



# Healthier happens together<sup>®</sup>



## National network strength with local expertise

We understand that change can bring uncertainty, but we are confident that the switch to Aetna<sup>®</sup> will offer significant advantages, including personalized guidance and support. **When enrolled in a plan with Aetna Select<sup>SM</sup> (Open Access) or Aetna Choice<sup>®</sup> POS II (Open Access), you will have access to Aetna's national network.** Our goal is to make this transition as smooth as possible for you and your family.

- ✓ **99% same providers** with 25,000 more local providers
- ✓ **100% of hospitals** in Florida are in-network
- ✓ **98% of hospitals nationally** are in-network



## Aetna Concierge

### Elevating your service experience

#### Get personalized support and the answers you need

Your Aetna Concierge is here for you. They'll listen, understand your needs and find solutions that are right for you. A Concierge can help you:

- Get answers about a diagnosis
- Choose a doctor
- Learn about your coverage
- Plan for upcoming treatment
- Find health care solutions that fit your needs
- Learn how to use our online tools to make the right decisions
- Find network providers based on your medical needs
- Schedule appointments



**Aetna Concierge • 1-833-704-0009**  
Available Monday through Friday  
8 AM to 6 PM



## Aetna member website and mobile app

### Manage your health care at home or on the go

#### Stay on top of your benefits

- Review your benefits and what's covered
- Track your spending
- View claims on your member website
- View your ID card online
- Get cost information before you get care

#### Connect to care

- Find in-network providers, including virtual care
- Locate walk-in clinics and urgent care centers near you
- See reviews for providers

#### Get started on 1/1/2026:

- Visit [MyAetnaWebsite.com](https://www.MyAetnaWebsite.com) to register for your member website
- Get the Aetna Health<sup>SM</sup> app by texting **AETNA** to **90156** to receive a download link. Message and data rates may apply.

- OR -

Scan the QR code to download the Aetna Health app.



## Personalized health and wellness

### Ongoing nurse support when you need it most

Your health — both physical and mental — is everything. Whether you're managing an acute issue or dealing with other complex health challenges, our nurses can help. A nurse can work with you to put together a plan, help you understand your benefit offerings, and answer your health-related questions.

### Lifestyle and Condition Coaching

If you want to eat better, be more active or take charge of your health, we can help. Our program offers clear, reliable health information to help you make healthy changes. Let's do this together!

### Aetna Personal Health Solutions

Health doesn't just happen from doctor's visits, medications and treatments. When you qualify and enroll in Aetna Personal Health Solutions, you'll get trusted care, tools and support that can help you achieve your health goals. And it's 100% covered.

Your plan includes programs for weight management, mental well-being, women's health, physical therapy, high blood pressure, smoking/tobacco use and digestive health.



## Transition of care

With a 99% provider network match, your current providers are most likely already participating in our network. In rare cases where Transition of Care (TOC) coverage is needed, we ensure a smooth transition with no gaps in coverage.

If you are in the middle of care with a **non-participating provider**, please contact our Aetna dedicated team at **1-833-704-0009** during Open Enrollment.

If you are in active treatment with a participating provider, no TOC is needed.

**Aetna Onsite Team members will be available to meet with you in person at the Stephen P. Clark Government Center Building beginning September 2, 2025.**

# Bringing heart and all-around support to Miami-Dade County members

Beginning January 1, 2026, here are just a few highlights of what you can expect



## 24-Hour nurse support

With our 24-hour Nurse Line,\* health information is a phone call away.

Members can:

- Get information on health and wellness topics
- Make better health care decisions
- Find out more about tests and procedures
- Get help preparing for a doctor's visit
- Receive emails with links to helpful videos, and more



## CVS® ExtraCare Plus™

We're committed to giving you tools and resources you need to feel your best

Take advantage of these benefits:

- 24/7 access to CVS pharmacists
- Rx delivery on your schedule
- Discounts on your favorite items

**\$10**  
monthly  
bonus  
reward

Easily use your bonus reward in-store or online — it's automatically added to your ExtraCare® card to thank you for being a member.



## Affordable and easy access to MinuteClinic®

The care you need — in person or virtually

With your included MinuteClinic benefit, **healthier happens together®**. You get more options for when and where you get care. Plus, it's a lower-cost alternative to the emergency room or urgent care for non-emergency issues.

- Get care 7 days a week including evenings, so you can feel better faster
- Choose from in-person and virtual care options to easily access care your way



## Virtual care, anytime, anywhere

Members can get the convenient, flexible care they need through CVS Virtual Primary Care™.

From everyday illnesses and chronic conditions to mental health support, we've got your back. Once you tell us what you need, we'll connect you with trusted, in-network providers so you can schedule a virtual visit.

- Most mental health visits are available within two weeks.
- You can access care 24/7 through our virtual clinic.

### 24/7 care

Virtually connect quickly and easily with a licensed provider for minor illnesses.

### Mental health services

Talk with a therapist about your anxiety or stress. Or schedule with a psychiatric mental health nurse practitioner (PMHNP) for diagnosis, treatment and medication management.



Beginning January 1, 2026, enrolled members can call 1-866-211-5678 to get started.

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

**Policies and plans are administered by Aetna Life Insurance Company or its affiliates (Aetna).** 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. Subject to benefits and eligibility verification. CVS Virtual Care services are only available in the USA. Limitations may apply based on services and location. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna® plans.