



Guiding your way forward

Your Aetna[®] Dual Eligible Special Needs Plan
(D-SNP) Quick Start Guide

[AetnaBetterHealth.com/MyDSNP](https://www.aetna.com/betterhealth/mydsnp)

Welcome

We're glad you chose an Aetna® Dual Eligible Special Needs Plan (D-SNP). We created this Quick Start Guide with you in mind. Inside, you'll find useful information and tips to help you get the care and health services you need.

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Here to guide you

At Aetna®, we're here to help you get the most out of your plan. Your D-SNP includes three key features:



Care

Extra benefits and services you need to take care of your total health and well-being.



A large and trusted network

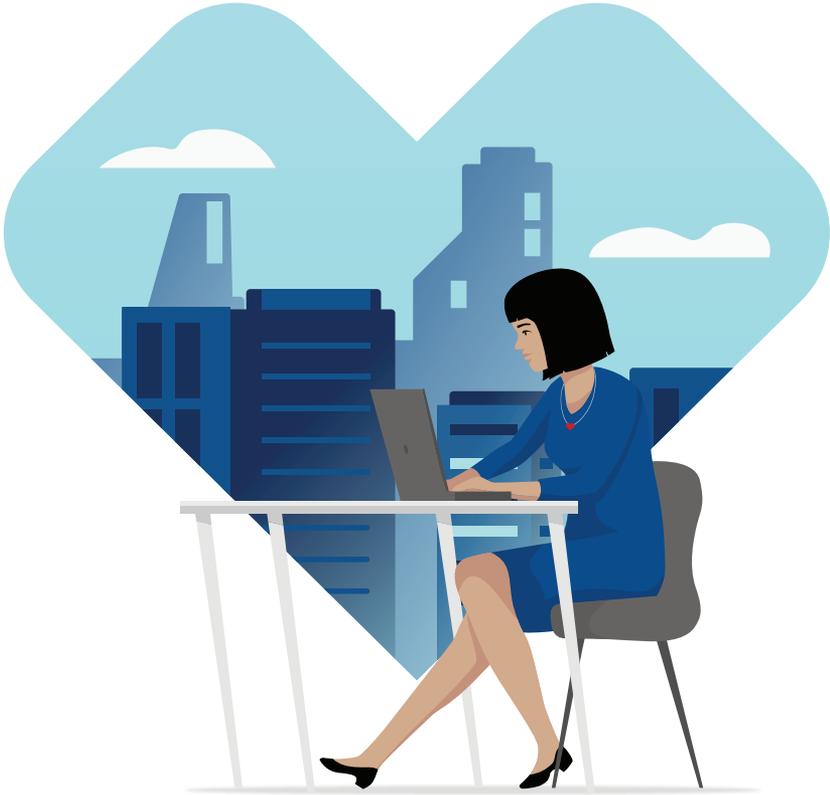
A large network of doctors, hospitals, and pharmacies you can trust.



Connection

A care team of professionals. They're here to help you use your plan and connect you with helpful resources and programs in your community.

Get to know your plan



**Questions about your benefits?
Call your Member Services team.**

1-855-463-0933 (TTY: 711)

8 AM – 8 PM EST, 7 days a week.

Getting started

We've made it easy to begin. Get off to a great start by completing three easy steps:

1

Review the information in this Quick Start Guide

This Quick Start Guide provides you with the information you need. So you're ready to use your plan benefits and services when your plan starts.

2

Get to know your benefits

Helpful materials are provided in this kit and on your D-SNP member page to help you learn more about the items below:

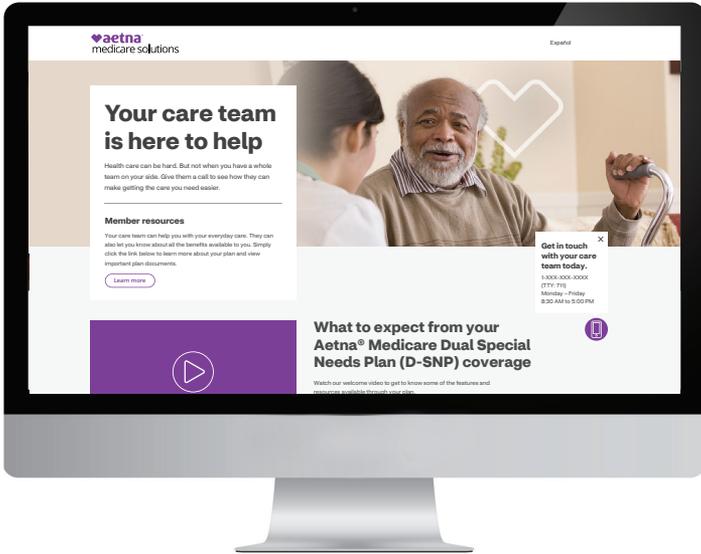
- Finding a provider
- Seeing what drugs are covered
- Viewing the over-the-counter (OTC) catalog

3

Register for an account to get even more

Create an account on our website to:

- Send secure messages to Member Services
- Change your provider
- View your member ID card
- Order a replacement member ID card



Easy access to your benefits

AetnaBetterHealth.com/MyDSNP

Register for your personal account so you can easily:

- View your Evidence of Coverage (EOC)
- Find providers and hospitals in the Aetna® network
- See claims
- See past provider visits
- Track medications
- Search for providers and pharmacies near you

By registering for an account, you'll be able to access your benefits anytime, anywhere. You can also receive help from your dedicated Member Services team seven days a week.

Your prescriptions

Your formulary

At Aetna®, we have a broad list of covered drugs. It's always good to check what your prescription drugs will cost. To do this, you'll need to know what tier your drugs are on.

You can learn about your medicines by viewing your formulary, also called a drug list.

How to read your formulary

Every Medicare prescription drug plan has a list of drugs it agrees to cover. Drug lists include both brand-name and generic drugs. They give you the information you need to know about your drug to help determine your cost share.

The drug(s) covered
by your plan



The "tier" level or
pricing category



The special rules
for a drug



Drug name	Drug Tier	Requirements/limits
<i>sample_drug</i>	1	MO
SAMPLE_DRUG	4	QL (30 EA per 30 days) MO



Italics
means generic drugs

CAPITALS
means brand-name
drugs



Phrases to know
MO = mail order
QL = quantity limit
EA = each
PA = prior authorization
ST = step therapy

Find your List of Covered Drugs at
[AetnaBetterHealth.com/MyDSNP](https://www.aetna.com/MyDSNP)

Prescription coverage

Here is some information to help you understand your prescription drug coverage

Visit [AetnaBetterHealth.com/MyDSNP](https://www.aetna.com/betterhealth/mydsnpsnp) to:



See if a drug is covered

You have prescription drug coverage with a wide selection of medications at \$0 cost for covered drugs at in-network pharmacies.



Find a pharmacy

You have access to thousands of pharmacies in our nationwide network. So you can find an in-network pharmacy near you to get the medications you need.



Get up to a 100-day supply

Are there medications you take regularly to maintain your health? With a 100-day supply, you can save time by refilling your prescriptions just once every three months.

For more information about a 100-day supply, you can also contact your Member Services team.



Mail order

Certain medications can be mailed to you. Give Member Services a call to find out which of your medications can be filled through the mail service pharmacy. You can order approved medications online or by phone.



Medication therapy

Our Medication Therapy Management (MTM) program helps you and your provider manage your medications. We automatically enroll qualifying members in our MTM programs. Participation is voluntary. You can opt out of the program at any time.

If you qualify for the program, a pharmacist will review your medications and talk with you about:

- How to get the most benefit from the drugs you take
- Any side effects or reactions
- Any questions or concerns you have



Questions about your health?

Call your care team when your plan starts.

1-855-463-0933 (TTY: 711)

8 AM – 5 PM EST, Monday through Friday.

Review your benefits

Your plan includes benefits to help you stay healthy



Annual visits

You get an annual checkup with your PCP — plus visits for dental, vision and hearing exams.



Certain over-the-counter products (OTC)

You get an allowance each quarter to help pay for certain Medicare-approved over-the-counter health and wellness products. These include pain relief, first aid and dental care.

View your OTC catalog to see health and wellness products available for home delivery. You can order these products by phone or online. You can also get them at select CVS® locations.

Find a participating CVS location near you at [cvs.com/otchs/myorder/storelocator](https://www.cvs.com/otchs/myorder/storelocator)



Healthy foods card

If you have certain chronic conditions, you may qualify for a healthy foods card that you can spend each quarter on approved healthy foods at select stores. To find out if you are eligible to receive the Healthy Foods Card, contact your Aetna® Care Team.



Transportation

You can get rides to approved locations like the doctor, pharmacy, senior centers and more.



Meals at home

You get convenient home-delivered meals after a qualifying stay in a hospital or skilled nursing facility.

Call Member Services or check your Evidence of Coverage for more information.



SilverSneakers® fitness program

With this benefit, you can enjoy access to over 16,000 participating SilverSneakers locations nationwide.

SilverSneakers gives you access to a large network of fitness centers, community classes, on-demand videos and at-home fitness kits.



Telehealth

Telehealth visits with your primary care and urgent care providers are covered. You should contact your provider for more information on what telehealth services they offer and how to schedule a telehealth visit.

Additionally, you can schedule a MinuteClinic Video Visit™, which are available 24/7 with the CVS app or at cvs.com/minuteclinic/clinic-visit



Fall prevention

You may be eligible for an allowance of \$150 per year for certain safety items that help lower the risk of falls. An Aetna care manager will determine your eligibility for this benefit.



Questions about your benefits?

Find out more about your benefits anytime and anywhere at AetnaBetterHealth.com/MyDSNP

Get the care you need



Your care team includes:

- ♥ Nurse care manager
- ♥ Care management associate
- ♥ Social worker

Your care team is here to help

A personal care team makes it easier to get what you need

Get to know your Aetna® care team. This team will learn your needs and help you manage your health.

Your care team can:

- ✓ Learn your individual needs
- ✓ Develop a care plan with your doctor
- ✓ Coordinate visits to doctors, dentists and other health care providers
- ✓ Set up transportation to and from appointments
- ✓ Help you understand your medications
- ✓ Connect you with local and state programs to help with safe housing, healthy foods, utility bills and more
- ✓ Assist with your state Medicaid benefits



Call your care team.

Your care team will reach out within 90 days after your plan starts to complete your health survey. You can reach out to your care team.

1-855-463-0933 (TTY: 711)

8 AM – 5 PM EST, Monday through Friday.

Urgent vs. emergency care

If you're suddenly sick or injured, your first thought may be to head to the emergency room (ER). However, depending on your medical issue, the ER may not be the most convenient choice. Urgent care centers can offer a more convenient way to get quick care.

If you are unsure of where to go, you can call the Aetna® Medicare 24/7 Nurse Line.



Urgent care center

Purpose	These centers offer treatment for non-life-threatening injuries or illnesses
Advantages	Conveniently accepts both walk-ins and appointments. May provide faster treatment, flexible hours.
Some conditions each facility treats	Allergies Coughing Upset stomach Sinus infection Broken bones Sore throat Flu symptoms



Need help?

1-855-463-0933 (TTY: 711)

A registered nurse is available to help you 24/7.



Please note that this is not a complete list of reasons to visit an urgent care center or ER. In the event of a medical emergency, call **911** or go to the closest ER.



Emergency room (ER)

The ER offers treatment for serious injuries or illnesses

Offers emergency care, treats more serious health issues.
Open 24/7

Difficulty breathing
Loss of consciousness
Severe burns
Chest pain or suspected heart attack
Severe bleeding
Acute stomach pain
Poisoning



In many situations, telehealth may be your best option. Ask your provider if they offer telehealth visits.



Member: NAME
Member ID: ID#
Issuer (80840)
Effective Date: DATE

RxBIN: 610502
RxPCN: MEDDAET
RxGRP: RXAETD
RxID: ID#

PCP: \$0 Copay
Specialist: \$0 Copay
Emergency Room: \$0 Copay
Urgent Care: \$0 Copay



PCP Name: Name **PCP Phone:** Phone

Issued: Date H1610-###

Member Services: 1-855-463-0933 (TTY: 711)
24-Hour Nurse Advice: 1-855-463-0933 (TTY: 711)
Behavioral Health Crisis: 1-855-463-0933 (TTY: 711)
Pharmacy Help Desk: 1-800-238-6279 (TTY: 711)
Dental: 1-855-463-0933 (TTY: 711)
Transportation: 1-844-452-9375 (TTY: 711)
Website: AetnaBetterHealth.com/Virginia-hmosnp

For Providers: Eligibility, Preauthorization and Claims: **1-855-463-0933 (TTY: 711)**

Submit Claims to:
Aetna Medicare
Payer ID# 128VA
Address Line 1
City, State ZIP

Submit grievances & appeals to:
Aetna Medicare
Address Line 1
Address Line 2
City, State ZIP

This card is not a guarantee of eligibility, enrollment or payment.

Your member ID card

- You will receive an ID card in the mail.
- It will include the primary care provider (PCP) you selected.
- If you need to change your PCP, just call your Member Services team.

You should take your Aetna® ID card and your Medicaid ID card (if you have one) whenever you visit a provider or pharmacy.

Medicare key terms

Evidence of Coverage (EOC) — This document gives you detailed information on your plan's coverage and your rights and responsibilities as a plan member.

In network — This means we have a contract with that health care provider. You must use in-network providers with your plan.

List of Covered Drugs (Formulary) — This is a list of prescription drugs the health care plan covers. It can include drugs that are brand name and generic.

Maintenance medications — These are prescription drugs that people take on a regular basis. These drugs help treat chronic conditions, such as asthma, diabetes, high blood pressure and other health conditions.

Mail-order pharmacy — A convenient service where you can have your medications mailed to your home. The preferred mail-order service available with your plan is CVS Caremark® Mail Service Pharmacy.

Get information about these topics and more at [AetnaBetterHealth.com/MyDSNP](https://www.aetna.com/MyDSNP)

Primary care checklist

Schedule an appointment with your PCP. Here's a checklist of important topics you may want to discuss with them. Take this sheet and your Aetna® ID card and Medicaid ID card (if you have one) to your next appointment. Then, check the boxes and take notes as you talk about each item.

Medical history

Recent health changes

Your major life events

Medicines

Prescriptions: _____

Over the counter: _____

Medicine side effects

Vaccines

Flu shot (date): _____

Shingles (date): _____

COVID-19 (date): _____

Screenings

(blood pressure, cholesterol, colorectal)

Women's health

(mammogram, Pap smear, bone density)

Long-term health conditions

(diabetes monitoring, kidney function)

Mental health

Fall prevention

Write down any questions you'd like to discuss with your doctor.



**Your Member Services team is here to help.
Be sure to call us if you:**

- Have any questions about your plan benefits
- Need to make changes to your contact information
- Add a caregiver to your member profile
- Have other questions you need answered

1-855-463-0933 (TTY: 711)

8 AM – 8 PM EST, 7 days a week.

Thank you

Thanks again for being a valued member of the Aetna® family.

Aetna and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health family of companies. Aetna and CVS Caremark® are part of the CVS Health® family of companies. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. The formulary and/or pharmacy 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 compensation is subject to change. For mail-order, you can get prescription drugs shipped to your home through the network mail-order delivery program. Typically, mail-order drugs arrive within 10 days. You can call the number on your member ID card if you do not receive your mail-order drugs within this timeframe. Members may have the option to sign-up for automated mail-order delivery. Other pharmacies are available in our network. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2021 Tivity Health, Inc. All rights reserved.

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