



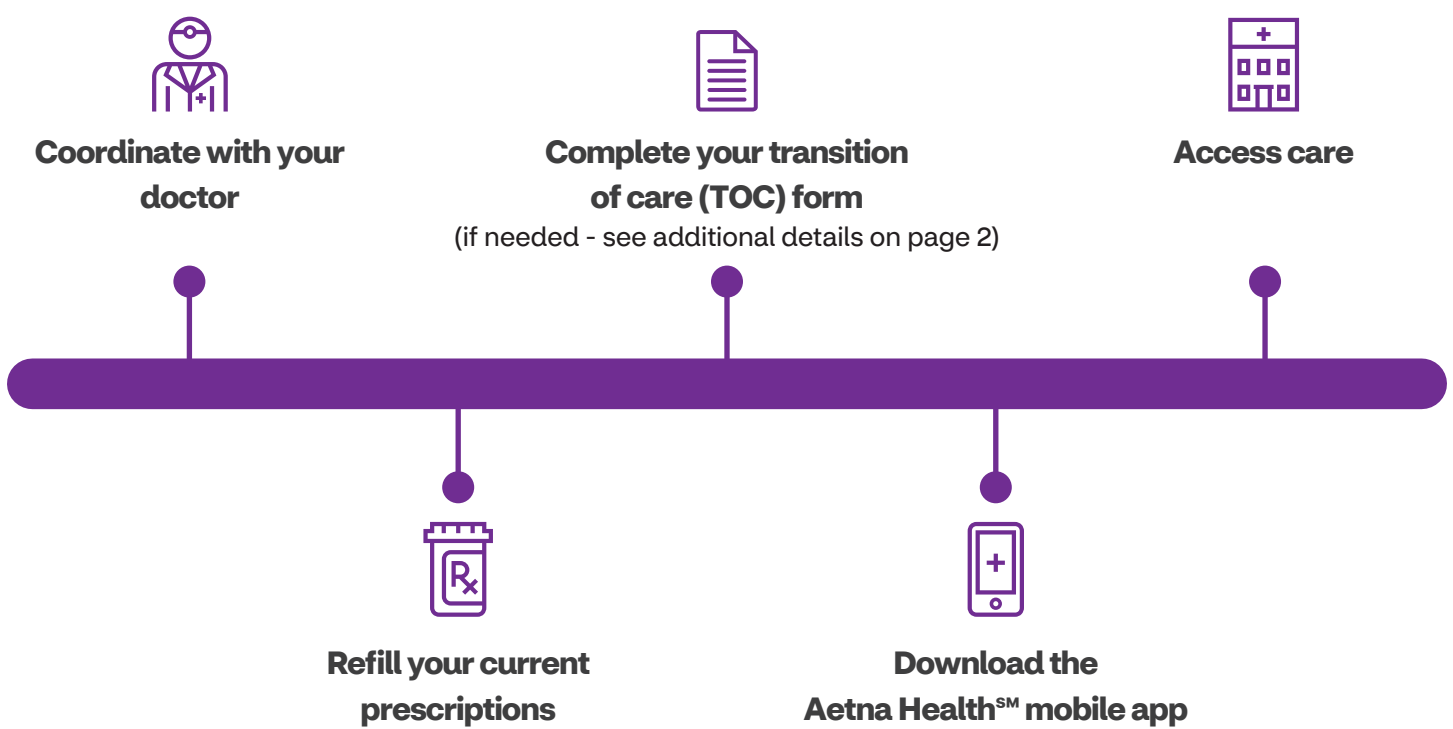
# Rest assured

## We're here to help



There's comfort in knowing you have a health partner you can rely on. That's why we're with you every step of the way during your transition to a new Aetna plan.

First, you'll want to get to know your new Aetna network, since accessing services might be different than how you accessed care under your prior carrier. It will also be important for you to coordinate these services with your doctor. They will help you facilitate a more coordinated transition of care experience. Here are some other useful tips to help get you off to a healthy start.





## Coordinate with your doctor

Before enrolling, you can confirm that your provider is part of the Aetna network; or if they are not you can select an Aetna provider for a smooth continuation of care.

- Visit **Aetna.com**
- Select “Aetna.com” from the drop-down “Explore Aetna sites”
- Select “Find a doctor” and follow the steps to search for and select a doctor as a “Guest”



## Download the Aetna Health<sup>SM</sup> mobile app

Staying healthy is important. So is keeping track of your benefits. As an Aetna member, you'll have access to the Aetna Health app to help you stay on top of both. Here you can download a digital copy of your ID card, find a doctor, check your health care spending and more. The app is your all-in-one resource for managing your health and benefits with ease.



## Refill your current prescriptions

To understand what prescriptions are covered under your Aetna plan, review the Aetna prescription drug formulary coverage on **Aetna.com**. If there is a change, be sure to refill your current prescriptions before your Aetna plan begins. You can also work with your doctor to find an alternate medication that's covered by your new Aetna plan.



## Complete your transition of care (TOC) form

If you are pregnant, currently being hospitalized, undergoing treatment for chronic illness or have an upcoming surgery and would like to stay with your current doctor, you can request transition of care coverage.\* Simply request a TOC form from your school or call Aetna's customer service. Then complete the form with your doctor and submit it to us.



## Access care

As a new Aetna member, you'll have access to multiple points of care and wellness services, such as:

- Walk-in clinics
- Telemedicine
- 24/7 health hotline

For a more personalized and connected care experience, the medical information from your visit at most of the in-network walk-in clinics will be shared with your primary care doctors.

## Need more help?

If you need assistance or have questions about the Transition of Care, call us at **1-877-480-4161 (TTY: 711)**.

[Aetna.com](https://www.aetna.com)



\*Transition of care coverage does not cover durable medical equipment or prescription drugs.

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