



October 2016

Dear City of Pittsburgh Employee:

You have another option for your health care coverage – Aetna PPO. For more than 160 years we have been serving the Pittsburgh region, and we are pleased to have an opportunity serve the health benefit needs of the City of Pittsburgh.

As you evaluate health plan options for the coming year, consider the features available for Aetna members.

- ❖ **Provider Network: Consistency for 2017 and Beyond** – We have a provider network that includes more than 1 million healthcare professionals. The provider network in western Pennsylvania includes long-term contracts with hospital and physician networks affiliated with Allegheny Health Network and UPMC, as well as many others.
- ❖ **No referrals necessary** – Members can visit any participating specialist without a referral from their PCP and be covered. Certain services require preauthorization.
- ❖ **Out of Area Benefit** – If you are traveling or your dependent lives outside the western Pennsylvania, services are covered at the highest level of benefits when Aetna providers are used.
- ❖ **Self-Service Tools** – You have the ability to view and print ID cards, access detailed benefit information, customize your provider search options and much more. Just go to [www.aetna.com](http://www.aetna.com) and register for Navigator, your personalized member website.
- ❖ **An Elite Member Services Team** – Our customer service operations center located in Pennsylvania works to exceed your expectations and provides the service you deserve. We're staffed, trained and equipped to handle your inquiries, and process your claims and answer your questions faster than ever!
- ❖ **Complex Case Management** – Our chronically ill members have the support of caring nurses who are dedicated to making sure get the services they need, when they need them.

Please see folder enclosed. Please keep in mind that not all items in the booklet pertain to the City's benefits with Aetna, *however* this booklet provides a comprehensive overview of Aetna.

If you have any questions, please call Customer Service at (866) 558-0530 Monday through Friday from 7:00 a.m. to 6:00 p.m.

We look forward to the opportunity to serve you and your family in the coming year!

Sincerely,

Jerome Dioguardi  
VP- Market Executive Director WPA, NWPA, WV