

# Aetna Medicare Advantage<sup>SM</sup> Plan (PPO) with an Extended Service Area (ESA)

## What it is:

This is an Aetna Medicare Advantage Preferred Provider Organization plan (PPO) with an Extended Service Area (ESA). It provides benefits beyond Original Medicare and includes programs only available to Aetna members.

## What does PPO ESA mean?

The Aetna Medicare PPO Plan has an extended service area. This means that Aetna may extend enrollment in our plan to you even if you live outside the Aetna Medicare network service area.

## How it works:

The PPO ESA plan allows you to see any licensed provider who is eligible to receive payment from Original Medicare and agrees to accept the PPO ESA plan. Most providers will bill Aetna directly. If your provider is not willing to bill Aetna on your behalf you may be required to pay your provider up front and request reimbursement from Aetna.

To confirm if you reside in a county that qualifies as the PPO plan with Extended Service Area, please contact Aetna at 1-888-267-2637 (TDD: 711); 8 a.m. to 6 p.m., 7 days a week.

## What's special:

- There is only one benefit level in the PPO ESA plan. You pay the same cost sharing level for covered services even if you receive care from out of network providers.
- Preventive benefits beyond Original Medicare at no additional cost.
- Choosing providers in-network provides an additional level of assurance as in-network doctors go through a detailed Aetna credentialing review process.
- No referrals necessary for covered services.
- Free health and wellness programs for you to use.
- You have coverage for unlimited inpatient hospital days, unlike Original Medicare.
- Virtually no claim forms.
- Stay informed with online tools and a 24-hour toll-free health information line.
- Access to the National Medical Excellence Program® a select network of respected doctors and facilities that ensures that those with a complex illness or injury receive the most appropriate care.
- You're always covered for medical emergencies when traveling anywhere in the world.
- Get discounts on vitamins and other health-related products and services.

## What you should know:

- To qualify, you must be enrolled in Original Medicare Part A and enrolled in Part B, and continue to pay your Part B premium.
- Services received from a provider that is not eligible to receive payment from Original Medicare will not be covered, except in an urgent or emergent situation.

## What will be the name of my Medicare-eligible retiree coverage?

If you choose this new plan, you will be enrolled in an Aetna Medicare Plan (PPO) with an Extended Service Area (ESA).

## **Will I get a new Aetna Medicare ID Card?**

Yes if you enroll you will receive a new Aetna Medicare ID Card, As a member of the Aetna Medicare PPO Plan with an Extended Service Area (ESA) you will need to present your new Aetna Medicare ID card to your provider.

## **Can I see the same doctor or go to any doctor?**

You have the freedom to use any licensed provider, who is eligible to receive payment from Original Medicare.

## **If I have a chronic condition, is there any benefit in this plan that helps with that?**

Yes, we have highly successful programs that are designed to help you manage your current conditions and keep you healthy. An Aetna Nurse Case Manager or Disease Management Nurse may reach out to you after you enroll in the plan.

## **What if my health care provider wants more information about Aetna?**

Your doctor can learn more about this plan by logging on to our provider secure website via NaviNet available through [www.aetna.com](http://www.aetna.com). Your doctor may also call our dedicated Provider Services department at 1-800-624-0756.

## **What if I have additional questions about the Aetna Medicare Advantage PPO plan with an Extended Service Area (ESA)?**

Call a Member Services representative at 1-888-267-2637 (TDD: 711); 8 a.m. to 6 p.m., 7 days a week.

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