

Aetna continuity of care

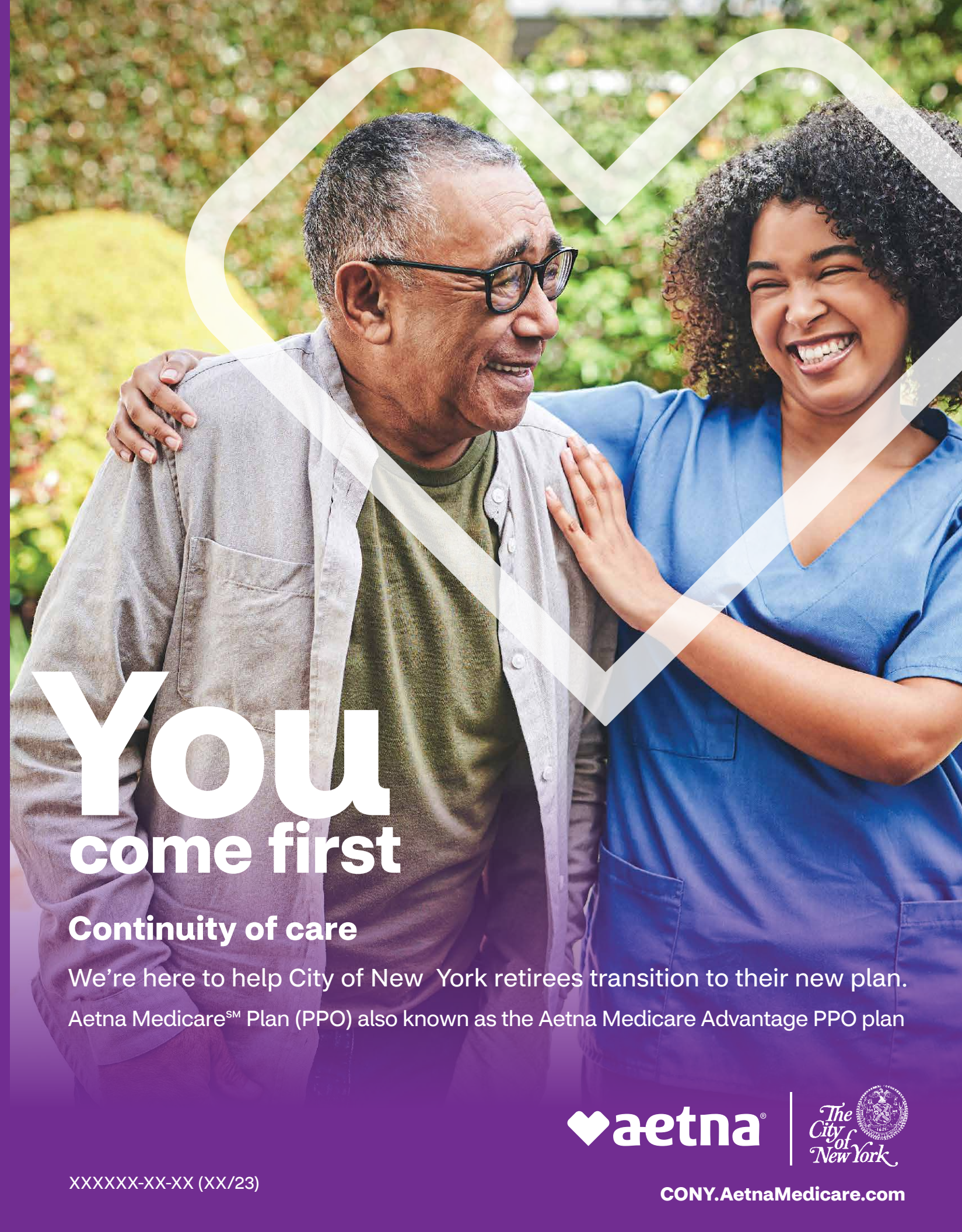
One call lets you access a wealth of resources to help you reach your best health.

To speak with an Aetna representative about the plan, call **1-855-648-0389 (TTY:711)**.

We're available Monday–Friday, 8 AM–9 PM ET.

Aetna Medicare is a PPO, plan with a Medicare contract. Enrollment in our plans depends on contract renewal. Out-of-network/non-contracted providers are under no obligation to treat Aetna members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. The provider network may change at any time. You will receive notice when necessary. 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. SilverSneakers is a registered trademark of Tivity Health, Inc. ©2022 Tivity Health, Inc. All rights reserved. Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies.

This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website.



You come first

Continuity of care

We're here to help City of New York retirees transition to their new plan.

Aetna MedicareSM Plan (PPO) also known as the Aetna Medicare Advantage PPO plan



We're here to make your transition to Aetna as smooth as possible

Why you're getting this

You're switching to the Aetna Medicare Advantage PPO plan starting **September 1, 2023**. It's a type of Medicare Advantage plan. And we understand you may be concerned about continuing your course of care or about a future health event. Here's some information on how we can support you as you change your health coverage.

What you need to know about your transition

Our nurses will support you every step of the way to make sure:

- We will work hard to prevent any interruption in your ongoing care as you start the Aetna Medicare Advantage PPO plan
- You can continue to see your current doctors that you know and trust
- If you have planned surgery, hospitalization, testing or ongoing treatment, call us and let us know. We'll get your information and connect you with one of our nurse case managers that will ensure a smooth transition to your new City of New York Aetna Medicare Advantage PPO plan.

What about your current doctors?

It's important to have your current doctors involved, since they know you and your situation. We get it. You'll be able to continue working with your current doctors through the transition to your new plan.

The Aetna Medicare Advantage PPO plan gives you the freedom to see any licensed provider or hospital who is eligible to participate in Medicare and accepts your Aetna Medicare Advantage PPO plan. What makes this plan special is that you will pay the same cost share whether you see a doctor in and outside of our PPO network. You are not limited to physicians or hospitals who are in our network.

Over **1,200,000** network providers, and over **4,200** network hospitals accept the Aetna Medicare Advantage plan.* It's likely yours does too.

*Aetna Medicare Advantage PPO network as of January 2023.

What do you need to do next?

- You don't have to do anything — we'll reach out to you shortly before September 1, 2023, to address your healthcare needs. Your nurse will follow up with you as needed.
- Continue seeing your primary care doctor and the specialists involved in your health care.
- If you have any planned services or ongoing complex needs, call us and we'll connect you with a nurse to ensure you have smooth transition without any disruptions.
- If you have questions, call us at **1-855-648-0389 (TTY:711)**, Monday–Friday, 8 AM–9 PM ET.

With Aetna Medicare Advantage, you'll get these helpful resources

Healthy Home Visit

It's all about keeping you healthy — from the comfort of your own home. At no added cost to you, this program gives you the opportunity to talk with a nurse practitioner about your unique needs. We'll call to see if you're interested first. If you'd like a home visit, you'll get one-on-one time to talk about your medical history and ask questions that matter to you most. Your nurse can recommend wellness programs and ways to improve your daily living environment. This program is voluntary and doesn't replace your relationship with your doctor.

Nurse support for a healthier you

We know the health care system can be complicated. Speaking with someone who really knows about health care issues can put your mind at ease. Our nurses are here to serve as your personal health advocates. If you're interested, we can help with things such as:

- Planning for, or coming home from, a hospital stay
- Managing a medical condition, such as asthma or diabetes
- Coordinating complex medical treatment among health care providers

A plan built to cover more at no added cost to you

Remember, the Aetna Medicare Advantage PPO plan includes health care benefits beyond Traditional Medicare that cover more at no added cost to you. We want you to be healthy and have the support you deserve during your retirement. Here are some of the benefits the comprehensive Aetna Medicare Advantage health plan includes:

- SilverSneakers® fitness program
- MDLIVE® behavioral health support
- Resources For Living® community referral program
- Meal delivery after hospital stays
- Transportation to appointments
- Healthy Rewards
- Over-the-counter benefits
- Sidekick Smart smartwatch
- Fitness Tracker and more!

All of these benefits complement your doctors' care to help you manage your total health — physical, emotional and social.



Does someone help you with your health care?

Due to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), we'll need your permission to share information with them. And it helps if you can give that permission while you're fully capable.

Complete the enclosed **Authorization for Release of Protected Health Information (PHI)** form and follow the instructions to return it to us. This allows us to share your PHI with whoever you include on the form.



Not sure? Call us to check!

If you need help finding out if your doctor accepts your new Aetna Medicare Advantage PPO plan, just call us to find out. We're available at **1-855-648-0389 (TTY:711)**, Monday–Friday, 8 AM– 9 PM ET.

We'll contact your doctor and confirm for you or can help you find other nearby doctors or hospitals to meet your needs.