



Welcome

to your new
Aetna Medicare
Advantage plan

Together, we'll find more ways to connect you to the care that can support your whole health and well-being. Your plan includes all the same benefits as Original Medicare and more. At Aetna®, our total approach to health can help you feel your best. That's your Aetna Medicare Advantage.

Make the most of your new plan

1. **Get connected** with the Aetna secure website and Aetna HealthSM app
2. **Get to know** your benefits
3. **Schedule** your annual wellness exam



Watch the **Medicare in a Minute video series** to learn more. Visit **Aet.na/Medicare-Minute** or scan the QR code with your smartphone camera.



DoDNAF.AetnaMedicare.com

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NAF health
benefits



Flexibility and confidence to choose your doctors

The Aetna Medicare Advantage PPO ESA plan is different than many other PPO plans. It allows you to see any provider (whether in the network or not), and you pay the same out-of-pocket cost for both covered in- and out-of-network medical benefits, as long as the provider is:

- Eligible to receive payment under Medicare
- Willing to bill and accept payment from Aetna®

It's a good idea to check with the doctor's office before scheduling your visit.

1 Get connected



As an Aetna® member, you have access to simple, easy-to-use digital tools that help you stay connected to your benefits — anytime, anywhere.

The Aetna secure member website and Aetna HealthSM app are personalized and easy to use. With these tools, you can:

- See what's covered
- Access your digital member ID card
- Find providers, hospitals and other facilities near you
- View your claims, and more

Stay up to date by opting in to receive emails from Aetna. Once logged into the website, select “Account” at the top, then “Profile & Preferences > Communications.”

Get started today



Scan the QR code
to register for the
secure Aetna member
website and to download
the Aetna Health app.



Aetna.com/MemberWebsite

2 Get to know your benefits

Find complete benefits information for your plan in your Evidence of Coverage (EOC) and Schedule of Cost Sharing (SOC). Refer to the Plan Document Notice included in this booklet to find out how to access these plan documents.

Below are some programs and resources included with your Aetna® plan, at no additional cost to you. These wellness benefits are designed with your whole health in mind.



Healthy Home Visits

Get an annual home visit from a licensed provider to assess your health and safety needs. You'll have up to an hour of one-on-one time together to discuss your health history and any health-related questions you may have.

To schedule a visit, go to **Schedule.SignifyHealth.com** or call **1-877-503-5802 (TTY: 711)**.



SilverSneakers® basic fitness membership

Improve your health by going to any of thousands of participating fitness locations nationwide — or get a fitness kit you can use at home. Plus, use Apple Fitness+® on your iPhone to enjoy access to workouts from anywhere, anytime.

Visit **SilverSneakers.com** or call **1-855-627-3795 (TTY: 711)**, Monday to Friday, 8 AM to 8 PM ET.



Nurse care advocacy

Personalized nurse support is available if you need help managing a chronic condition or are facing a serious medical issue. Our goal is to give you tools to help you take control of your health, manage your conditions and navigate a complex health system.

For more information, call Aetna Member Services at **1-800-367-6276 (TTY: 711)**, option 1. We're here Monday–Friday, 8 AM–6 PM CT.



24-Hour Nurse Line*

Talk with a registered nurse any time, night or day, on any health-related topic. You can discuss and gain information about upcoming medical visits, tests and treatment options.

Call **1-855-493-7019 (TTY: 711)**.

*While only your doctor can diagnose, prescribe or give medical advice, the care management nurses/24-Hour Nurse Line can provide information on a variety of health topics.



Resources For Living® program

Get connected to services in your area that make daily life easier and more manageable. They can help address needs such as in-home services, transportation, community resources and more. You just pay the cost (if any) for any services you use.

To contact our Resources For Living team, call **1-866-370-4842 (TTY: 711)**, Monday to Friday, 8 AM to 8 PM ET.



Aetna® Healthy Rewards

Earn a \$100 gift card when you have a Healthy Home Visit.



Teladoc Health

After hours? Can't get to the doctor's office? Teladoc Health connects you with board-certified primary care doctors anytime. They can treat many nonemergency medical issues by phone or video. Refer to your SOC for the cost of Teladoc Health visits.

Visit **TeladocHealth.com/Aetna** or call **1-855-Teladoc (1-855-835-2362) (TTY: 1-855-636-1578)** 24 hours a day, 7 days a week.



Transportation

Focus on your health and treatment plan and worry less about getting to the doctor. With Aetna®, you get rides for nonemergency trips to and from plan approved locations like medical appointments.

To reserve a ride, call MTM Health at **1-855-814-1699 (TTY: 711)**, Monday to Friday, 7 AM to 8 PM in all time zones.



Post-discharge meal delivery

Get delicious and nutritious meals delivered to you after a qualifying inpatient hospital, inpatient psychiatric or skilled nursing facility stay—at no additional cost. Our vendor, NationsMarket™, will contact you to coordinate delivery of up to 14 nutritious meals (2 meals a day for 7 days) directly to you.



Vision

Submit your itemized bills showing what you paid for prescription eyewear from any licensed provider that accepts Medicare to Aetna, and you can get reimbursed up to \$150 every 12 months.

Download a reimbursement form from your secure Aetna member website or contact us to request one. For more information, call Aetna Member Services at **1-800-367-6276 (TTY: 711)**, option 1. We're here Monday–Friday, 8 AM–6 PM CT.



Routine hearing services

We simplify the process for receiving hearing care, so you can select the most comfortable and effective hearing aids for your needs.

For more information, visit **DoDNAF.AetnaMedicare.com** or call **1-800-367-6276 (TTY: 711)**, option 1. We're here Monday–Friday, 8 AM–6 PM CT.



Hearing aid reimbursement

You have a \$3,000 benefit allowance once every 36 months. You can submit your itemized receipts and proof of payment to Aetna showing your approved costs on hearing aids from any licensed provider that accepts Medicare. You'll be reimbursed up to your allowance amount.



3 Schedule a visit with your PCP

Your primary care provider (PCP) plays a critical role in your care and can manage all aspects of your health. They provide a wide range of services from regular checkups to diagnosing and treating illnesses, injuries and other health conditions. They can provide routine vaccinations and perform screenings that can detect disease at its earliest stage.

By proactively managing your health through a PCP, you may reduce the risk of requiring emergency care — saving money and potentially preventing more serious health complications.

If you don't have a PCP and would like help finding one, just call Aetna® Member Services at the number on your Aetna member ID card.



Check your EOC to see if your plan requires you to have a PCP on file with us. Your EOC will also tell you if you can see providers both in and outside of our network and still be covered.

As a member of our plan, you don't have to choose a network PCP. But we encourage you to choose one and let us know who you chose.

You can see providers both in and outside of our network and still be covered. You don't pay more for going out of network. Providers just need to be eligible to receive Medicare payment and accept your plan.



For plan information

Call Aetna® Member Services at
1-800-367-6276 (TTY: 711), option 1.

We're here Monday–Friday,
8 AM–6 PM CT.

You can also learn more
about your benefits at
DoDNAF.AetnaMedicare.com



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. Participating health care providers are independent contractors and are neither agents nor employees of Aetna. Aetna Medicare is a PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal.

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Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2027 Tivity Health, Inc. All rights reserved. Out-of-network/noncontracted providers are under no obligation to treat plan 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.

Medicare rules don't allow earned rewards to be used for Medicare-covered goods or services, including medical or prescription drug out-of-pocket costs. Earned rewards may not be used to pay for medical copays, prescription costs, or any other Medicare covered goods or services. Earned rewards may also not be used on alcohol, tobacco or firearms or be converted to cash. Rewards earned may be considered taxable income. Please consult your tax adviser if you have any questions regarding the taxability of rewards. The 2027 Aetna Healthy Rewards program is only applicable to active members with eligible MA and/or MAPD plans. Qualifying participants who are eligible to perform the program activities may earn rewards by completing all or some of the program activities. The 2027 Your Healthy Rewards program is available to our members until the last day of the year. You will need to earn and redeem your rewards by December 15, 2027 or the date you leave the plan, whichever comes first. Participants should check the terms of their Evidence of Coverage (EOC) prior to participating in any program activities. Except as set forth in the EOC, Aetna shall not be responsible for any costs associated with, or arising from, a participant's performance of program activities. Your participation in the Aetna Healthy Rewards program is voluntary and does not affect your benefits from your Aetna health plan. Eligibility is limited to the Aetna member that this communication was addressed to. Subject to benefits and eligibility verification.

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