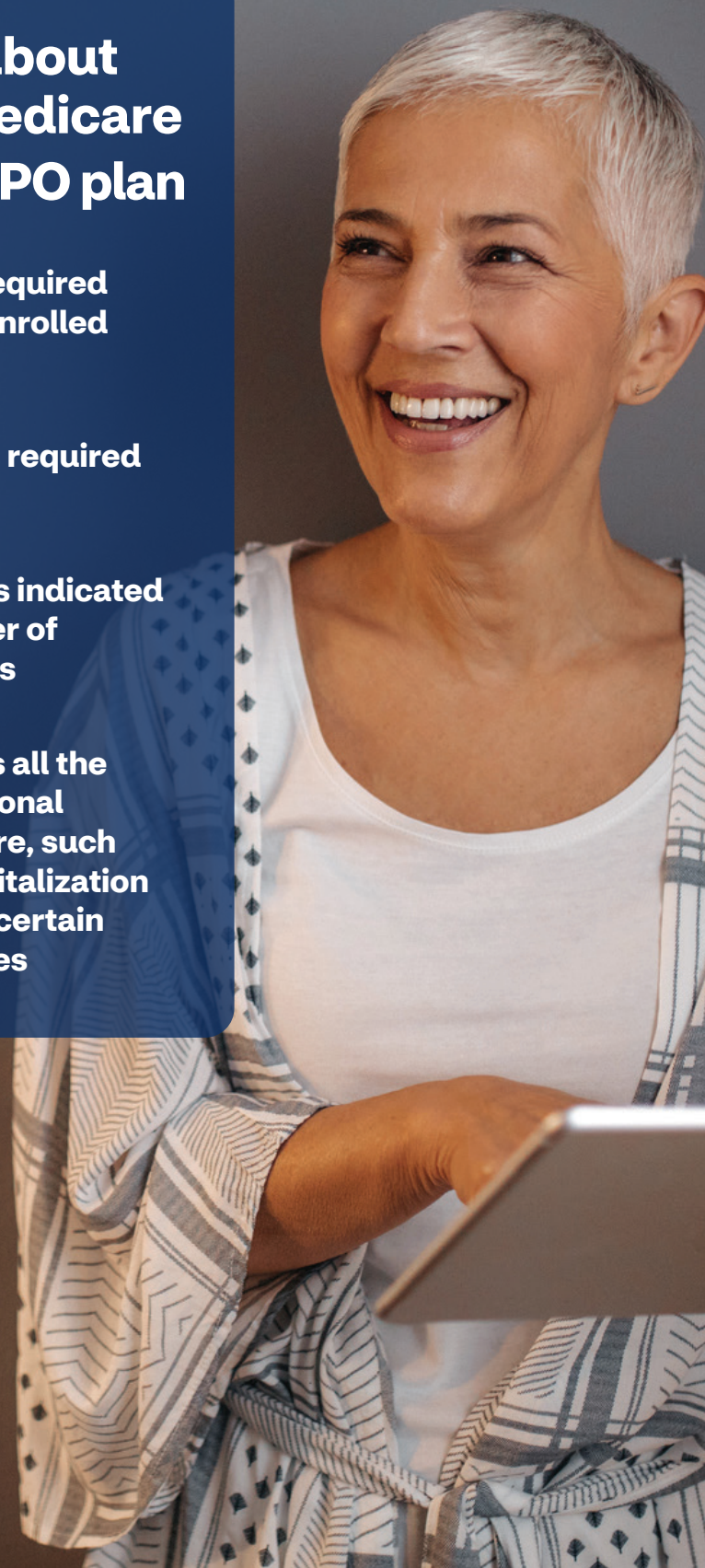


Reminders about the Aetna Medicare Advantage PPO plan

- ✓ No referrals are required to see members enrolled in this plan
- ✓ Precertification is required for some services
- ✓ “Medicare PPO” is indicated in the upper corner of members’ ID cards
- ✓ This plan provides all the benefits of Traditional Medicare and more, such as unlimited hospitalization and coverage for certain preventive services



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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1945699-01-01 (3/23)

News you can use

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



1945699-01-01 (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.



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 This includes any deductible, copayment or coinsurance	\$1,500
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 extra 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>



Treat depression and anxiety

1-888-865-0729
(TTY: 1-800-770-5531)

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.



Get answers to health questions

1-800-556-1555, 24/7

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.



Non-emergency transportation to appointments

1-855-814-1699 (TTY: 711)
Monday–Friday,
8 AM–8 PM all time zones
Access2Care.net

Patients can get up to 24 one-way non-emergency trips to medical appointments, with unlimited miles per trip.

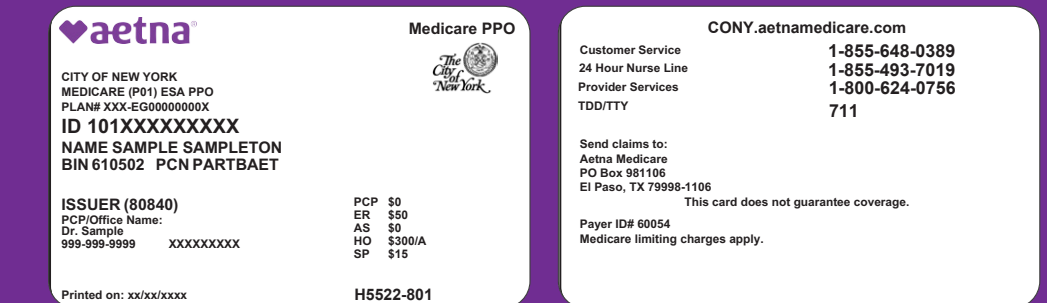
Members can visit **CONY.AetnaMedicare.com** for more information about the programs available to them.

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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