



Welcome to your Aetna[®] Medicare plan



Introducing the resources and
support you'll need to get the most
out of your health coverage



 aetna[®]



Your new Aetna Medicare Advantage plan has benefits you can look forward to

Enjoy the following benefits right now:



Telehealth visits that allow you to see some providers virtually, including MinuteClinic Video Visit™ sessions



\$0 coinsurance for a 100-day supply of Tier 1 and Tier 2 medications through mail order or retail pharmacies



Trusted national company with local agents ready to help and provide a personalized plan assessment



\$250 allowance each quarter to spend on certain over-the-counter (OTC) health care items plus a one time delivery of pre-selected health and wellness items



\$0 copay for alternative medicine like chiropractic care, naturopathy, acupuncture and therapeutic massage

Since you enrolled between October and December, you'll be receiving health plan information for this year and next. This information will be available separately. We encourage you to read these documents as soon as possible:



Your 2023 Evidence of Coverage (EOC):

This document gives you a description of your plan's current coverage, your costs and your rights and responsibilities as a plan member (effective through December 31, 2023).



Your Annual Notice of Change (ANOC): We will send an ANOC that outlines the changes between your 2023 and 2024 plans. It will help you understand your plan's monthly premium, out-of-pocket costs and more.



Your 2024 Evidence of Coverage (EOC):

Please prepare for next year by reviewing your 2024 benefits and services (effective January 1 – December 31, 2024).

Discover member discounts and savings

Don't miss out on:



Discounts on health products like electric toothbrushes, blood pressure monitors and activity trackers



Programs for things like weight management, fitness and flexibility



Tools for training your brain for attention, problem solving, memory and more

These discounts can only be accessed through your secure member website. Once you log in, click on the “Living Well” section to find your member discounts.

Get helpful resources on your secure member website. Here, you can:

- View your claims
- Find plan documents (like your EOC and ANOC)
- Access your discounts
- Watch your personalized health plan video
- Find a doctor, hospital or pharmacy

To register:

- Scan the QR code to go to the log in and register page, then click “Register.”
- Enter your member ID number and fill out your personal information.

All secure member website plan information online is safe and private.



Register for your secure member website by scanning the QR code with your smartphone camera, or go online: aet.na/register

Tip: Have your member ID card ready when registering. If you need help registering, just call us at **1-833-570-6670 (TTY: 711)**.



Already registered? Log in here: aet.na/login

To find plan documents on your secure member website, scroll to the “Plan overview” section and choose “What’s covered.”

Preparing for 2024

We encourage you to read your Annual Notice of Change (ANOC)

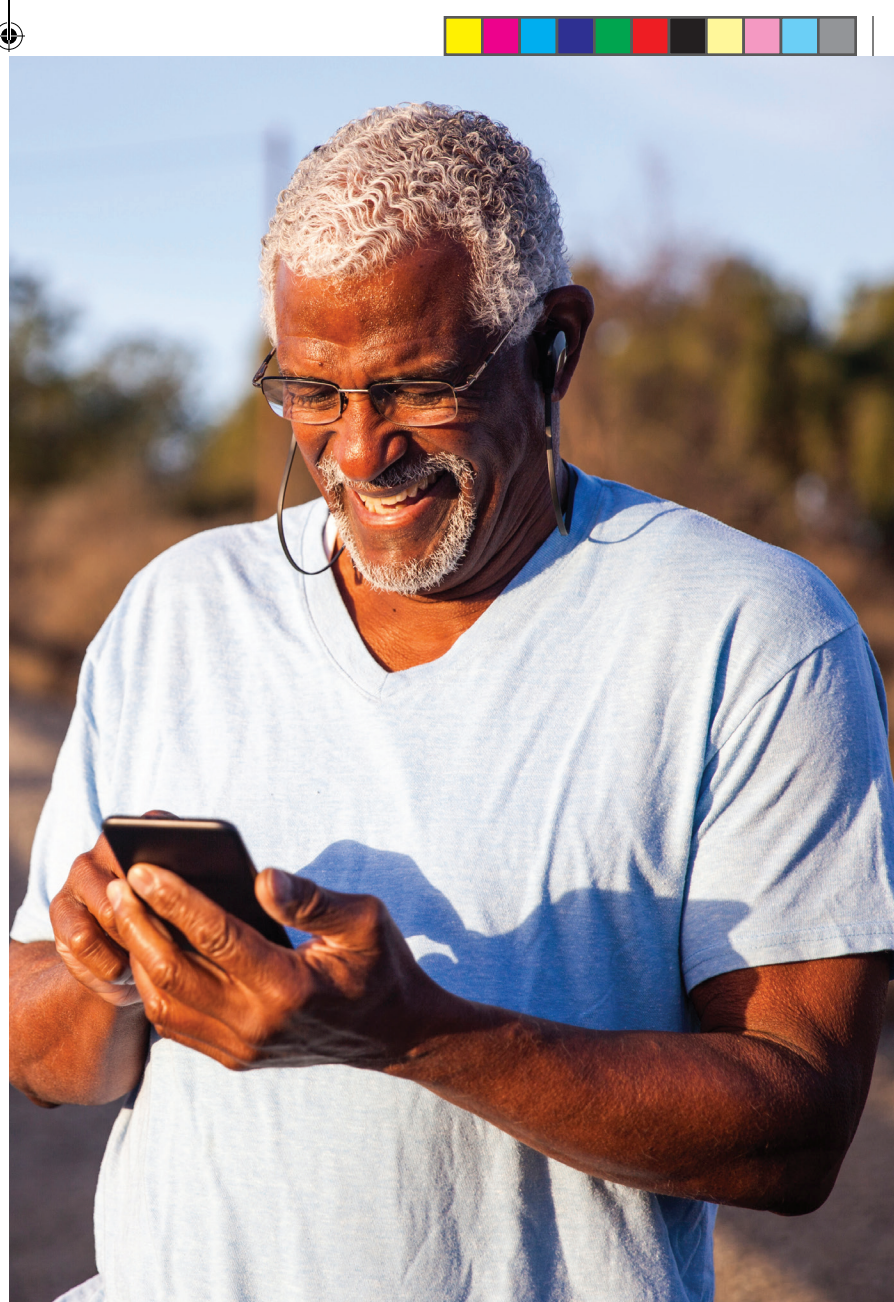
Each year we update our health plans to meet the changing needs of our members. These changes are summarized in your ANOC, including:

- Monthly premium
- Out-of-pocket costs
- Prescriptions and more

If you're happy with your 2023 plan, you don't need to do anything. Your plan will automatically renew* starting January 1.

If you have any questions about your ANOC document, call **1-833-570-6670 (TTY: 711)** 8 AM–8 PM, 7 days a week.

*Please note: From time to time, some health plans may be discontinued and a 2024 ANOC and EOC will not be available. If you did not receive an ANOC or if you have questions about your 2024 health plan, contact our Member Services team.



Confidence comes from understanding benefits and costs

Explore your Evidence of Coverage

Your Evidence of Coverage (EOC) includes detailed information about your benefits and costs. We encourage you to review your 2024 EOC so you can understand how to take advantage of your benefits. A few important sections to read include:

Chapter 4:

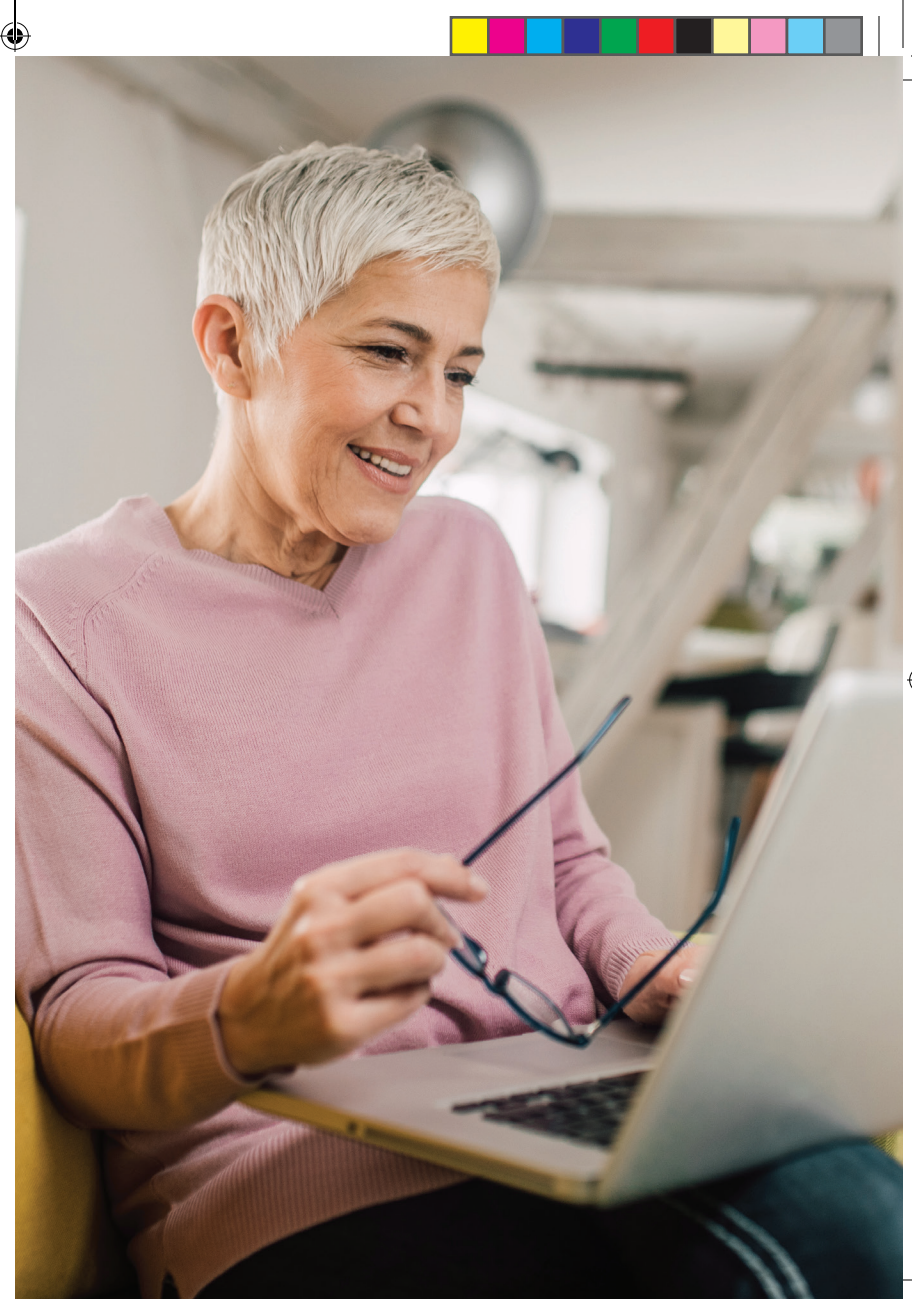
- Your plan name
- Plan details
- What is covered and what you pay

Chapter 5:

- Your Part D eligible drugs (if applicable)

Chapter 6:

- The amount you'll need to pay for your prescriptions



Three easy ways to get help quickly:

1. Find plan documents without logging in.

For quick access to your ANOC and EOC, visit aetna.com/vanity

2. Review plan documents like your ANOC, EOC and Summary of Benefits through your secure member website.



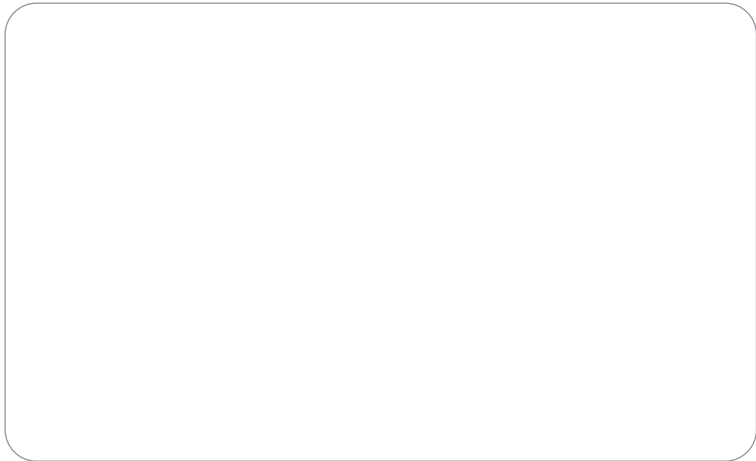
Scan the QR code or visit aetna.com/login

3. Call a Member Services Advocate.

Have questions? Our trained advocates are ready to help you:

- Register for, log in to or use your secure member website
- Learn about your plan coverage, costs and claims
- Look for a new primary care doctor or specialist

Call us at **1-833-570-6670 (TTY: 711)**. Or visit us online: AetnaMedicare.com/HelpJC



We're here for you

Keep this magnet handy so you can quickly contact us if you have questions about your plan coverage or costs.

End-of-year planning worksheet

Not sure where to start with your Aetna benefits? No problem! We suggest completing the following tasks before the end of the year to help you get the most out of your coverage.

Register and log in to your secure member website.

Date completed: ____ / ____ / 2023

Read your 2023 and 2024 EOC.

Date completed: ____ / ____ / 2023

Download the Aetna HealthSM app.

Date completed: ____ / ____ / 2023

Review your ANOC.

Date completed: ____ / ____ / 2023

Download the SilverSneakers[®] GO[™] app.

Date completed: ____ / ____ / 2023

Look at your member discounts.

Date completed: ____ / ____ / 2023

Save the Member Services team number in your phone.

Date completed: ____ / ____ / 2023

Schedule an appointment with your primary care doctor if you haven't already.

Date completed: ____ / ____ / 2023

Looking ahead together

Healthier happens together[™] when you stay connected with a plan that's there for you. Keep an eye out for more communications like this. You can check out our online resources to review your plan documents, find a provider, learn about your formulary and more.



Scan the QR code or go online:
[AetnaMedicare.com/explorejc](https://www.aetna.com/medicare/explorejc)



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. SilverSneakers is a registered trademark of Tivity Health, Inc. ©2023 Tivity Health, Inc. All rights reserved. Vendors offer Value-Added Items and Services (VAIS) at a discount that are not part of your plan's benefits. You will pay the full cost of discounted services not covered under your plan. 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. Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies. Medicare rules don't allow earned rewards to be used for Medicare-covered goods or services, including medical or prescription drug out-of-pocket costs. Earned rewards may not be used to pay for medical copays, prescription costs, or any other Medicare covered good or services. Earned rewards may also not be used on alcohol, tobacco or firearms or be converted to cash. Rewards earned may be considered taxable income. Please consult your tax adviser if you have any questions regarding the taxability of rewards. The 2023 Your Healthy Rewards program is only applicable to active members with eligible MA and/or MAPD plans. Qualifying participants who are eligible to perform the program activities may earn rewards by completing all or some of the program activities. Rewards will be distributed to participants in the form of a gift card. The 2023 Your Healthy Rewards program is available to our members until the last day of the year. You will need to earn and redeem your reward by December 31, 2023 or the date you leave the plan, whichever comes first. Participants should check the terms of their Evidence of Coverage (EOC) prior to participating in any program activities. Except as set forth in the EOC, Aetna shall not be responsible for any costs associated with, or arising from, a participant's performance of

program activities. Your participation in the Your Healthy Rewards program is voluntary and does not affect your benefits from your Aetna health plan. Eligibility is limited to the Aetna member that this communication was addressed to. Subject to benefits and eligibility verification. We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you speak a language other than English, free language assistance services are available. Visit our website, call the phone number listed in this material or the phone number on your benefit ID card. In addition, our health plan provides auxiliary aids and services, free of charge, when necessary, to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Our health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, visit our website, call the phone number listed in this material or on your benefit ID card. If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Grievance Department (write to the address listed in your Evidence of Coverage). You can also file a grievance by phone by calling the Customer Service phone number listed on your benefit ID card (TTY: 711). If you need help filing a grievance, call Customer Service Department at the phone number on your benefit ID card. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf. **ESPAÑOL (SPANISH):** Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento. **繁體中文 (CHINESE):** 如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。





355 State Place
Escondido, CA 92029

**Learn how to get the most out of your
new Aetna Medicare Advantage plan**

<PIECE CODE>

Y0001_NR_35633_2023_C



<Name A. Sample>
<123 Main Street>
<City, State ZIP + four>

PRESORTED
STANDARD
US POSTAGE
PAID
ESCONDIDO, CA
PERMIT NO. 143

Important plan information

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