



Simply better

Aetna Premier Care Network

Savings and simplicity for you and your family

[Aetna.com](https://www.aetna.com)

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Welcome to your new health plan

Aetna Premier Care Network is a different kind of health plan. We've designed the benefits to simplify your life and put your mind at ease. That means better quality of care and a better experience for you and your family — plus the savings that come with staying in the network.

Aetna Premier Care Network lets you:

- **Find a highly rated network doctor close to you**, so it's easier to get the care you need
- **Locate nearby health care centers** that are chosen for cost and quality standards
- **Pay less for lab work, X-rays** and other common kinds of medical care
- **Enjoy the convenience of local CVS® HealthHUB™ and MinuteClinic®** locations

MORE
savings

MORE
simplicity

MORE
of what
you want



Common questions about Aetna Premier Care Network



PLAN DESIGN

How is this plan different from other plans?

You have access to a special network of primary care doctors, specialists, hospitals, walk-in clinics and urgent care centers in your area. Getting all your care within a single network makes everything more convenient and cost effective.



NETWORK ADVANTAGES

Why should I always get my care in network?

Staying in the network almost always saves you out-of-pocket costs. Plus, there's no guesswork about what's covered, and no worries about unneeded tests or procedures. You'll enjoy quality health care from a network of doctors and other providers that you can trust.

What is a CVS® HealthHUB™?

What is a MinuteClinic®?

These are walk-in treatment centers inside select CVS Pharmacy® stores. They're open every day, including evenings and weekends, and they offer many low-cost or no-cost services for Aetna® members like you.

- **CVS HealthHUB** medical staff screen, treat and provide follow-up care for people managing chronic health conditions.
- **MinuteClinic** medical staff treat common illnesses and minor wounds, and provide vaccinations, wellness services and lab tests.



QUALITY

How does Aetna ensure the quality of my network care?

We choose our network doctors and health care centers based on clearly defined cost and quality standards. Many of our specialists and hospitals have proven track records, including lower readmission rates, fewer complications and more successful treatments.*



YOUR DOCTOR

Why should I choose a network primary care doctor?

The doctor you pick will lead your care team. That's important because you should see your doctor not just when you're sick but also for your annual wellness exam, including preventive screenings. Your doctor can also help you:

- Find care programs tailored to your needs
- Guide you on important health decisions
- Coordinate your care across our network

Do I have to see my primary care doctor for referrals?

No, but we encourage you to do so. Your primary care doctor is a great resource and can suggest a network specialist for you.



Visit your member website to find the nearest MinuteClinic location.

*Aetna internal provider-designation analysis.

Common questions about Aetna Premier Care Network — continued



CONVENIENCE

How do I find a local network doctor or health care center?

Just use the provider search tool on your member website. You'll find in-network primary care doctors, specialists, hospitals, walk-in clinics and urgent care centers close to you.

How can I easily manage my plan?

Set up your account today to:

- Review your plan benefits and more
- Search for providers, procedures and medications
- View claims details
- Get cost estimates before you get care
- Access a digital copy of your ID card whenever you need it

How can I get the Aetna HealthSM app?

Text "GETAETNAHEALTH" to 90156 for a link to download.*

To learn more, go to **Aetna.com**. If you haven't created an account on your member website, you can also do so on the app. If you already have a user name and password, you can log in through the app right away.



COVERAGE BENEFITS

What if I'm not at home and need care?

You can call a doctor anytime by using Teladoc[®] telemedicine services. If your health or life is in serious danger, call **911** or go to the nearest hospital. You'll be covered even if the hospital is not in our network.

If I'm being treated by a doctor outside the network when I join Aetna Premier Care Network, is that treatment covered?

Yes, but you will need to request transition-of-care coverage. If your request is approved, you can stay with your current doctor for a limited time at the highest benefits level. Transition-of-care coverage does *not* cover:

- Care received at health care centers
- Durable medical equipment (DME)
- Prescription drugs

You'll need to use network health care centers, DME vendors and pharmacies to get coverage for those services during your transition-of-care period.

*Message and data rates may apply. Terms and conditions: [Aetna.com/legal-notice/privacy.html](https://www.aetna.com/legal-notice/privacy.html). By texting 90156, you consent to receive a one-time marketing automated text message from Aetna[®] with a link to download the Aetna Health app. Consent is not required to download the app. You can also download the app by going to the Apple[®] App Store[®] or the Google Play[™] store.

Tip: Need health care after hours?

You may want to visit an urgent care center in your network — if your life is not in danger. These centers can be more convenient and cost less than a trip to the emergency room. Just use the provider search tool on your member website to find the nearest center.



Questions?

Just call the number on your member ID card.

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).

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. Refer to **Aetna.com** for more information about Aetna® plans.

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