

## Announcing a change to your medical benefits effective January 1, 2022

Dear Participants,

Effective January 1, 2022, your medical benefits are transitioning from CareFirst to Aetna. Your prescription drug coverage will still be provided by CVS/Caremark.

You will now have access to Aetna's larger national network of providers, specifically either the Open Access Aetna Select network or the Aetna Open Choice PPO network, depending on your plan election. This means that in most cases, you can continue to use the same providers you are using today.

### YOU WILL NEED TO TAKE ACTION

You will actively need to elect and enroll in a plan during open enrollment.

We encourage you to read this mailer carefully to learn about the many programs Aetna offers to help you get and stay healthy.

Please use the information provided in this guide for your medical needs on or after January 1, 2022. Watch for your new ID cards later this year.

We are proud to continue supporting the health care needs of you and your families.

Sincerely,  
Human Resources / Benefits Team



# IMPORTANT TRANSITION

## Use your new ID cards

Your new Aetna ID cards will arrive in the mail by December 31, 2021. If you don't receive your cards by then, please call us.

Remember to show your doctor your new ID card during your first visit on or after January 1, 2022. Make sure they are aware of the new network and claims submission address.

## Manage your health online

You will have 24-hour access to Aetna's web and mobile experience.

Register on the secure website beginning January 1, 2022. Visit [aetna.com](http://aetna.com). Click on **Login** and then **Register**.

The website is your online resource for personalized health and financial information.

- Find a doctor, hospital, or urgent care facility.
- Check on a claim's status.
- Compare provider costs and read reviews.
- View your health history.
- Take a health assessment and participate in online wellness programs.

The free app lets you and your family members find the information you need wherever you are. Text AETNA to 90156 for a link to download the app (message and data rates apply).\*

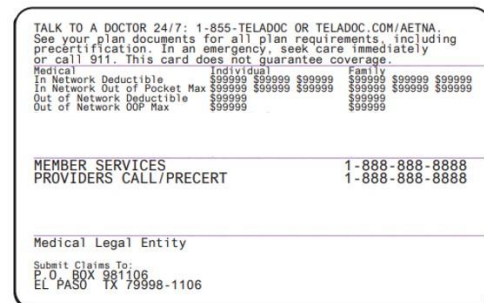
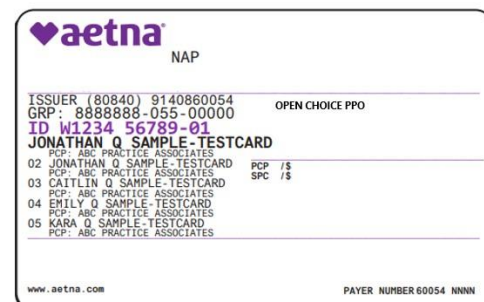
- View a map of your provider's office or facility and call with the tap of a finger.
- Access ID card information.

## File your claims

If you have health care expenses from before January 1, 2022, make sure you submit them to CareFirst as soon as possible. For claims incurred on or after January 1, 2022, your provider will submit them directly to Aetna.

\*Terms and Conditions: [bit.ly/2nIJFYG](http://bit.ly/2nIJFYG). Privacy Policy: [aetna.com/legal-notice/privacy.html](http://aetna.com/legal-notice/privacy.html).

Use your Aetna ID card when visiting your medical provider.



What about my prescription drug benefits?

Your prescription drug benefits are not changing. They are not affected in any way by the new network for your medical benefits.



## MAKE THE MOST OF YOUR NEW MEDICAL BENEFITS

Choosing Aetna to provide our medical benefits means a lot more than a larger network. Take a look at just a few of the programs and resources that will make your life easier and save you money.

### Visit a CVS<sup>®</sup> MinuteClinic<sup>®</sup> and/or CVS<sup>®</sup> HealthHUB<sup>™</sup>

When you or your kids are sick, you want to get reliable care fast. You can now receive care at any CVS<sup>®</sup> MinuteClinic<sup>®</sup> and CVS<sup>®</sup> HealthHUB<sup>™</sup> at no cost to you so you can feel better and get back to work sooner. Go to [MinuteClinic.com](https://www.MinuteClinic.com) or [HealthHUB.com](https://www.HealthHUB.com) to find a location near your home or while traveling.

### Use Teladoc<sup>®</sup>

For a \$15 copay, speak with a doctor 24/7 from the comfort of your home using a video-enabled smartphone, tablet, or computer.\* Teladoc's physicians are board-certified and can diagnose, recommend treatment, and write short-term prescriptions when medically necessary.\*\* Teladoc offers an affordable and convenient alternative to urgent care or the emergency room.

After January 1, 2022, call 855-TELADOC (855-835-2362) or visit [teladoc.com/aetna](https://www.teladoc.com/aetna).

### Talk to a nurse 24/7

When you aren't sure where to go for care or have a health-related question in the middle of the night, Informed Health<sup>®</sup> Line is a good place to start. Call 800-556-1555 to speak with a registered nurse.

### Access customer service

Dedicated customer service is available 8 a.m.-6 p.m., Monday-Friday. Customer service representatives are empowered with tools to help you resolve your problems quickly.

\* Video consultations are not available in Texas.

\*\* Teladoc cannot prescribe controlled substances, non-therapeutic drugs, and certain other drugs that may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of service.

## We're here to help

We want to make sure that you can quickly and easily get answers to your questions. Review the chart below to learn where you should start—depending on your question.

If you have questions about...	Contact	Phone/Email	Website
<ul style="list-style-type: none"> <li>• Eligibility</li> <li>• Who you are covering</li> <li>• General benefits questions</li> </ul>	AACPL Human Resources	410-222-7107 humanresources@aacpl.net	
<ul style="list-style-type: none"> <li>• Your medical benefits</li> <li>• Finding a doctor/provider in network</li> <li>• Checking the status of a claim</li> </ul>	Aetna	1-855-222-2774 Monday-Friday 8am - 6pm*	<p>Aetna member website: <a href="http://www.aetna.com">www.aetna.com</a></p> <p>Aetna - Anne Arundel County Government dedicated microsite*: <a href="http://aacounty.aetna.com">aacounty.aetna.com</a></p>

*\*Note: The Aetna member services phone line and Aetna - Anne Arundel County Government dedicated microsite will both go live on Monday, August 16<sup>th</sup>, 2021.*

## Informational sessions

Attend any of several virtual informational sessions that the Benefits Team and Aetna will be hosting to learn more about your new medical benefits.

### Virtual sessions

Date	Time	Location
Thursday, August 26 <sup>th</sup>	10:00am, 1:00pm, & 4:00pm	A link to the session will be shared via email after you register for an event.
Wednesday, September 8 <sup>th</sup>	10:00am, 1:00pm, & 4:00pm	
Thursday, September 9 <sup>th</sup>	10:00am, 1:00pm, & 4:00pm	To register for an event, please visit <a href="http://aacounty.aetna.com">aacounty.aetna.com</a> starting Monday, 8/16.
Wednesday, September 15 <sup>th</sup>	10:00am, 1:00pm, & 4:00pm	
Thursday, September 16 <sup>th</sup>	10:00am, 1:00pm, & 4:00pm	