



City of Pittsburgh

aetna[®]



Effective January 1, 2016

Aetna profile



In business since 1853

48,460 employees
(as of 12/14)

Ranked #49 on the 2014 Fortune 500

ONE OF THE TOP HEALTH CARE COMPANIES IN U.S.

\$58 billion revenue in 2014

23.5 million medical members*
(as of 1/15)

MEMBERSHIP

15.6 million dental members
(as of 6/15)

15.3 million pharmacy members
(as of 1/15)

HEALTH CARE NETWORKS

Nationwide network with more than one million health care professionals
(as of 12/14)

200 ACO negotiations covering 60% of the population
(as of 12/14)

Combining best practices and capabilities

aetna®

aetna®



COVENTRY®
HEALTH AMERICA®

An Aetna Company

Multi-site capabilities

Capital management

Low cost focus

Specialty products

Group MA platform

Deep local market expertise

Provider & consumer tools



Quality transparency emphasis

aetna[®]

**National strength,
local presence**

Your local market



Servicing **236,290 local market members**
and **146,145 national accounts members**

Serving the Pennsylvania market for **more than 160 years**

Strong financial performance

More than **1,900 local employees**

Local authority and accountability

18,863 local clinical professionals



CITY OF PITTSBURGH MEDICAL PLAN NETWORKS

Aetna PPO
<u>In-Network</u>
<ul style="list-style-type: none">• Allegheny General• Alii-Kiski (Allegheny Valley)• Children's• Forbes Regional• Heritage Valley• Hillman Cancer Center*• Jefferson Regional• Ohio Valley• St. Clair• UPMC Altoona• UPMC Bedford• UPMC East• UPMC Hamot• UPMC Horizon• UPMC Magee• UPMC McKeesport• UPMC Mercy• UPMC Northwest• UPMC Passavant• UPMC Presbyterian• UPMC Shadyside• UPMC St. Margaret• West Penn• Western Psych

*Hillman Cancer Center includes all the hospitals and other facilities, along with the participating physicians in this Center.



aetna[®]

**Connecting you with
high-quality care**

Find a doctor quickly and easily with DocFind® search tool

aetna®

The screenshot shows the Aetna website's DocFind search tool. At the top, there's the Aetna logo and navigation links like 'Logout', 'Your Profile', 'Site Map', 'Help & Resources', 'Contact Us', and 'En español'. Below that is a search bar with the placeholder text 'Type your question here' and an 'ASK AN' button. A navigation menu includes 'Home', 'Coverage & Benefits', 'Claims', 'Care & Treatment', 'Health Records', and 'Health Programs'. The user is logged in as 'SUBSCRIBER'. The DocFind section has four tabs: 'Search by Location' (selected), 'Search by Name', 'Advanced Search', and 'Conditions & Procedures'. Under 'Search by Location', there are 'Required Selections' for '*Search for:' and '*Type:', both with dropdown menus. Below these are radio buttons for '*Search in:' with options 'Zip Code' (selected), 'City', and 'County'. There are input fields for '* ZIP CODE' and '* DISTANCE' (set to '10 miles'). A 'Find a Zip Code' link is also present. At the bottom of the search area is a 'Select a Plan:' dropdown menu and a 'SEARCH' button. A footer note says 'Can't find what you're looking for? Try our [Advanced IS](#) [at](#) [?](#)'.

Go to your Aetna Navigator® member website.

TIP

When looking for a doctor, be sure to select your network. It's on your ID card.

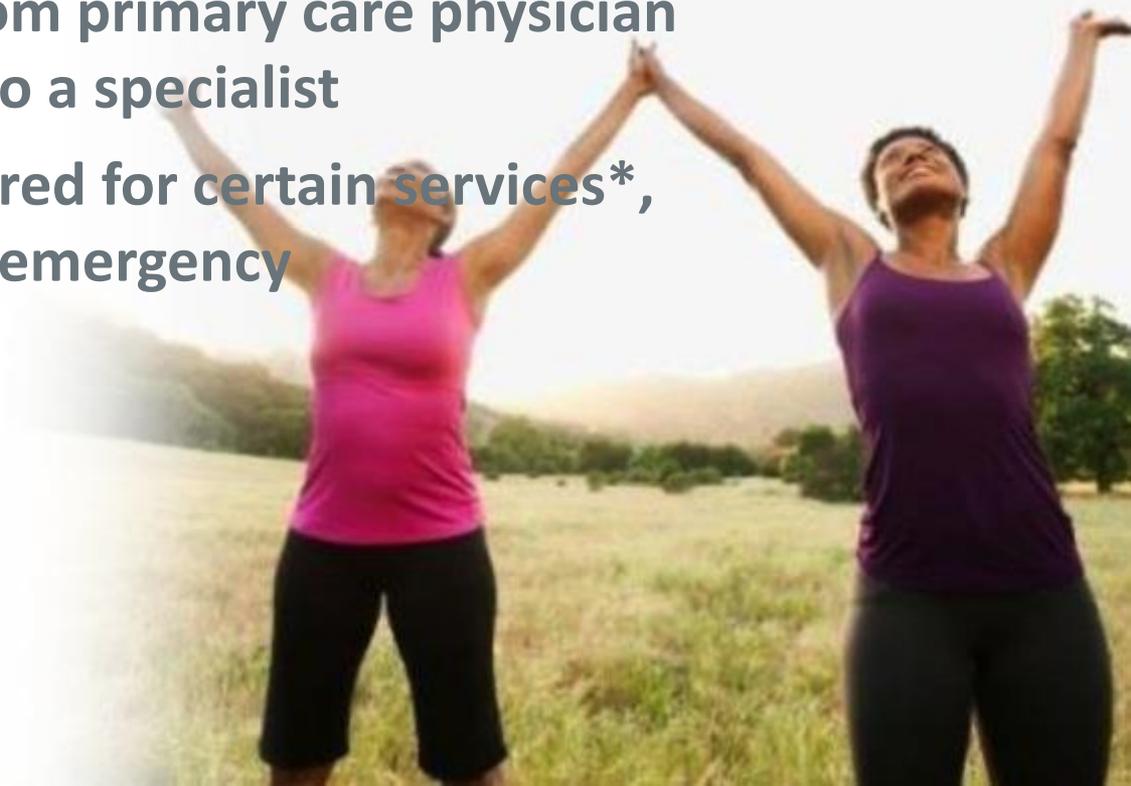
aetna[®]

**Your
City of Pittsburgh-
sponsored benefits**

Broad coverage with Aetna Open Choice PPO



- Aetna benefit duplicates your current plan design
- Get care from participating or non-participating providers
- No referral is needed from primary care physician (PCP) for an office visit to a specialist
- Pre-certification is required for certain services*, except in the case of an emergency



Take care of yourself with preventive care



Preventive service	In-network coverage
Qualifying immunizations	100%
Preventive care and screenings for infants, children and adolescents	100%
Well-woman exams	100%
Routine exams and screenings	100%

TIP

Take advantage of your preventive benefits with no out-of-pocket costs.

aetna[®]

**A convenient experience
for pharmacy and other
benefits**

Make the most of prescription drug coverage

aetna®

Find out about drug coverage

Go to www.aetna.com/formulary.

It's easy to find a network pharmacy

Just log in to Aetna Navigator at www.aetna.com.

No Internet? Call the number on your Aetna member ID card.

TIP

A formulary is a preferred drug list. You may pay less for drugs on the list.

Skip the pharmacy line and get your medicine by mail



Aetna Rx Home Delivery[®] mail-order pharmacy

- Use this option if you take medicine on a **regular basis** for conditions like arthritis, asthma or diabetes
- Get up to **90-days supply**



Aetna Specialty Pharmacy^{®*} medicine and support services

- Use this option if you take specialty medicine for conditions like multiple sclerosis, rheumatoid arthritis or cancer
- Safe delivery, extra assistance to use specialty drugs

TIP

Consider using generic drugs. You could save money when you use them.

*Specialty medications through Aetna Specialty Pharmacy and the Specialty Pharmacy Network may not be available to California HMO members. Doctors may have agreed to dispense and administer these drugs to you themselves. Or they may write a prescription so you can fill them at any participating retail or mail-order pharmacy.

aetna[®]

**Convenient,
connected service**

Customer service located in PA



Full service teams:

- Focus on entire process
- Provide “one stop shopping”
- Offer regional knowledge

Teams include:

- Claims processors
- COB specialists
- Customer service representatives

Contact us

Hours of operation:

- Monday – Friday,
7:00 AM – 6:00 PM

866-558- 0530

Support when and where you need it



Ask Ann online assistant



Member telephone service



Aetna Mobile



Aetna Navigator® helps you manage your health and benefits



Secure, easy-to-use member website lets you:

- Review your claims
- Find a doctor
- Look up health information
- Get an ID card
- Research costs of care



Your personalized health information is available to you **24/7**

TIP

It's easy to print your ID card from your secure member website.

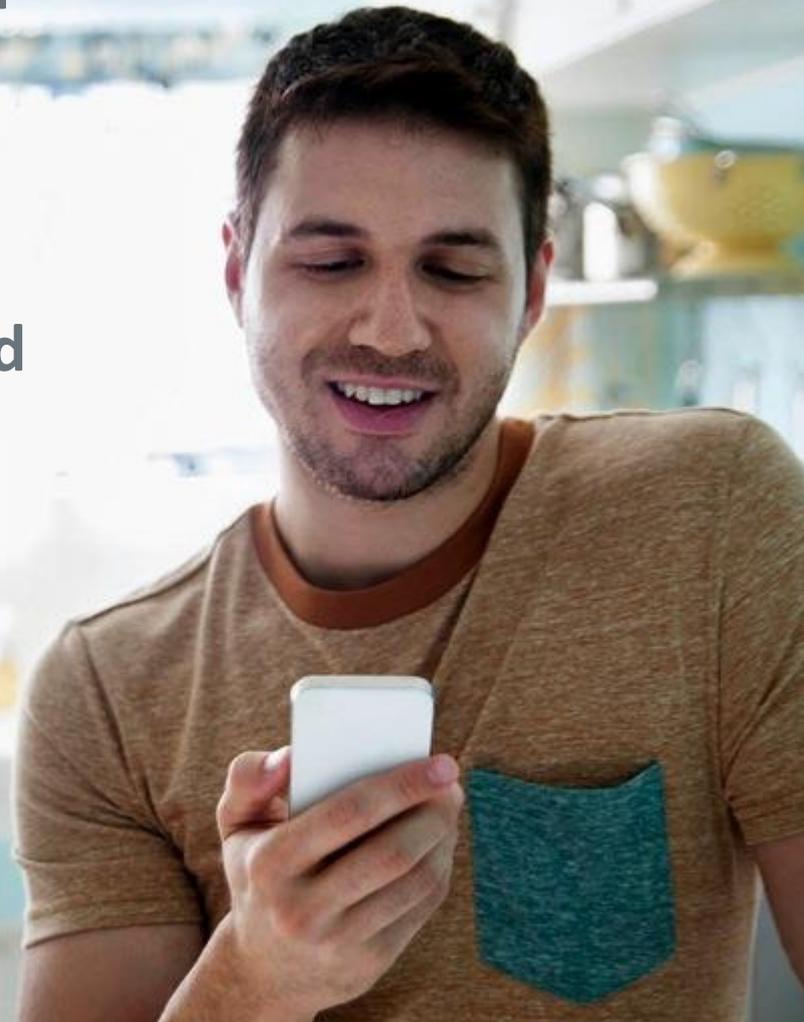
Connect with us – wherever, whenever through Aetna Mobile

aetna®

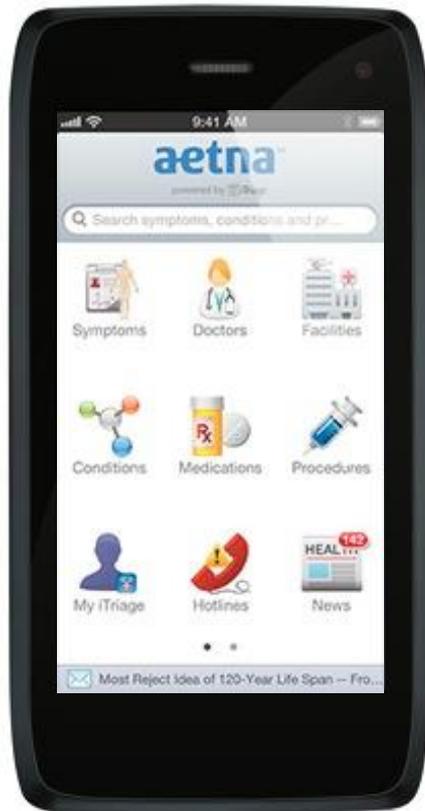
- Find a doctor or urgent care center
- Research claims
- Get your ID card
- Price-a-DrugSM
- Access your personal health record



Optimized
for most
devices



iTriage® – information and care on the go



Make better health care decisions

Find provider type based on symptoms

Book appointments

Use special tools just for Aetna members

- **View providers**
- **Access your ID card**
- **See your claims history**

- 
- 24/7, toll-free access** to registered nurses
- 
- Access to **Audio Health Library**
- 
- Get answers to your **health questions**

TIP

You can ask questions like:

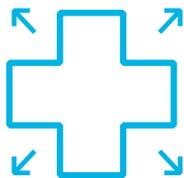
- Where should I go for care?
- What screenings should I get?
- How do I talk to my doctor?



24x7 access to board-certified doctors via phone, mobile and video



Doctors diagnose, treat and prescribe medications (if necessary) for common health issues



Expanding to chronic and wellness care

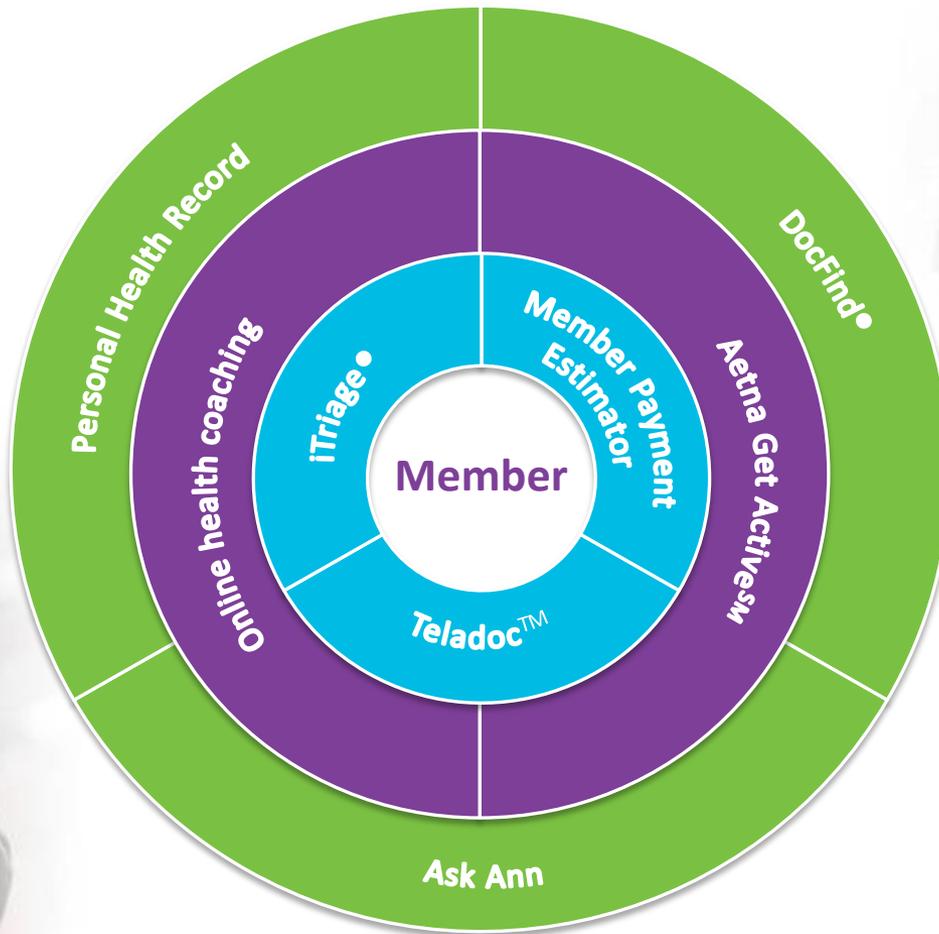


Helps prevent unnecessary ER/UC visits to more cost-effective mode of care

The power of health in members' hands

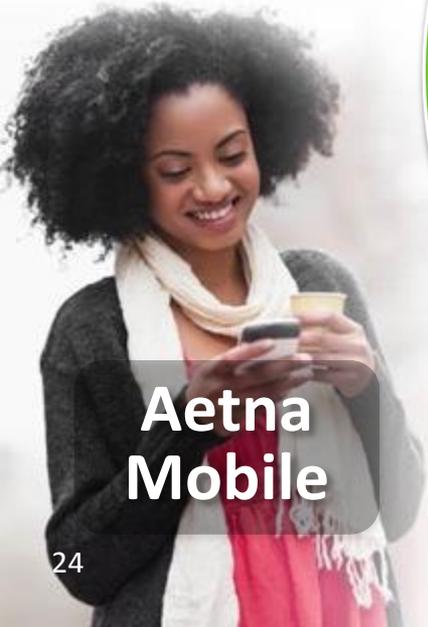


Convenient access to empowering tools



Aetna Navigator®

-  Cost and quality
-  Wellness
-  Integrated Health Information

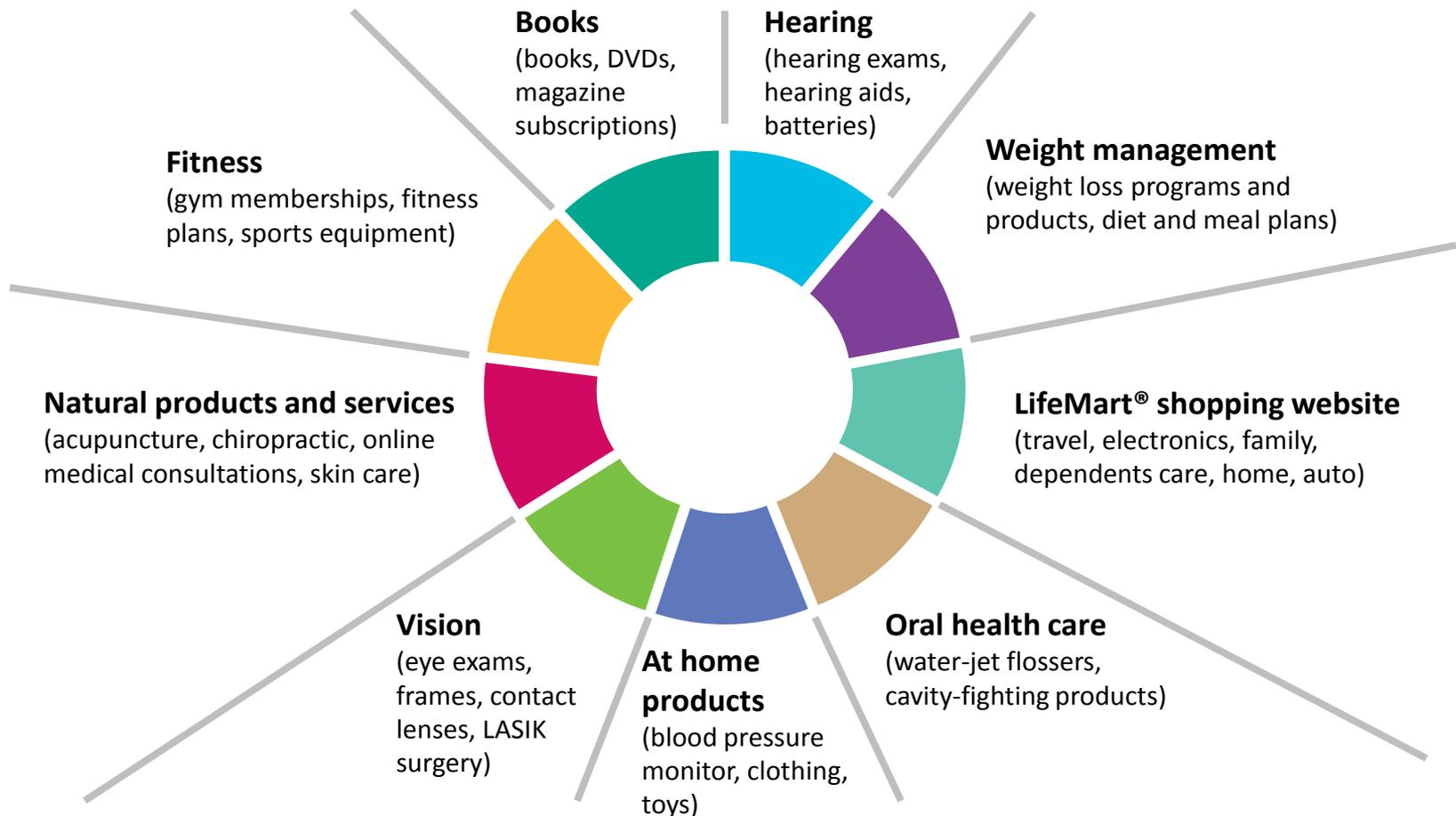


Aetna Mobile

Discounts for your health, wellness and life



Save more with the Aetna Discount Program



- Register for Aetna Navigator[®].
- Use DocFind[®] to find doctors and hospitals.
- Review the drug list. Work with your doctor if you are taking any drugs requiring approvals.

What you can expect from us



- ✓ **Services will be effective 1/1/2016.**
- ✓ **ID cards within 10 days of our receiving your information.**
- ✓ **Continuous updated information about health and benefits on Aetna Navigator.**
- ✓ **If you have questions, you may contact us through Aetna Navigator or by call Member Services at 866-558-0530.**

QUESTIONS ?

Legal Disclaimers

Health/Dental benefits, health/dental insurance, life, vision, voluntary and disability insurance plans/policies are offered, administered and/or underwritten by Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.

This material is for information only and is not an offer or invitation to contract. An application must be completed to obtain services. Health/Dental benefits, health/dental insurance, life, vision, voluntary and disability insurance plans/policies contain exclusions and limitations. Not all 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. Cost estimating tools provide an estimate of what would be owed for a particular service based on the plan at that very point in time. Actual costs may differ from an estimate if, for example, claims for other services are processed after the estimate is provided but before the claim for this service is submitted. Or, if the doctor or facility performs a different service at the time of the visit. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. The Aetna Personal Health Record should not be used as the sole source of information about the member's medical history. Aetna HealthFund® HRAs are subject to employer-defined use and forfeiture rules and are unfunded liabilities of your employer. Fund balances are not vested benefits. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. Policy forms issued in OK include: HMO OK COC-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29/GR-29N. For more information about Aetna plans, refer to www.aetna.com

©2014 Aetna Inc.

00.25.299.1