** video.

Care  
anytime



# Help for physical health

Your medical plan does more than pay claims. It also helps you manage your overall health and well-being.

## No-cost 24-Hour Nurse Line

Our registered nurses are available 24 hours a day to provide helpful information and possibly prevent an unneeded trip to the emergency room. You'll be able to make smarter health decisions with reliable information you can trust — and it's only a phone call away. They can help you:

- Get information on a wide range of health and wellness topics
- Find out more about a medical test or procedure
- Get help preparing for a doctor visit
- Receive emails with links to videos that relate to your question or topic

Reach a nurse 24/7/365 at **1-800-556-1555 (TTY: 711)**.

## Aetna Enhanced Maternity Program™

Learn about what to expect before and after delivery, early labor symptoms, newborn care, and more. The program can also:

- Offer you phone-based genetic counseling and screening, as well as cost-effective genetic testing
- Help you make informed decisions throughout your pregnancy
- Give you advice on lowering your risk for early labor
- Help you cope with postpartum depression

In addition, the **Maternity Support Center** is available on your member website to support your maternity journey. Whether you're planning for a baby, pregnant or already delivered, the center is personalized for you with:

- Pre-pregnancy checklists
- Coverage details, like ultrasound costs
- Breastfeeding and postpartum support
- Baby-care tips

## Getting started is easy

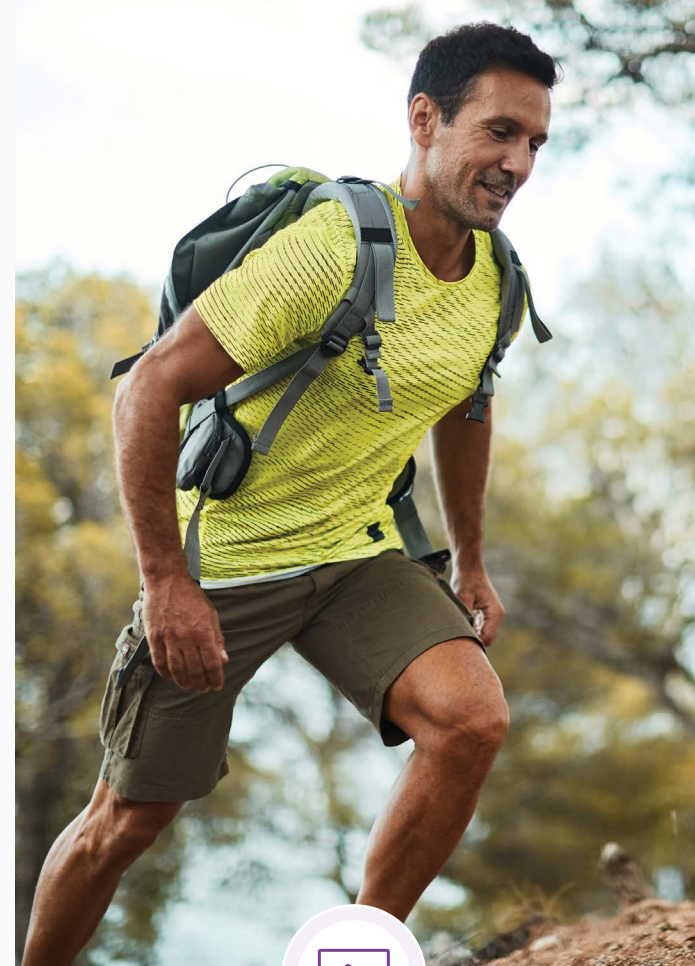
You can get started with the Aetna Enhanced Maternity Program in three ways:

- Text **Baby** to **66902**.
- Enroll on your Aetna® member website at [Aetna.com](https://www.aetna.com).
- Call us at **1-800-272-3531 (TTY: 711)** weekdays from 8 AM to 7 PM ET.

## Aetna discount programs

Your Aetna plan includes built-in discounts that let you save on health products and services like eyewear and exams, massage therapy, weight-loss plans, nutrition services, and more. Log in at [Aetna.com](https://www.aetna.com) and select **Health & Wellness** then **Stay Healthy** to learn more.

Continued



## Happy Hearts Wellness Video Series

This series of short videos is designed to inspire you to ease your stress and learn practical tips to keep your mind, body and spirit healthy.

**Click here** to watch any or all of our informative videos at your convenience!

Physical health  
resources

## Aetna One® Essentials

When you're facing a health challenge, or dealing with complex medical needs, Aetna One Essentials offers support. This care management program can help you get the care you need and take full advantage of all your Aetna® plan offers. Some of the program "essentials" are described below.

### Personalized nurse support

Our clinical nurses will partner with you to help you achieve your health goals. They'll help you understand your benefits and answer your questions. And they'll work as part of a full care team to get you the care and support you need.

### Local support

CVS® HealthHUB™ and MinuteClinic® locations give you convenient, affordable access to the care and services you need to stay healthy. Located in select CVS Pharmacy® and Target stores, they're open every day and offer in-person and virtual care for:

- Minor illnesses and injuries
- Skin conditions
- Wellness care and physicals
- Screenings and condition monitoring
- Vaccines and injections
- Travel health
- Women's and men's health services

Visit [CVS.com/HealthHUB](https://www.cvs.com/HealthHUB) to find a location near you.

## Tools, tips and support centers

Through your Aetna member website, you can find network providers, review your benefits information and watch informational health videos. Depending on your health needs, you can also explore member resources, including these digital support centers:

- Back & Joint Care Support Center
- Cancer Support Center
- Maternity Support Center
- Mental Health Support & Services
- Transgender Support Center

Log in at [Aetna.com](https://www.aetna.com) to access these resources.

### Find your information — whenever, wherever

Your member website is fully mobile. Remember, to download the Aetna Health™ app so you can access your health and benefits information from anywhere.

Physical health  
resources





# Help for mental health

When life gets overwhelming, know that help is available.

## Better cope with life's changes

**AbleTo** is a no-cost eight-week program that connects you with two specialists each week: a therapist and a behavior coach. They'll help you work through your emotions and identify changes you can make to feel more in control of your health.

Call **1-844-330-3648** to answer some questions and see if you qualify.

## Check in with your emotional health

**MindCheck**<sup>®</sup> is a digital tool that makes it easy to improve your emotional well-being. It measures your mindset, gives you immediate feedback and suggests resources to help you maintain a positive outlook.

Plus, the MindCheck site tracks your history, so you can see how your results change over time.

You'll also find tips, articles and videos on a variety of topics, including:

- Relationships
- Depression
- Fitness and nutrition
- Stress
- Substance use

Visit [MindCheckToday.com](https://www.aetna.com/mindchecktoday.com) to get started.

## Work with an autism advocate

Aetna<sup>®</sup> advocates support families with children on the autism spectrum. If you need help navigating the process, call **1-866-724-0604 (TTY: 711), option 5**, to connect with an Aetna advocate trained in autism spectrum disorder.

Your advocate can help you:

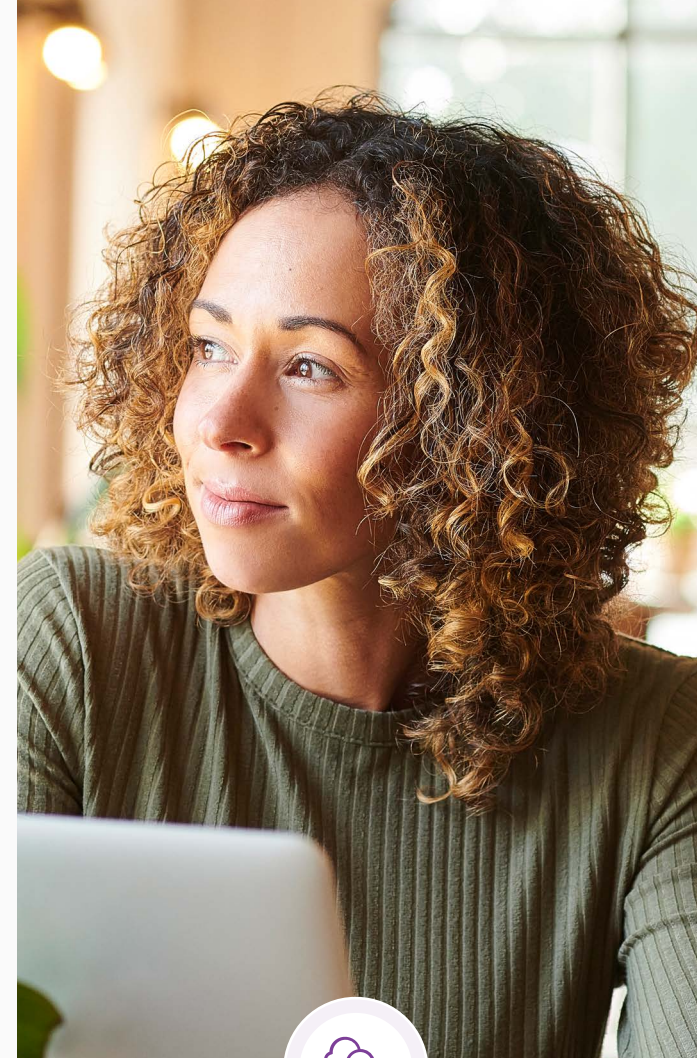
- Understand your benefits
- Access applied behavior analysis (ABA) and other treatments
- Find network providers
- Coordinate care among providers
- Locate community resources

## Find in-network mental health support

Your Aetna network includes more than 257,000<sup>1</sup> behavioral health providers for in-person or virtual counseling and other support.

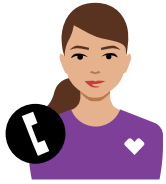
To get started, call **1-800-424-4047 (TTY: 711)**, or log in to your Aetna member website and click **Find Care & Pricing** to search for network psychiatrists, psychologists, counselors and facilities.

<sup>1</sup>Aetna.com. **Together, helping members feel better.** Accessed January 2023.



Call **Aetna Behavioral Health** at **1-800-424-4047 (TTY: 711)** for help understanding your behavioral health benefits or finding a provider who specializes in a certain condition.

Mental health  
resources



# Employee Assistance Program (EAP)

Everything in life affects your well-being. When you're healthier, you're happier. When your relationships are strong, you feel less lonely. And when your finances are in order, life isn't so stressful.

Carelon Behavioral Health, your Tenet Healthcare EAP, offers confidential support for emotional, family and work issues. You can contact the EAP for help with:

- Stress and anxiety
- Grief and loss
- Work-life balance
- Finding child or elder care
- Parenting, relationship and marriage issues
- Alcohol and drug dependency
- Legal matters, such as divorce, real estate transactions, identity theft
- Financial needs, such as retirement planning, debt and credit, budgeting

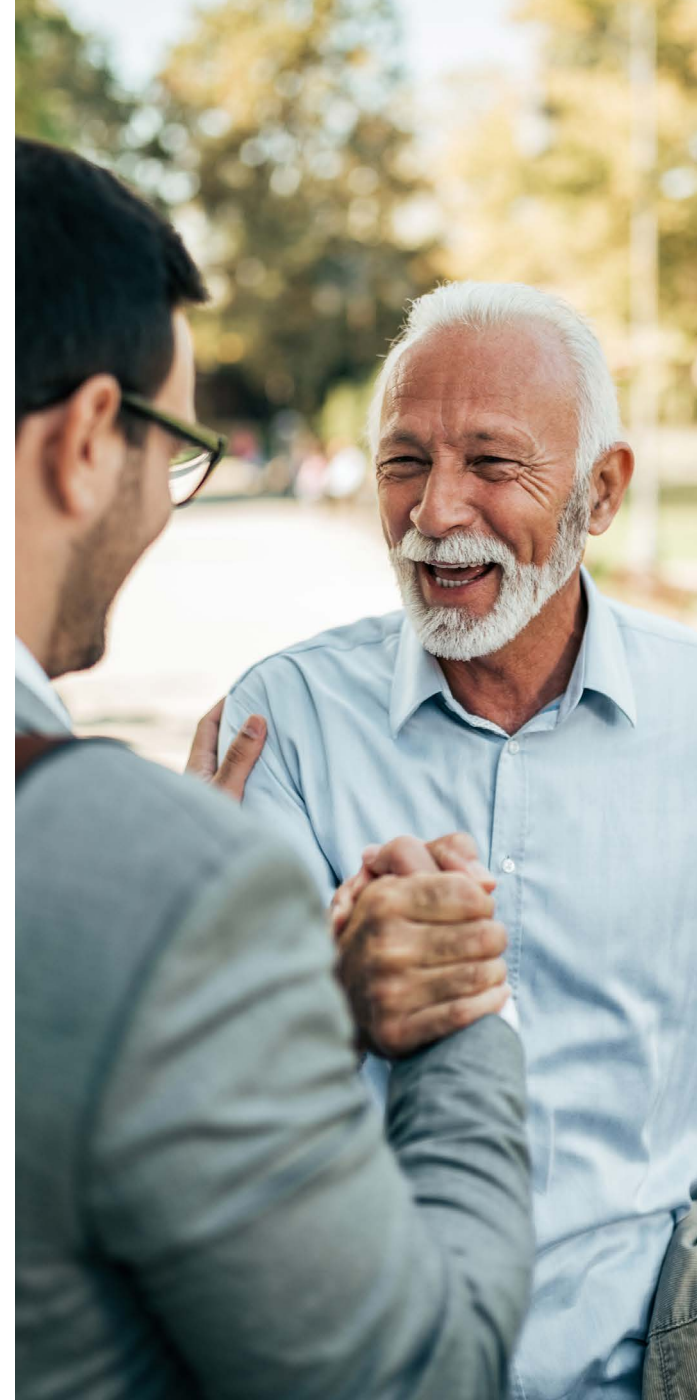
## Start when you're ready — it's easy

Your benefits include **five no-cost counseling sessions** per issue per calendar year for you and each household member. Online resources are available anytime, day or night, to help you get started.

- **If you have an immediate or urgent need**, you can contact the EAP by phone anytime, day or night.
- **For phone or video sessions** with an EAP counselor, you can schedule directly on the Carelon Behavioral Health website.
- **For in-person sessions**, complete an appointment request on the website. A Carelon Behavioral Health clinician will then call or email you to schedule your session.

## Contact the EAP 24/7

1-866-335-2340 | [Tenet.MyBeaconWellbeing.com](https://www.tenet.com/MyBeaconWellbeing.com)



Employee Assistance Program





# Ways to save

Stretch your health care dollars.

## Know before you go

Did you know that health care providers can charge very different costs for the exact same service? Once you're a member, you can compare costs for health services on your member website at [Aetna.com](https://www.aetna.com) or through the Aetna Health<sup>SM</sup> app. You can search by name, type of provider or care needed.

## Stay on top of preventive care

Getting preventive care — like annual physicals, shots and screenings — can help prevent or catch problems early when they're easier and less expensive to treat. And it's covered at 100% with an in-network provider, so it's also good for your wallet.

## Get discounts on products and services

Save on health products and services like:

- At-home products
- Books
- Fitness services
- Hearing care
- Natural products and services
- Oral health
- Vision care
- Weight management

See "discounts" on **page 5** to get started.

## Plan, save and pay with tax-free accounts

These tax-free accounts may be included with your medical plan. They can help you budget for qualified health care or dependent care expenses.

**Health Savings Account (HSA)** — use funds now or save for later; yours to keep even if you leave the plan

**Health Reimbursement Account (HRA)** — automatically pays first until the funds run out; rolls over year to year if you stay in the plan

**Flexible Spending Accounts (FSAs)** — must use funds by the plan-year deadline

- **Health Care FSAs** for eligible health care expenses
- **Dependent Care FSAs** for eligible day care and eldercare expenses

## Save money when it's not an emergency

Your primary care provider is the best place to start for non-emergency care. But you also have these options:

### Minor



#### Teladoc Health

By phone or video 24/7

- Ear infections
- Rashes
- Sinus problems
- Sore throat



### Minor



#### Walk-in clinic

Often located in stores and pharmacies

- Allergies
- Colds/flu
- Coughs
- Sprains



### Urgent

#### Urgent care center

Usually offer X-ray and lab services

- Back and neck pain
- Cuts and minor burns
- Fractures
- Respiratory issues



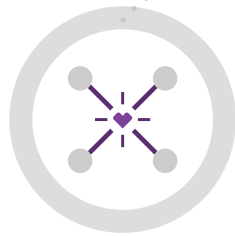
Ways to save



# We're here for you



Choose your plan



## Find

your doctor in the **Aetna® network** at **Aetna.com**.



## Get

answers to your questions. Call Aetna Member Services at **1-800-824-2705 (TTY: 711)**, Monday through Friday, 8 AM to 6 PM local time.



### Are you receiving treatment from a provider that's not in network?

You may qualify for transition-of-care benefits. If approved, you may continue to see the provider and receive in-network benefits for up to 90 days after your Aetna coverage begins. Here are some situations that may qualify:

- Chemotherapy or radiation therapy
- Organ transplant
- Recent major surgery
- Pregnancy
- Terminal illness

To learn more and apply, call Aetna Member Services and ask for a Transition Coverage Request form.

Choose your plan

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

Providers are independent contractors and are not agents of Aetna®. Provider participation may change without notice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional. While only your doctor can diagnose, prescribe or give medical advice, our 24-Nurse Line nurses can provide information on a variety of health topics. Estimated costs are not available in all markets or for all services. We provide an estimate for the amount you would owe for a particular service based on your plan at that very point in time. It is not a guarantee. Actual costs may differ from an estimate for various reasons, including claims processing times for other services, providers joining or leaving our network, or changes to your plan. Health maintenance organization (HMO) members can only get estimated costs for doctor and outpatient facility services. HSAs and HRAs are currently not available to HMO members in Illinois. HSAs are currently not available to HMO members in California. There may be fees associated with a Health Savings Account (HSA). Please see the HSA fee schedule online. Refer to **Aetna.com** for more information about Aetna plans.

DISCOUNT OFFERS ARE NOT INSURANCE. They are not benefits under your insurance plan. You get access to discounts off the regular charge on products and services offered by third-party vendors and providers. Aetna makes no payment to the third parties — you are responsible for the full cost. Check any insurance plan benefits you have before using these discount offers, as those benefits may give you lower costs than these discounts. Discount vendors and providers are not agents of Aetna and are solely responsible for the products and services they provide. Discount offers are not guaranteed and may be ended at any time. Aetna may get a fee when you buy these discounted products and services. Hearing products and services are provided by Hearing Care Solutions and Amplifon Hearing Health Care. Vision care providers are contracted through EyeMed Vision Care. LASIK surgery discounts are offered by the U.S. Laser Network and QualSight. Natural products and services are offered through ChooseHealthy®, a program provided by ChooseHealthy, Inc., which is a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy is a registered trademark of ASH and is used with permission.

EAP services are provided and managed by Carelon Behavioral Health, an independent third party. Aetna does not oversee or control the services provided by or recommended by Carelon Behavioral Health and does not assume any liability for their services. Aetna does not recommend the self-management of health problems. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional. All calls are confidential, except as required by law.

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