



**“What are these
square codes?”**



Good question.

Those are Quick Response (QR) codes. They help you get to online destinations quickly by using your smartphone or tablet.

Here's how to use them: Hold your smartphone camera over the QR code. Tap the link that pops up on your screen.

Ready to try it out?

Scan this QR code with your smartphone camera. You'll go to an article about taking advantage of your plan in your first year with Aetna Medicare. Or go online: aet.na/firstyear8





**“I don’t know all the terms
in my Aetna Medicare plan
documents. What can I do?”**

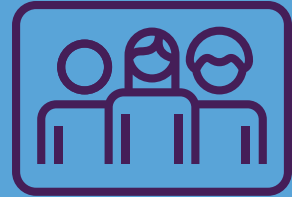


We can help.

Medicare can feel like a whole new world, with its own lingo. You'll be fluent in no time by using our glossary. You can get definitions and explanations for Medicare terminology.

SCAN the QR code with your smartphone camera to see our online glossary. Or go online: aet.na/glossary8





**“Why should I register for my
secure member website?”**

Great question.



Your secure member website is your go-to resource to manage your Aetna Medicare plan. In it you can:

- View your claims
- Watch your personalized plan video
- Find your plan documents
- Find a doctor, hospital, or dentist, and so much more
- Access your discounts

To help you get the most from your Aetna Medicare plan, register for your secure member website.

SCAN this QR code with your smartphone camera to register or log in now. If you need help, call the number on your member ID card. Or go online:
[AetnaMedicare.com/mywebsite8](https://www.aetna.com/mywebsite8)





**“My friend loves her PCP.
I’m in an HMO plan. How
can I find out if her PCP
can also be my PCP?”**



Here's how:

Just log in to your secure member website to search for providers in our network. Or go to aet.na/docfind8. Then use the provider lookup tool to search for your friend's primary care physician (PCP). If the provider is included in your plan's network, you can select them as your PCP. Make sure to give them a call and confirm that they're accepting new patients.

TIP: You can find, designate, or change your PCP on your secure member website. Just log in or register online: AetnaMedicare.com/mywebsite8





**“Can I search for a doctor
who speaks Spanish?”**

Yes you can. Here's how.



Just log in to your secure member website to search for providers in our network. Or visit [AetnaMedicare.com](https://www.aetna.com) and navigate to “Find a doctor or prescription”. Follow the prompts until you reach a list of providers. You can use the filter function to search for doctors who may speak your preferred language.

When choosing a doctor, check to see if the doctor is in your plan's network.

SCAN this QR code with your smartphone camera to explore our provider lookup tool. Or go online: aetna.com/docfind8





**“Can my plan support
my fitness goals?”**

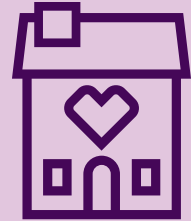


You bet.

Your Aetna plan comes with a SilverSneakers® fitness membership. SilverSneakers can help you reach your fitness goals. They offer all kinds of on-demand and live online classes. Plus in-person classes at participating local gyms. Pick and choose your favorites!

CALL SilverSneakers to hear more about this benefit at 1-888-423-4632 (TTY: 711). You can also scan the QR code to find participating fitness centers near you. To learn about the SilverSneakers GO™ fitness app, visit us online: aetna.com/silversneakers8.





“I recently moved across town. How do I make sure Aetna® sends mail to my new address?”



Glad you asked.

We want to make sure you get communications from us. Call the number on your Aetna member ID card and we'll help. Or visit your secure member website to update your contact information.

TIP: you can also update your other contact info, like your phone number.

Scan this QR code with your smartphone camera to register for an account or log in to your secure member website: AetnaMedicare.com/mywebsite8





“I’ve been trying to go paperless. Can Aetna help?”



We'd love to.

You can choose your electronic communications preferences on your secure member website. If you've registered already, log in and navigate to your profile. Click "paper saving" and then select "receive documents electronically".

SCAN this QR code with your smartphone camera to log in or register for your secure member website if you haven't already. Or go online: AetnaMedicare.com/mywebsite8





**“I still have questions.
How can I get help?”**

We're ready for your questions.



Your QUEST for personal service ends here. Aetna Member Services advocates are trained to give you clear answers and help make your experience better. With the Member Services team in your corner, you can expect:

Quality
Understanding
Empathy
Sensitivity
Trust

That means a higher
level of support for
your whole health.

Ready to get answers and assistance?

Call a Member Services advocate at the number on your Aetna member ID card.
Or visit us online: [aetna/questions8](https://aetna.com/questions8)

