

Rest assured

We're here to help



There's comfort in knowing you have a health partner you can rely on. That's why we're with you every step of the way during your transition to your new Aetna® plan.

You'll want to get to know your new Aetna medical and pharmacy network. Visit **Aetna.com** or call the number on your member ID card to see which providers and pharmacies your new plan covers. How you access care or fill your prescriptions might change, so you'll want to connect with your primary care physician or other provider before your new plan begins. This will help make sure you have a simpler transition of care.

Here are some other useful tips to help get you off to a healthy start with your new plan.



Select a primary care physician (PCP)



Complete your transition of care (TOC) form
(If needed — see additional details on page 2)



Access care



Fill your prescriptions at an in-network pharmacy



Download the Aetna HealthSM app



Select a primary care physician (PCP)*

Before enrolling, select your PCP and review other in-network doctors for a smooth continuation of care.

- Visit **Aetna.com**
- Select “Member Support” and then “Account Management”
- Select “Find a Doctor” and follow the steps to search for and select a PCP



Download the Aetna HealthSM app

Staying healthy is important. So is keeping track of your benefits. As an Aetna® member, you'll have access to the Aetna Health app to make sure you stay on top of both. Here you can download a digital copy of your ID card, find a doctor, check your health care spending and more. The app is your all-in-one resource for managing your health and benefits with ease.



*In Texas, PCP is known as physician (primary care). In the State of Washington, PCP refers to primary care provider.

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

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Fill your current prescription at an in-network pharmacy

Find out what prescriptions are covered under your Aetna plan. Log in to **Aetna.com**, click the “Pharmacy” tab and choose “Estimate Medication Costs.”** If there’s a change to cost or coverage, you can work with your doctor to get a new prescription for a covered drug. You can also work with your doctor to submit a preauthorization request to keep taking current medications. If approved or more information is needed, we’ll let you know.



Access care

As a new Aetna member, you’ll have access to multiple points of personalized and connected care and wellness services, such as:

- Visits with your PCP
- Walk-in clinics, including MinuteClinic® locations
- CVS® HealthHUB™ locations
- 24/7 health hotline

For a more personalized and connected care experience, the medical information from your visit at most of the in-network walk-in clinics will be shared with your primary care doctors.



Complete your transition of care (TOC) form

If you are pregnant, currently being hospitalized, undergoing treatment for chronic illness or have an upcoming surgery and would like to stay with your current doctor, you may be able to request transition of care coverage.*** Simply request a TOC form from your company’s HR department or call Aetna’s customer service. Then complete the form with your doctor and submit it to us as instructed on the form.



Need more help?

If you need assistance or have questions about the transition of care, call us at **1-800-445-5299 (TTY: 711)**.

**Estimated costs are not available in all markets or for all products and services. We provide an estimate for the amount you would owe for a particular product or service based on your benefit plan and status at that very point in time. It is not a guarantee. Actual costs may differ from an estimate for various reasons, including claims processing times for other products and services, providers joining or leaving the network, changes in product availability, or changes to your benefit plan.

***Transition of care coverage does not cover durable medical equipment or prescription drugs.

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