



In harmony

Aetna Whole HealthSM — Puget Sound plans
Health care focused on you

Aetna.com

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 **aetna[®]**

Aetna Whole Health — Puget Sound plans are a new way of looking at health care. We've designed these health insurance plans to improve the quality of your care, provide a better experience for you and your family, and save you money.

You'll have access to a special network of primary care providers, specialists and hospitals focused on you. Led by a primary care provider you choose, your care team will work with you to:

- **Help keep you healthy or improve your health**, not just treat you when you're sick or injured
- **Better coordinate your care** and keep tabs on your prescriptions, lab results, health history and more
- **Spot problems and build personalized care plans** to treat you
- **Encourage you to play an active and informed role** in your health and health care decisions

Tools to help you save money and manage your health

To be an active and informed member of your care team, you need to be in the know. And we can help get you there. Register for your member website at **Aetna.com** to help better manage your plan, health and budget. Then, you can:

- Search for doctors, hospitals, pharmacies and more in your area
- Check your personal health record and see reminders for important preventive screenings
- Shop for the best deals on tests and procedures
- Review your claims and pay your bills

Tip: You can save money* and get more coordinated care when you use Aetna Whole Health doctors and hospitals. Depending on your plan, you may not have coverage for out-of-network care. Consult your plan documents for details.

*Savings compared to rates for Aetna® broad network plans.

Health insurance plans are offered and/or underwritten by Aetna Life Insurance Company (Aetna).

Frequently asked questions about Aetna Whole Health plans

Q: How is the Aetna Whole Health — Puget Sound network different from other Aetna networks?

- A:** The Aetna Whole Health — Puget Sound network is built around these provider organizations:
- Providence-Swedish (including Providence and Swedish Medical Groups)
 - CHI Franciscan (including Franciscan Medical Group)
 - The Polyclinic
 - Western Washington Medical Group
 - Sound Family Medicine
 - Eastside Health Network (including EvergreenHealth and Overlake Medical Center and Clinics)
 - Seattle Children's Hospital

If you see a provider who is associated with a different provider organization, they may not be in this network. The community behavioral health, physical therapy and chiropractic providers in the network are similar to those in other Aetna networks.

The Aetna Whole Health — Puget Sound network is a local network. While this includes certain providers from outside the area (solid organ and bone marrow transplant, durable medical equipment [DME]), it's not a national network. If you're traveling outside the area and need medical care, you're covered for emergency care only.

Q: Why am I being offered the Aetna Whole Health — Puget Sound network?

- A:** The providers in this network provide a health care option that's usually less expensive than Aetna's other networks. You may save money if you choose to use these providers.

Q: How do I find a primary care provider?

- A:** Visit **Aetna.com** and:
- Choose "Find a doctor."
 - Select "Plan from an employer" in the "Guests" section.
 - Enter your home location (ZIP, city, county or state).
 - Confirm the distance you want to check, and select "Search."
 - Choose **(WA) Aetna Whole Health — Puget Sound** from the "Select a Plan" drop-down menu.
 - Search by entering a specific doctor or specialty, or you can search by category.

Q: What if I'm diagnosed with a condition (now or in the future) that requires specialized care?

- A:** If the care you need is a covered benefit but not available from a provider in the network, we'll make arrangements to allow you to get the care from an out-of-network provider. Typically, it'll be a provider that is in Aetna's other networks.

Q: What if I'm interested in this plan, but I have a child that is in college in a different location?

- A:** There may be options available for you. You can speak with your benefits administrator to learn more.

Q: What counties are in my Aetna Whole Health plan service area?

- A:** The service area includes King, Kitsap, Pierce and Snohomish counties.

Q: What if I'm not at home and need care?

- A:** If your health or life is in serious danger, call 911 or go to the nearest hospital. You'll be covered as though you stayed within the network.

Q: How do you measure the quality of the doctors in this network?

- A:** We measure the quality of care provided in this network by using several key indicators of population health, including:

- Mammography screening rates
- Colorectal cancer screening rates
- Cervical cancer screening rates
- Appropriate testing for members with diabetes
- Emergency department utilization
- Readmission rates

We're working with the doctors in this network to improve health screening and testing rates and to make care available in a manner convenient to the member. To support improved quality, Aetna and Aetna Whole Health providers are focused on improving the health of each member by collaborating and sharing information in ways we have not previously. We also collaborate with providers to educate members about where to go for care when offices are closed or the member has not yet established a relationship with a primary care provider. All participating doctors are credentialed in accordance with our standards.

Q: What if I'm in the middle of care or treatment with a doctor outside the Aetna Whole Health network?

A: You can work with your current doctor and request transition-of-care coverage. If we approve your request, you can stay with your current out-of-network doctor for a limited time at the highest benefits level. However, transition-of-care coverage is for your current doctor only. It doesn't cover health care facilities, DME or prescription drugs. So you'll need to use Aetna Whole Health facilities, DME vendors and pharmacies while you're in treatment with your current doctor. And before your grace period ends, we can help transfer you to a new doctor within the Aetna Whole Health network.

Q: Where can I go for urgent care needs?

A: Providence-Swedish, CHI Franciscan, EvergreenHealth, Overlake Medical Center and Clinics and Seattle Children's Hospital all have urgent care locations. Many healthcare providers also offer virtual care for minor health issues. To find other urgent care locations, just visit **Aetna.com** and search the Aetna Whole Health — Puget Sound network.

Q: How do I get started?

A: To start off on the right foot, choose a primary care provider to lead your Aetna Whole Health care team. Your doctor and other health care providers will generally refer you to specialists and hospitals in the Aetna Whole Health network. Then, electronic health records help keep you and your care team on the

same page. That's because they can keep track of your prescriptions, lab results, health history and more. Having this big-picture view of your health can also help them spot gaps in your care. And if they find that you're at risk for certain conditions, they can build a personalized care plan to treat you.

Q: What else do I need to know about Aetna Whole Health plans?

A: First, you'll have access to a specifically designed network of primary care providers, specialists and hospitals focused on you. Led by an Aetna Whole Health primary care provider you select, your care team will work with you to help keep you healthy or improve your health. Second, like other health plans, your Aetna Whole Health doctors and hospitals get a fee for their services. Under the Aetna Whole Health plan, they can also earn more when they deliver higher-quality care. So when they meet certain goals, they're rewarded. But if they fall short on those goals, they'll make less. Third, we may share some of your health information with your Aetna Whole Health providers in a secure manner in compliance with applicable law. That extra data can help them make parts of your care work better and cut down on duplicate tests or doctor visits that can add to your costs. However, providers who aren't part of the integrated network might not coordinate your care and the data may not be shared the way we described above.

This material is for information only and is not an offer or invitation to contract. Rates and benefits may vary by location. Health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Providers are independent contractors and not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Under your Aetna Whole HealthSM plan, if your primary care provider is part of an integrated delivery system, your doctor and other integrated delivery system providers will generally refer you to specialists and hospitals that are affiliated with that delivery system. However, Aetna Whole Health providers that aren't part of the integrated network may not coordinate your care and the data may not be shared in the manner described. Network provider information may be limited. The Aetna[®] Personal Health Record should not be used as the sole source of information about the member's medical history. Information is believed to be accurate as of the production date; however, it is subject to change. Refer to **Aetna.com** for more information about Aetna plans.