
Welcome City of San Antonio Retirees

We've got you
covered
with freedom of access



Aetna Medicare Advantage Preferred Provider Organization (PPO) with Extended Service Area (ESA)

- Access to providers nationwide
- See any doctor at the same cost share, who is eligible to receive Medicare payment and accept your plan
- No referrals needed
- Covers you nationally when travelling
- Over 1,000,000 network providers and 4,000 network hospitals



Yes, you can, if your providers are:

- **Eligible to receive Medicare payment**
- **Willing to accept your Aetna Medicare Advantage plan**

Many doctors do.

Because this is a PPO ESA plan, your copays or cost-share amounts are the same for any doctor or hospital according to the costs listed on your plan benefits summary.

**Will my doctors
accept my
Aetna plan?**



Find out if your doctor will accept the Aetna Medicare Advantage PPO Extended Service Area (ESA) plan

Call us at **1-800-338-4533 (TTY: 711)** Monday through Friday, 8 AM to 8 PM ET.

Let's compare your medical benefit plan options

	Medicare Advantage (C04) ESA PPO plan	Medicare Advantage (P01) ESA PPO plan
Preventive care	\$0	\$0
Primary care office visit	\$0	\$5 copay
Specialty care office visit	\$0	\$15 copay
Outpatient labs	\$0	\$0
Outpatient diagnostic testing, diagnostic X-ray and procedures	\$0	\$15 copay
Emergency room	\$0	\$65 copay
Urgent Care	\$0	\$15 copay
Chiropractor services	\$0	\$15 copay

Aetna's Prescription Drug Plan offers you:



Pharmacies

65,000+ pharmacies with
24,000+ preferred pharmacies
nationwide



Mail delivery

CVS Caremark Mail Service
Pharmacy™



Simplicity

Easy-to-use online tools

Let's look at your prescription drug benefits

Deductible	\$0
Tier 1 - Generic	Preferred \$5
Tier 2 – Preferred Brand	\$20
Tier 3 – Non-Preferred Drug	\$40
Tier 4 - Specialty	25%
Coverage gap	Full gap coverage
Catastrophic phase	CMS standard
Mail-order drugs	2X times retail cost share for a 90 day- supply

**Extras you get with Aetna
Medicare Advantage**

You can get help anywhere on your health journey with your Aetna Medicare Advantage plan



Prevention

Eye and hearing exams
Annual physicals
Women's annual health reminder
Cancer screening reminder



Wellness

Healthy Home Visits
24/7 Nurse Line
Hearing aid reimbursements
Healthy Rewards Program
Teladoc
Telehealth
SilverSneakers® Fitness Program
Nonemergency Transportation



Support

Resources For Living®
Chronic health condition support
Readmission Avoidance Program
Meal Home Delivery
Aetna Compassionate CareSM

Thank you.
Questions?







Healthy Home Visits

Get an extra layer of care in your home

Voluntary visits where a nurse comes to your home

- Home Safety Assessment
 - Talks about safety in your home
- Reviews your medications
- Offers care advocacy resources and support programs
- Activity and independence assessment
- Holistic health screening
- Shares results with your doctor

Our licensed clinicians follow all Centers for Disease Control and Prevention (CDC) guidelines and safety measures including, but not limited to, social distancing with anyone else in the household and wearing face masks and gloves.

Your plan may also include telehealth virtual provider visits.



24-hour Nurse Line

Get help from a registered nurse anytime

- You have toll-free, 24-hour access to nurses who can help answer your health questions. This doesn't replace care from your regular doctor.
- Talk to our registered nurses, day or night, to get help with concerns such as:
 - Deciding whether to visit a doctor or urgent care center
 - Understanding your symptoms
 - Learning about treatment options and medical procedures
- Call **1-800-556-1555 (TTY: 711)**, available 24/7.
- If you need emergency care, call 911 or go to the nearest emergency room immediately.



Resources For Living®

Support to make life easier and more enjoyable

- A Resources For Living life consultant can refer you to a wide-range of cost-effective and reliable services in your area.
- We can help with resources in the following categories:
 - Help at home
 - Transportation
 - Social and recreational activities
 - Caregiver support, and more
- The program is also available to support your caregivers.

This voluntary service is part of your Aetna Medicare Advantage plan so there is no additional cost to you. You would only pay the cost for any service you decide to use.

To speak to a consultant, just call **1-866-370-4842 (TTY: 711)**, Monday–Friday, 8 AM–9 PM, ET.



Healthy Rewards Program

Get rewards for good health practices

A highly personalized program designed to motivate you toward improving your overall health.

Here's how it works:

- Complete your recommended health care activities.
- Tell us you've completed the activity either online or by phone. We'll just need a few details, such as the date of the visit and the clinic name.
- Choose a gift card from select merchants.

This voluntary program is part of your Aetna Medicare Advantage plan so there is no additional cost to you.



Nonemergency transportation benefit

Safe, comfortable transportation to and from medical appointments

- [Access2Care] [This program] helps you focus on your health and treatment plans and worry less about getting to the doctor.
- <X> annual rides are included in your plan for non-emergency trips to and from medical appointments.
- A round trip to an appointment is considered two rides.

This voluntary program is part of your Aetna Medicare Advantage plan so there is no additional cost to you.

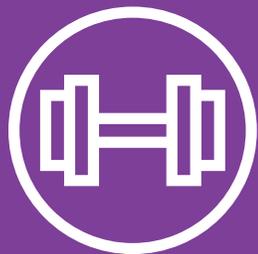


Meal Home Delivery program

Helps you transition smoothly to your home from a hospital stay

- Provides 14 delicious and highly nutritious meals delivered to your home following your hospital stay.
- Ability to cater to special dietary needs, including diabetic and pureed foods.
- Having your meals taken care of may help you on your journey to recovery.

This service is provided as part of your Aetna Medicare Advantage plan at no additional cost to you.



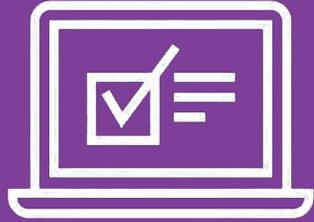
SilverSneakers® fitness benefit

Access to fitness benefits from anywhere

With this benefit you get:

- A membership at thousands of participating gyms and fitness centers available nationwide, at no extra cost.
- Over 200 on-demand videos and live virtual classes from the comfort of your home.
- To get started, visit **SilverSneakers.com** or call SilverSneakers Customer Service at **<X-XXX-XXX-XXXX (TTY: 711), Monday through Friday, 8 AM to 8 PM ET>**.





Telehealth Services

Virtual care with your own doctors

With telehealth, you can access care from the comfort of your own home by speaking to a licensed doctor by web, phone or mobile app. It's a convenient way to receive care if an in-person visit isn't possible or required.

Many options are covered, including:

- Routine care
- Urgent care and walk-in clinics
- Behavioral health services (individual and group sessions)

You should contact your doctor or local urgent care or walk-in clinic to find out how to access telehealth services.

You will pay the same copay as you would for an in-person visit, according to the costs listed on your plan benefits summary.



Teladoc[®]

24/7 access to board-certified doctors

It's a convenient and affordable option for quality care:

- If you're considering the ER or urgent care center for a nonemergency issue. For emergency care, go to the nearest ER.
- If you're on vacation or away from home
- For short-term prescription refills

Teladoc doctors can help with many medical conditions, including:

- Cold and flu symptoms
- Allergies
- Sinus problems
- Sore throat
- Respiratory infection
- Skin problems

To access Teladoc, just call **1-855-TELADOC (1-855-835-2362)**. Or visit **[Teladoc.com/Aetna](https://www.teladoc.com/Aetna)**. Teladoc is available 24/7.

Aetna Medicare is an HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. Every year, Medicare evaluates plans based on a 5-star rating system. Out-of-network/non-contracted providers are under no obligation to treat Aetna members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. [Aetna Medicare’s pharmacy network includes limited lower cost, preferred pharmacies in: <applicable areas>. The lower costs advertised in our plan materials for these pharmacies may not be available at the pharmacy you use. For up-to-date information about our network pharmacies, including whether there are any lower-cost preferred pharmacies in your area, <members please call the number on your ID card, non-members please call <1-855-338-7027 (TTY: 711)> or consult the online pharmacy directory at <<http://www.aetnamedicare.com/pharmacyhelp>>.] [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 <x> days. You can call <phone number/TTY/hours of op> if you do not receive your mail-order drugs within this timeframe. Members may have the option to sign-up for automated mail-order delivery.]] The <formulary, pharmacy network, and> provider network may change at any time. You will receive notice when necessary. Members who get “Extra Help” are not required to fill prescriptions at preferred network pharmacies in order to get Low Income Subsidy (LIS) copays. 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. 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. This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website.

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