

It's easy to work with us

You can still see Aetna Medicare Advantage PPO plan patients even if you're not part of our network. That's because the Aetna Medicare Advantage PPO plan is an extended service area plan. It allows Aetna members to use doctors and hospitals in or out of the Aetna Medicare network, if you are eligible to receive Medicare payment and accept the plan.

If you already work with Medicare, you can see City of New York members and you'll get reimbursed just like you do with Medicare. **We reimburse at 100% of Medicare allowable rates (after both the member cost share and Aetna payment is applied).**

What you need to know

- **We pay you 100% of the Medicare-allowable rates** (after the member cost share and Aetna payment is applied).
- Your patients won't pay more to see you than they would to see a network provider.
- You should collect the copayment, coinsurance and/or deductible for covered services as shown on your patient's Aetna Medicare ID card.
- If you are not in our Aetna Medicare network, we pay you the Medicare-allowable rates for clean claims on covered services under your patient's plan, less the patient cost share.
- If you already participate with Aetna, the terms of your agreement apply.



How to submit claims

You can submit claims in two ways:

- **Electronic claims submission** — Use our electronic payer ID #60054
- **Paper claims submission** — Submit all paper claims for covered services using an Aetna claim form or by using the standard CMS-1500 or UB-04 form and send to:
Aetna
PO Box 981106
El Paso, TX 79998-1106



151 Farmington Ave.
Mail Drop RW4A
Hartford, CT 06156

Resources for your City of New York
Aetna Medicare Advantage PPO plan patients

Attention: Office Personnel

<Provider name>
<Address line 1>
<Address line 2>
<City>, <State> <Zip code>

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News you can use

Important information about your City of New York
patients' health benefits effective September 1, 2023



1947500-01-01 (3/23)

CONY.AetnaMedicare.com

Your City of New York Medicare patients have a new plan for 2023

Your office currently sees patients who are enrolled in the City of New York Aetna Medicare Advantage PPO plan.

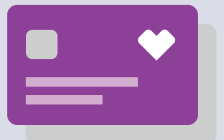
Starting September 1, 2023, most retirees enrolled in the current City of New York health plans will automatically transition to an Aetna MedicareSM Plan (PPO) also known as the Aetna Medicare Advantage PPO plan. This is a type of Medicare Advantage plan. We'll help you help them during their transition.

Review the following pages for an overview of the plan information for City of New York retirees and a sample ID card.

Get a better experience when you join our network

You care about your patients' specific health needs. And so do we. By joining our national Aetna Medicare Advantage PPO you'll get:

- The **support you need** to treat your patients
- **Electronic transactions, quick claim payments and online resources** that make it easy for you to do business with us
- **A growth opportunity for your practice** — all Aetna Medicare Advantage PPO plan members will be able to locate you quickly through our online provider directory



Aetna PPO reimburses 100% of Medicare allowable rates

(after the member cost share and Aetna payment is applied)

To become a network provider, apply today at **aetna.com**. Just search for "join our network". You can also call **1-800-624-0756**, Monday-Friday, 8 AM-5 PM local time.

Aetna Medicare Advantage PPO plan benefit highlights

You can help your patients better understand their plan. Here's a summary of key benefits.

	Your patients' responsibility for Network & Out-of-Network Providers
Annual medical deductible	\$0 deductible for 2023 \$150 calendar year deductible beginning 2024
Annual out-of-pocket maximum	\$1,500 This includes any deductible, copayment or coinsurance
Primary care physician visits	\$0
Physician specialist visits	\$15
Urgent care	\$15
Emergency care	\$50 (waived if admitted)
Diagnostic procedures (X-rays, MRIs, Lab services)	\$15

If you have questions about your patient's medical plan, just call our Provider Contact Center at **1-800-624-0756**, Monday–Friday, 8 AM–5 PM local time.

You can also visit our provider portal on **Availity®** for access to electronic transactions, online resources, patient care programs and more. Use of the Availity provider portal is at no cost, but prior registration at **Availity.com** is required.




Availity® is a registered trademark of Availity, LLC.




Tear this section out and hang it in your referral department for easy reference.

Support your Aetna Medicare Advantage PPO patients with additional programs

You can't be there for them 24/7, but there is extra support you can steer them to. With the Aetna Medicare Advantage PPO plan, members get added benefits at no cost*. These programs are meant to complement the care you provide your patients.

Our programs can help your patients:

 <p>Manage a chronic condition, such as diabetes or high blood pressure</p> <p>1-855-648-0389 (TTY: 711) Monday–Friday, 8 AM–9 PM ET</p>	<p>Let your patients know we offer personalized nurse support to help them. Our nurses can:</p> <ul style="list-style-type: none"> • Ensure they're taking their medications as prescribed • Help them make healthy lifestyle choices • Answer questions they may have about their condition <p>In some cases, they may benefit from having a case manager assigned to help coordinate their care.</p>
 <p>Find resources in their community</p> <p>1-866-370-4842 (TTY: 711) Monday–Friday, 8 AM–9 PM ET</p>	<p>A Resources For Living® life consultant can refer members to services in their area that make life easier and more enjoyable. We can help with resources in the following categories:</p> <ul style="list-style-type: none"> • Help at home • Social and recreational activities • Caregiver support, and more <p>The referral service is offered at no cost, but members do have to pay the cost of any services they decide to use.</p>
 <p>Check for health, wellness and safety concerns in their home</p> <p>1-855-648-0389 (TTY: 711) Monday–Friday, 8 AM–9 PM ET</p>	<p>Patients can sign up for a Healthy Home Visit. A licensed doctor or nurse will come to their home to:</p> <ul style="list-style-type: none"> • Review their health needs • Do a home safety assessment • Review medications • Ask about their medical and family history <p>During the visit, they might recommend services Aetna offers to help support their health journey.</p>

 <p>Treat depression and anxiety</p> <p>1-888-865-0729 (TTY: 1-800-770-5531)</p>	<p>Help your patients get fast, affordable, and convenient access to virtual behavioral health services. They can confidentially meet with an MDLIVE® licensed therapist or board-certified psychiatrist by phone or video appointment. MDLIVE providers are specially trained in common issues such as anxiety, depression, grief and loss, stress management, and more.</p>
 <p>Get answers to health questions</p> <p>1-800-556-1555, 24/7</p>	<p>The 24-Hour Nurse Line offers 24-hour access to nurses who can help answer members' health questions. It doesn't replace care from their regular doctor, but it can help them get the information they need after hours.</p>
 <p>Non-emergency transportation to appointments</p> <p>1-855-814-1699 (TTY: 711) Monday–Friday, 8 AM–8 PM all time zones Access2Care.net</p>	<p>Patients can get up to 24 one-way non-emergency trips to medical appointments, with unlimited miles per trip.</p>

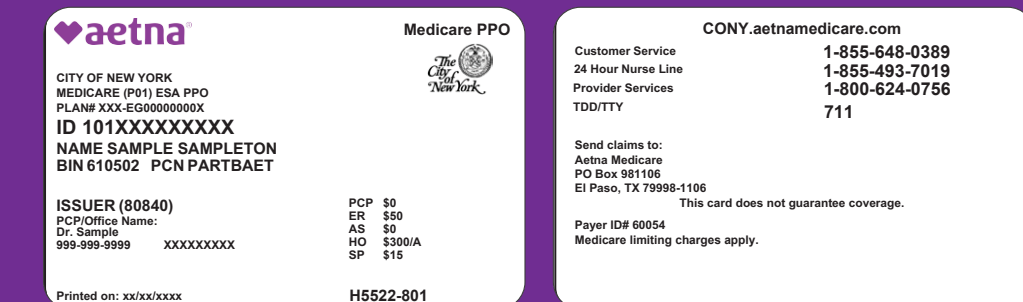
Members can visit **CONY.AetnaMedicare.com** for more information about the programs available to them.

For general questions, they can also call us at **1-855-648-0389 (TTY:711)**, Monday–Friday, 8 AM–9 PM ET.

Only the following services/items will be subject to Prior Authorization under the Aetna Medicare Advantage PPO plan for City of New York retirees:

- Acute hospital inpatient, long-term acute care, acute physical rehabilitation, skilled nursing facility, and home care services.
- Services/items that are not covered by Medicare.
- Services that could be considered experimental and investigational in nature.
- Services that are cosmetic in nature (e.g., breast augmentation, removal of excessive skin/tummy tuck or eyelid surgery).
- Specialty medications, some of which are Part B medications.
- Select drugs, therapies, procedures, services, and technologies covered by Medicare.

Aetna Medicare Advantage PPO plan ID card example:



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