

Open Enrollment

Anne Arundel County

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Account Manager

October 2023



ANNE ARUNDEL
COUNTY
MARYLAND

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).

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Agenda

- Plan offerings
- Member tools
- Healthy Merits
- Additional programs & benefits
- Next steps
- Q&A



Plan Offerings

PPO

Preventive care

Deductible

Coinsurance

Annual out-of-pocket maximum

Office visit

Specialist office visit

Urgent care

Walk-in clinic*

Teladoc® services (phone/video)

Emergency room

X-rays, complex imaging

In-network care

*nationwide network

100%, deductible waived

\$125 Individual / \$250 Family

5%

\$500 Individual / \$1,000 Family

\$15 copay

\$35 copay

\$35 copay

100%, deductible waived

\$15 copay / \$35 copay

\$75 copay, waived if admitted

5% after deductible

Out-of-network care

30% after deductible

\$500 Individual / \$1,000 Family

5%

\$1,500 Individual / \$3,000 Family

30% after deductible

30% after deductible

\$35 copay

30% after deductible

Not applicable

\$75 copay, waived if admitted

5% after deductible

*CVS Minute Clinic

HMO-EPO

Preventive care

Deductible

Coinsurance

Annual out-of-pocket maximum

Office visit

Specialist office visit

Urgent care

Walk-in clinic*

Teladoc® services

Emergency room

X-rays, complex imaging

*CVS Minute Clinic

In-network only

*nationwide network

100%, deductible waived

\$100 Individual / \$200 Family

100%

\$1,100 Individual / \$3,600 Family

\$15 copay

\$15 copay

\$35 copay

100%, deductible waived

\$15 copay

\$75 copay, waived if admitted

100% after deductible



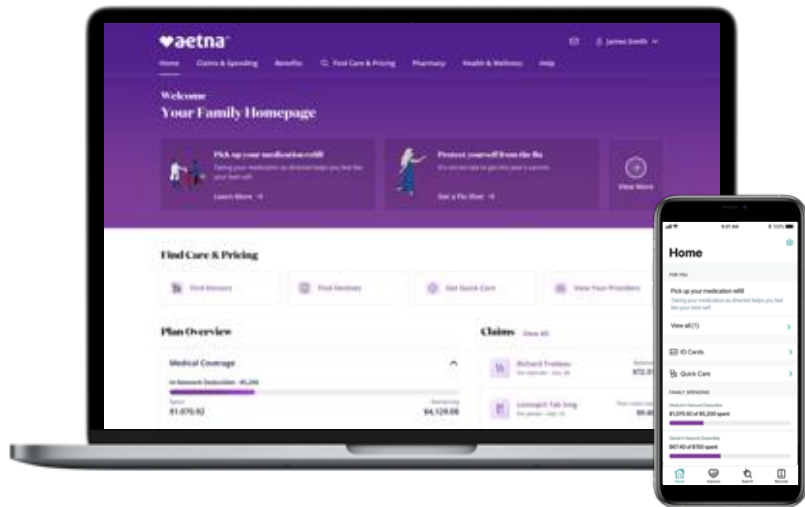
Member Tools

Take charge of your health care

with the Aetna® member website and the Aetna Health™ app

Find everything you need, all in one place

Set up your account to manage your benefits and more at home or on the go.



Just visit **Aetna.com** to create an account and log in to your member website.

App screens are a composite of real situations.
All names and other identifying information are fictional.

A smarter, simpler, more convenient way to take charge of your health care and benefits



Manage your plan

- Check your plan summary for detailed information on what's covered by your plan.
- Track your spending and understand your progress toward meeting your individual and family deductibles.
- Easily access your digital ID card anytime.



View claims

- Check up to two years of claims for your whole family.
- Pay claims.



Connect to care

- Use tools to help you choose quality, in-network and local providers, pharmacies and facilities, including convenient retail clinics and urgent care.
- Get cost estimates for visits and procedures before getting care.
- Talk to a doctor anytime by phone or video chat from home.



Improve your health

- Receive personalized reminders to improve your health.

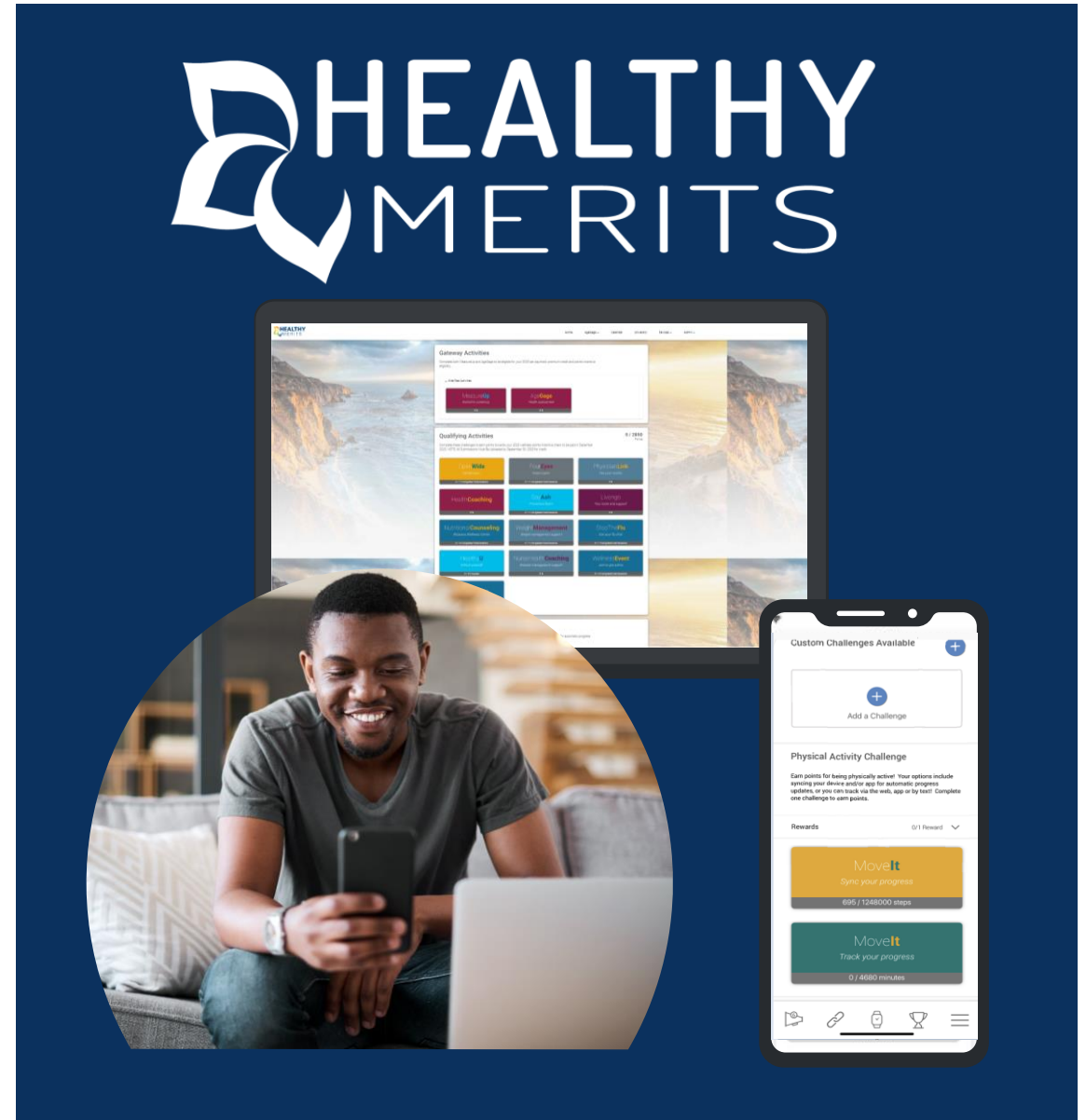


Download the Aetna Health app



Healthy Merits

- Available to employees enrolled in company-sponsored Aetna medical plans
- **Confidential program**
- Participate via **web, app, text** or **tracker**
- Engage in a variety of **health topics** using **multi-media engagement tools**
- Build **personal challenges**
- Complete **company challenges**
- Engage with a **Health Coach**
- **Dedicated Customer Service**
- Earn **Program Rewards**



Earn up to \$50 to spend in the Healthy Merits Rewards Mall

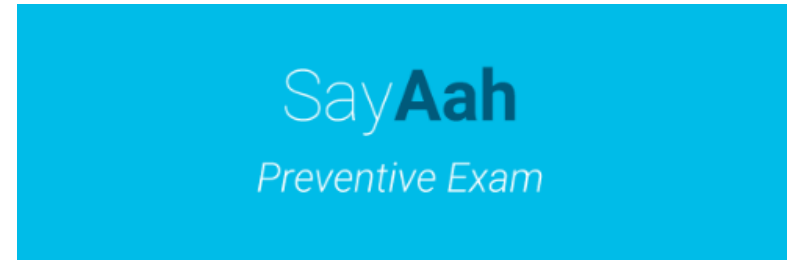
Each activity completed will give you an entry into a monthly raffle prize drawing for a \$25 electronic gift card. You could win up to \$50 annually in electronic gift card incentives redeemable in the Rewards Mall.

What do I need to do?



Complete a preventive exam

- Self-attest date of exam on SayAah



Complete a health assessment

- Access on AgeGage



Create a Healthy Merits Account

On Your Computer

1. Access Healthy Merits site

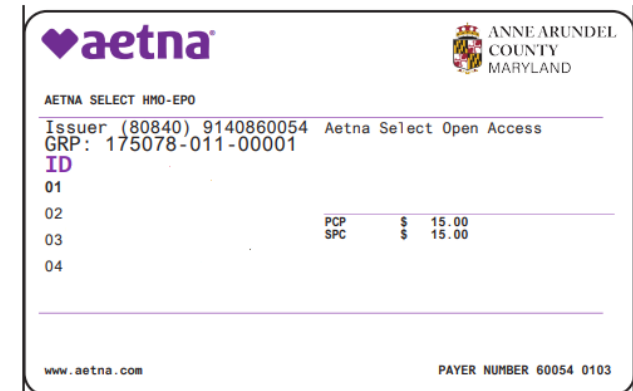
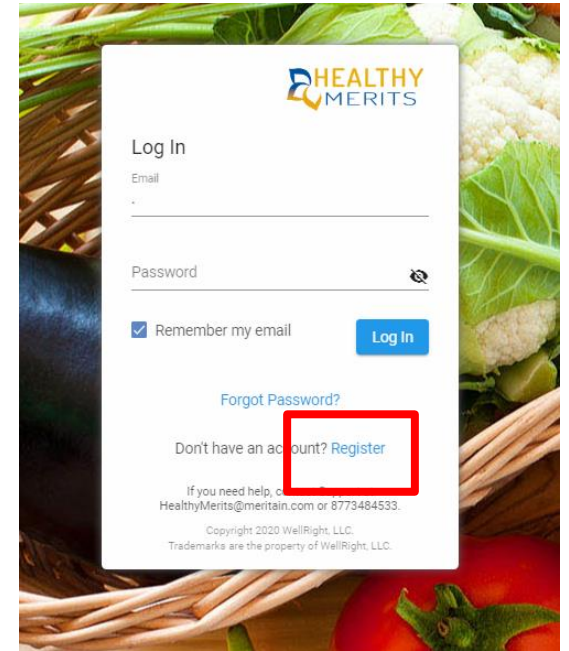
- Anne Arundel County: <https://aacounty.healthymerits.com>
- Anne Arundel Community College: <https://aacc.healthymerits.com>
- Anne Arundel County Public Library: <https://aacpl.healthymerits.com>

2. Select Register

3. **Input information** including your name exactly as it appears on your Aetna medical ID card. If you have a middle initial or name, that goes in the First Name Box.

- Your Unique ID is your Member ID on your insurance card.

4. Validate email



01			
02			
03	PCP	\$	15.00
04	SPC	\$	15.00

Create a Healthy Merits Account

On Your Mobile Device

1. Download the Healthy Merits App in the iOS App Store® or Google Play Store™ or using the QR codes below
2. Input your company code
 - Anne Arundel County: aacounty
 - Anne Arundel Community College: aacc
 - Anne Arundel Community Public Library: aacpl
3. Input information including unique ID
4. Validate email



Android App



Apple App

Questions?

Contact Healthy Merits

1.877.348.4533

healthymerits@meritain.com





Additional Programs and Benefits

Identifying members earlier, with support every step of the way

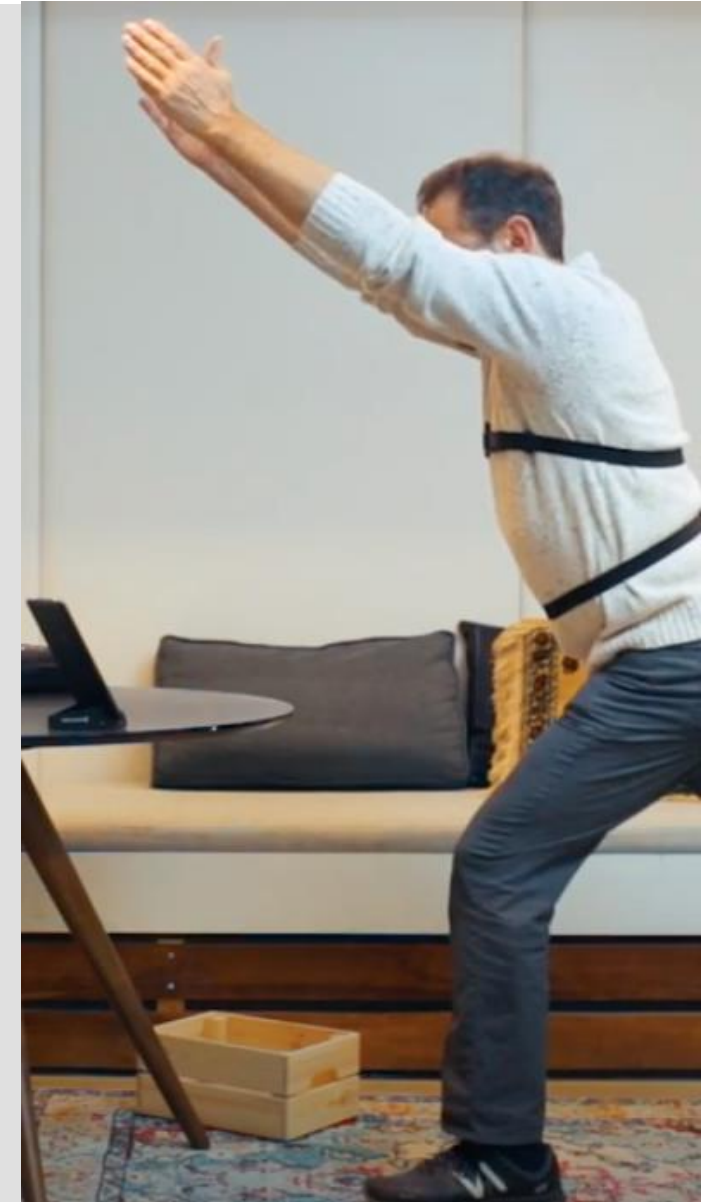


Aetna® Back and Joint Care

combines Hinge Health digital exercise therapy programs and Aetna Clinical Care management and predictive analytics assets with new capabilities for a differentiated product to

lower costs and improve outcomes to:

- Reduce unnecessary surgeries
- Effectively manage chronic pain
- Help avoid common musculoskeletal (MSK) injuries
- Increase targeted utilization through predictive analytics
- Improve productivity with fewer lost workdays



Hinge Health

is a pioneer in
digital solutions
for joint pain needs



Exercise therapy

Digital exercise therapy delivered via tablet and sensor technology provides real-time feedback and tracks adherence



Motivational coaching

Unlimited virtual therapy and one-on-one health coaching with a dedicated board-certified coach



Education

Empowers participants to navigate the appropriate care for their condition



Prevention

Personalized strengthening and stretching programs designed to prevent MSK issues from occurring

Managing diabetes?

Extra support is here.



Blood sugar and blood pressure monitoring

Pharmacists and nurses looking out for you

Refill reminders and home delivery options

Preventive health screenings

Nutrition plans for your likes and needs

Health Optimizer™ app

The Transform Diabetes Care® program is a 12-month program that helps keep your diabetes in check — at no extra cost to you.

It gives you customized guidance based on your specific needs. With the **Health Optimizer™ app**, you can:

- Monitor your glucose
- Track and share readings
- Learn more about diabetes and maintaining a healthy lifestyle
- Make meals that align with your dietary restrictions

If you have questions about the program, give us a call at 1-855-222-2774.

24-Hour Nurse Line

Health information
is a phone call away

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive emails with links to videos related to your question or topic
- The 24-hour Nurse Line can be reached at 1- 800-556-1555



24/7 access to a doctor by phone or video



**Talk to a doctor
from your home***



**Available
anytime,
anywhere****



**\$35 or less
per visit**

*Teladoc can answer questions about the virus, assess your risk, and provide support to help relieve symptoms.
Due to COVID-19, the need for our care has never been greater and wait times can be a few hours.

**Idaho is video only; Arkansas and Delaware require video for first visit every 24 months.

Optional for self-funded plans.

Talk to a doctor
**anytime,
anywhere**

Get low cost/no-cost care* at MinuteClinic® locations

Access convenient, local care

at MinuteClinic locations inside select CVS Pharmacy® and Target® stores.

Find help when you need it, including nights and weekends.

Get the care you deserve, without the high out-of-pocket costs.

*Applies only to covered services at MinuteClinic®. Video visits are not a covered service under this visit. Members in indemnity plans are not eligible for this benefit. Such members should refer to their benefit plan documents in order to determine coverage and applicable cost share for clinic benefits and services, as applicable. Visit [MinuteClinic.com](https://www.minuteclinic.com) for age and service restrictions.

The no-cost MinuteClinic benefit is not currently available to HMO membership in California, Sutter joint venture membership in California and members in the Indemnity plans are not eligible. Includes select MinuteClinic® services. Not all MinuteClinic services are covered. Please consult benefit documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventive MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates. This benefit is not available in all states or on indemnity plans.

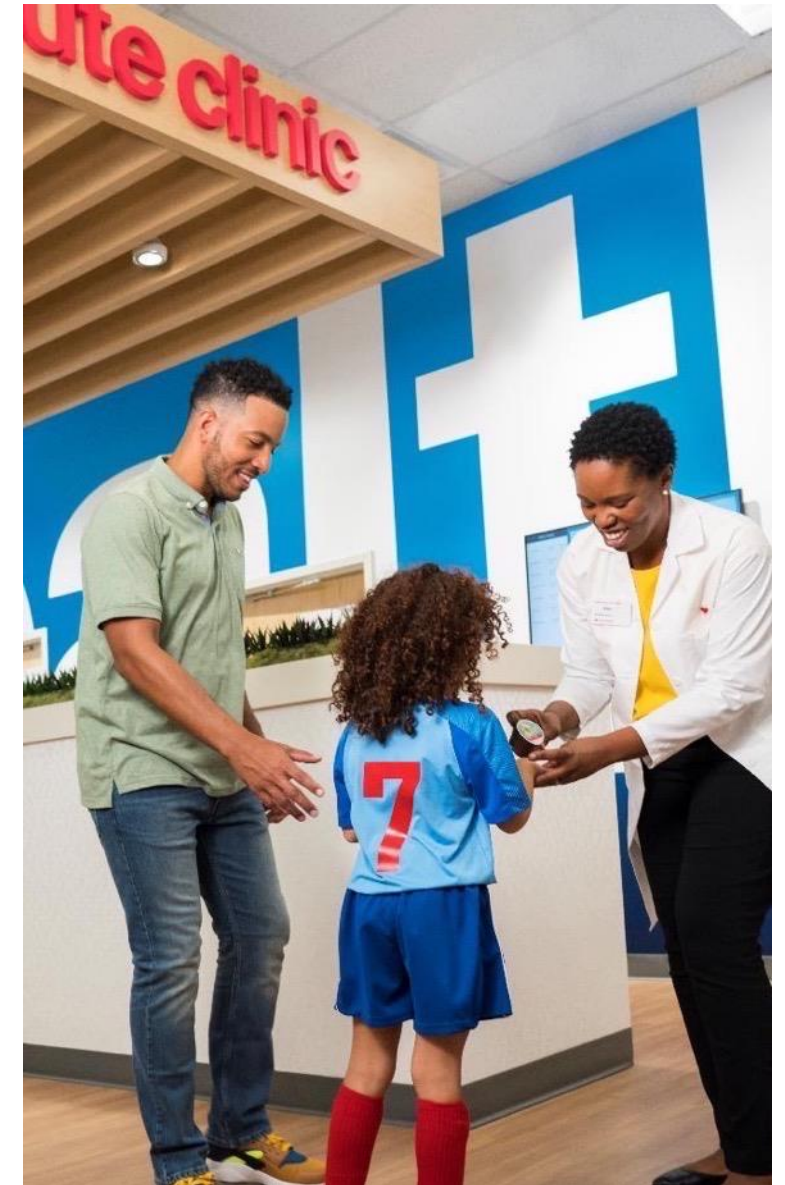
MinuteClinic services

- Minor illnesses and injuries, like allergies, ear infections, flu-like symptoms, bug bites, stings and more
- Skin conditions
- Wellness and physicals
- Screenings and monitoring
- Vaccinations and injections
- Travel health
- Women’s and men’s health services
- Obstructive sleep apnea** screening assessment and diagnosis
- Point of care lab testing

MinuteClinic providers can also write prescriptions, when medically appropriate.

For your best health, we encourage you to have a relationship with a primary care physician or other doctors. Tell them about your visit to MinuteClinic, or MinuteClinic can send a summary of your visit directly to them.

** Sleep apnea screening performed by MinuteClinic. Your MinuteClinic provider may prescribe a home sleep test, sleep test interpretation and diagnosis by an independent third party.





Next Steps

What can you do during open enrollment?

1

Add or remove
eligible
dependents

2

Enroll or waive
enrollment in many
benefits plans

3

Change
benefits plans

Don't miss out
Key enrollment
information
you should know

Open enrollment is
October 1st – October 31st

You won't have the chance to enroll in your benefits plans again until the next annual enrollment period, unless you have a qualifying event during the year.



We are here for you to keep you informed

Aetna Concierge Team *Mon-Fri, 8am–6pm*
1-855-222-2774

Aetna/Anne Arundel County Dedicated Microsite

- AAcounty.aetna.com
- Frequently asked questions
- Plan information
- Summary of Benefits Coverage (SBC)
- Informational flyers

Anne Arundel County Benefits Team

Phone: 410-222-7400

Email: Benefits_Team@aacounty.org

Website: www.aacounty.org

Q&A

Thank you!

This material is for information only. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change.

Discounts for non-covered dental services may not be available in all states. Providers participating in the Aetna Vision network are contracted through EyeMed Vision Care, LLC. EyeMed and Aetna are independent contractors and not employees or agents of each other. Participating vision providers are credentialed by and subject to the credentialing requirements of EyeMed. Aetna does not provide medical/vision care or treatment and is not responsible for outcomes. Aetna does not guarantee access to vision care services or access to specific vision care providers and provider network composition is subject to change without notice. Vision insurance plans contain exclusions and limitations. Not all vision services are covered.

Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Health benefits and health insurance plans contain exclusions and limitations.

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For more information about Aetna plans, refer to **Aetna.com**.

Policy forms issued in Idaho by Aetna Health of Utah Inc. include: HI ID GrpAg 05, HI SG HGrpAg 03.

Policy forms issued in Idaho by Aetna Life Insurance Company include: GR-29/GR-29N, AL HGrpPol 05, AL HGrpPol-Vision 01.

Policy forms issued in Oklahoma include: AL COC00010, HC COC00010, AL-HCOC-Dental PPO 04, AL HCOC-Dental CD04,AL HCOC Vision AVP01.

Policy forms issued in Missouri include: AL HGrpPol 01R5, HI HGrpAg 05, HO HgrpPol 04, AL HGrpPol-Vision 01, AL HGrpPol-Dental 01, DM HGrpAG-Dental 02.

