

City of San Antonio Brown Bag Meeting

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Aetna® Group Retiree Solutions

August 11th, 2023



Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).





What we'll cover

Medicare Advantage

How the City of San Antonio pharmacy plan works

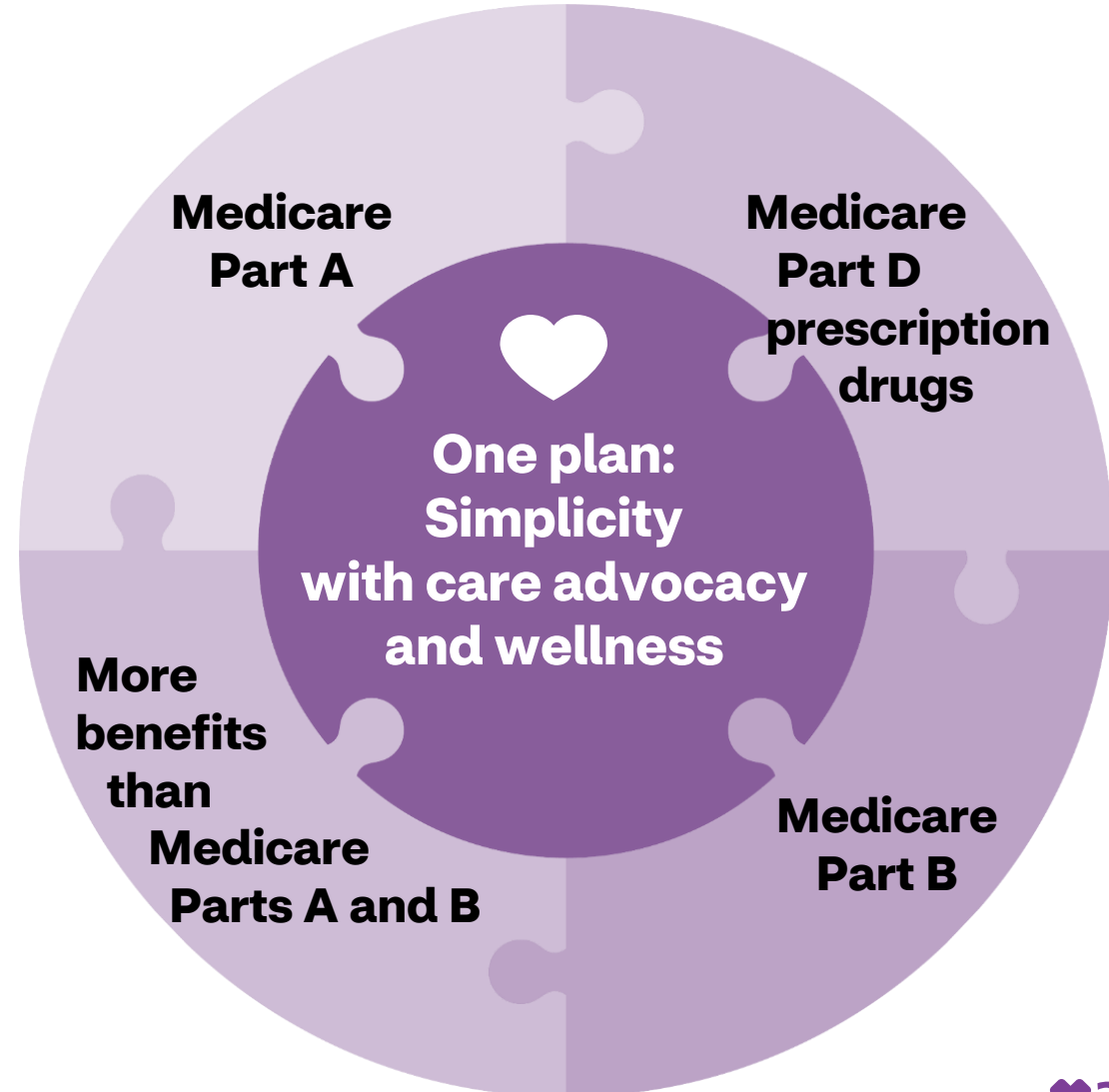
Extras you get with your Medicare Advantage plan

Questions and answers

How the Medicare Advantage plan works

- One step for you
- One ID card for medical and pharmacy
- A monthly Explanation of Benefits each for medical and pharmacy

Medicare Advantage plans must cover all Medicare-approved services



Aetna's Prescription Drug Plan offers you:



Pharmacies

65,000+ pharmacies



Mail delivery

CVS Caremark Mail Service
Pharmacy™



Simplicity

Easy-to-use online tools

Some prescription drug terms



Formulary



Drug tiers



Mail Order Drugs (MOD)



Quantity limit



Precertification



Step therapy



Network

Defining Part D plan phases

	Phase	What you pay for covered prescription drugs in each phase
1	Deductible	Your plan does not have a deductible
2	Initial coverage limit	You pay a copayment
3	Coverage gap “donut hole”	You pay the same copayment
4	Catastrophic	You pay \$0

**Extras you get with Aetna
Medicare Advantage**

How the plan supports the whole you



Prevention

- Eye and hearing exams
- Annual physicals
- Flu shots and other vaccines
- Women's annual health reminder
- Cancer screening reminder



Wellness

- Healthy Home Visits
- 24/7 Nurse Line
- Hearing and vision reimbursements
- Healthy Rewards program
- Teladoc®
- Telehealth
- MDLIVE®
- SilverSneakers® fitness program



Support

- Resources For Living®
- Chronic health condition support
- Readmission Avoidance program
- Meal Home Delivery program
- Aetna Compassionate CareSM
- Healthy Aging Support program



Healthy Home Visits

Assess your health right in your own home

Have a licensed health care professional come to your home to:

- Identify potential safety hazards
- Discuss concerns you may have about moving around safely in your home
- Review your medications and medical and family history
- Offer care advocacy resources and support programs
- Give you a holistic health screening

After the visit, we'll mail you a summary of your visit. We'll also send a copy of the summary to your PCP.

This voluntary annual visit lasts about an hour and is provided at no extra cost to you. It is all part of your Aetna® benefits.



**Resources
For Living®**

Support to make life easier

A Resources For Living life consultant can refer you to a wide-range of cost-effective and reliable services in your area. This may include:

- Help at home
- Transportation
- Social and recreational activities
- Caregiver support, and more

This voluntary service is part of your Aetna Medicare Advantage PPO plan, at no extra cost. You would only pay the cost for any service you decide to use.



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.

Speak with a registered nurse, day or night, to get help with concerns such as:

- Deciding whether to visit a doctor or urgent care center
- Understanding your symptoms
- Managing chronic conditions
- Learning about treatment options and medical procedures

It's available 24/7 however the 24-hour Nurse Line does not replace care provided by your primary care physician. If you need emergency care, call 911 or go to the nearest emergency room immediately.



Healthy Rewards Program

Get rewards for good health practices

Rewards for taking care of you It's an easy way to get rewarded for taking care of your 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 and enjoy your reward.

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



Meal Home Delivery program

Get meals at home while you recover

Having your meals taken care of may help you on your journey to recovery.

- Get 14 healthy, precooked meals delivered to your home after an inpatient hospital stay — at no extra cost.
- Program caters to special dietary needs, including diabetic and pureed foods.
- Meals are delivered by FedEx or GA Foods within 48 to 72 hours.

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



Nonemergency transportation benefit

Safe, comfortable transportation to and from medical appointments

This program helps you focus on your health and treatment plans and worry less about getting to the doctor.

- 40 annual rides are included in your plan for nonemergency 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 PPO plan, at no extra cost.



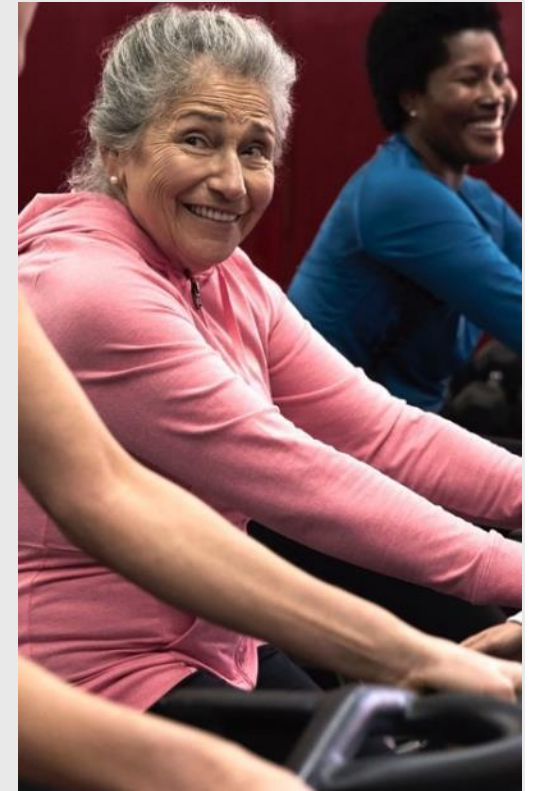
SilverSneakers® fitness benefit

Access to fitness benefits from anywhere

Physical activity can improve your health and well-being.

As a Medicare Advantage member, you get access to:

- Membership at thousands of participating SilverSneakers gym locations nationwide, at no extra cost
- Home fitness kit, if you can't make it to a local gym or exercise class
- On-demand fitness classes from the comfort of your own home, or while traveling





MDLIVE[®] behavioral health program

Virtual behavioral health support

Get access to virtual mental health visits by phone or video chat through MDLIVE board-certified psychiatrists and licensed therapists.

Benefits include:

- No visit limits
- \$0 copay
- 24/7 appointment availability

They are specially trained in issues that are common with senior adults like:

- Addictions
- Grief and loss
- Relationship issues
- Anxiety
- Life changes
- Stress management
- Bipolar disorder
- Loneliness
- Trauma and post traumatic stress disorder (PTSD)
- Depression
- Panic disorders, and more



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)

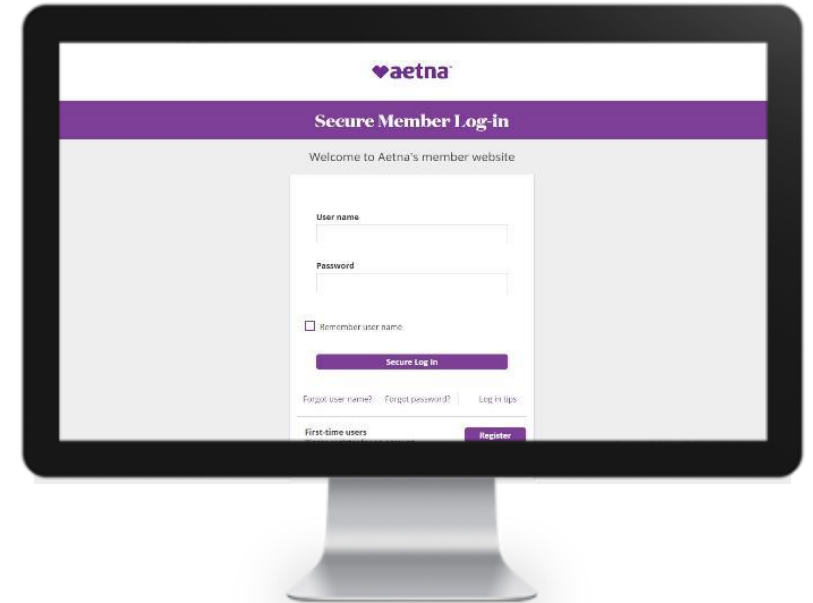
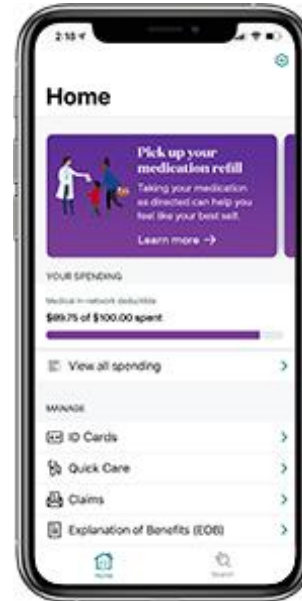
Speak with your doctor, local urgent care or walk-in clinic to find out how to access telehealth services.

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

Aetna® Medicare member website

Use our **secure member website** to:

- Connect with care
 - Find walk-in clinics
 - Search for a PCP
 - View provider ratings and reviews
- Manage your benefits
 - View plan details
 - See progress toward your deductible
 - Access your digital ID card
- Review your claims
 - Receive your Medical EOB statement
 - Get detailed cost breakdown of claims
- Stay healthy
 - Take a health assessment
 - Try health coaching
 - Start a wellness program
 - Get treatment options



AetnaRetireePlans.com

Log in or register for an account
using your member ID.

You can also manage your benefits right from your phone with the Aetna HealthSM app.

**Thank you.
Questions?**





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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