



New Castle County
2019 PPO-ESA Base Plan Custom Rx

**Aetna MedicareSM Plan (PPO)
with Extended Service Area (ESA)**
and Aetna Medicare Rx[®] Plan



Inspired by you

Information packet 2019

Your guide to getting more out of your plan

aetna[®] Medicare
Solutions

aetnaretireplans.com

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Why Aetna Medicare Advantage?

Each plan we offer is built to help you get more from your Medicare benefits.

A boost beyond Original Medicare

Our plans cover everything Original Medicare does, along with other things it doesn't. These include:



Additional preventive care benefits



Annual preventive care reminders for important health screenings

Are you eligible for our plans?

You're eligible to enroll if:

- You're entitled to Original Medicare Part A
- You're enrolled in Original Medicare Part B
- You continue to pay your Part A and Part B premiums, if applicable
- You live in the plan's service area

If you don't have Original Medicare Part A, contact your employer, union or trust and ask about our Medicare Part B-only plan. Your acceptance is guaranteed as long as you meet the eligibility requirements. For complete information, be sure to refer to your plan documents.

Support for the whole you

You'll also get other benefits, programs and services to help you reach your best health and make life easier.



The Resources For Living® program

If you're looking for local help, we can connect you to a wide range of services in your area — from personal care, housekeeping and maintenance to caregiver relief and so much more.

Informed Health® Line

Need a quick answer to a health question? Have a concern that can't wait until you see your doctor? You can talk to one of our registered nurses anytime, day or night.*

Case management

These programs can help you manage chronic conditions and navigate complex medical issues. If you qualify, we'll assign you a case manager. As your health advocate, they'll work with you and your doctors to support your care plan.

*While only your doctor can diagnose, prescribe or give medical advice, our Informed Health Line nurses can provide information on more than 5,000 topics. Contact your doctor first with any questions regarding your health care needs. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional.

Why Aetna Medicare Advantage with prescription drug coverage?

A plan with prescription drug benefits can help cover the cost of your medicine.

One plan for medical and medicine

Our all-in-one plan combines medical benefits with prescription drug coverage. So you'll have just one plan and one member ID card for your medical and prescription drug needs. And you may pay a lower total premium with this type of plan.



Are your prescription drugs covered?

Our plan covers many of the most commonly prescribed generic and brand-name drugs.

To find your medicine in our formulary, or drug list:

1. Flip to your plan's Plan Design and Benefits in the "A closer look" section
2. Write down the formulary name and the plan's tier structure (for example, 3-tier, 5-tier, etc.) shown under "Pharmacy — Prescription Drug Benefits"
3. Go to aetnaretireplans.com
4. Click "Manage your prescription drugs"
5. Select your formulary from the drop-down list

Don't have access to a computer or the Internet? Just call us at **1-800-307-4830 (TTY: 711)**. We're here 8 a.m. to 6 p.m. local time, Monday through Friday.

Having trouble paying for your medications?

If your income is limited, you may qualify for Extra Help to pay for your medicine. To find out if you qualify, you can:

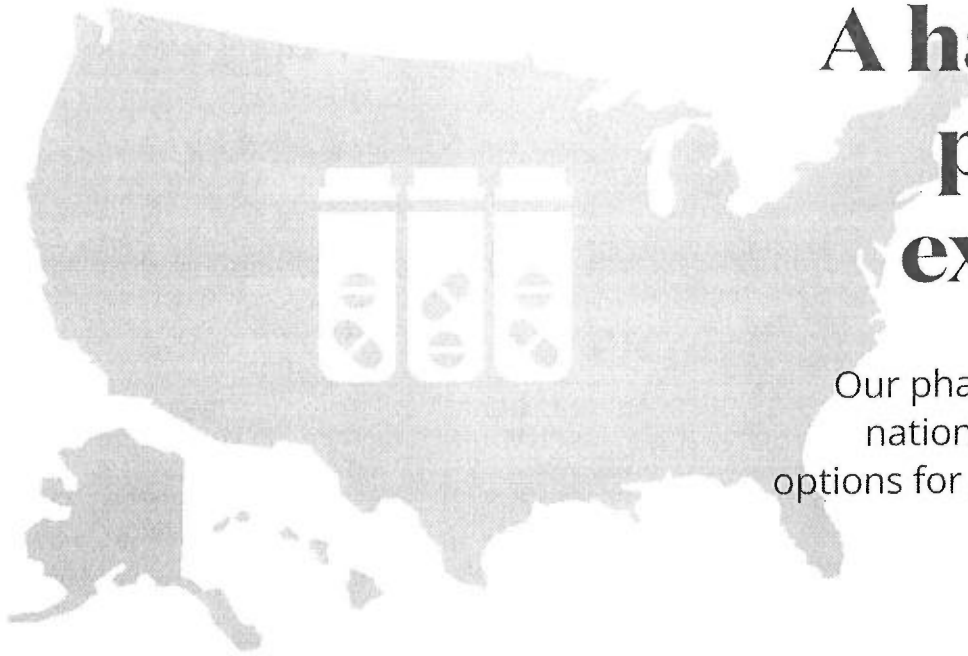
- Call Social Security at **1-800-772-1213 (TTY: 1-800-325-0778)**, 7 a.m. to 7 p.m. local time, Monday through Friday
- Contact your state Medicaid office

Other ways to save

The Medicare Coverage Gap Discount Program gives manufacturer discounts on brand-name drugs to Part D members who:

- Reach the coverage gap
- Don't get Extra Help

If your plan doesn't include added coverage during the coverage gap phase, for covered brand-name drugs, a discount will be applied when the pharmacy bills you.



A hassle-free pharmacy experience

Our pharmacy network includes national chains as well as local options for your prescription drugs.



Finding a network pharmacy is easy

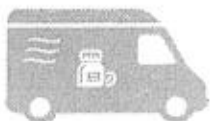
Just visit aetnaretireeplans.com.

Once there:

1. Click "Prescription drugs"
2. Choose "Find a pharmacy"
3. Click "Find a pharmacy in our network" then "Employer/retiree plan"

Don't have access to a computer or the Internet? Just call us at **1-800-307-4830 (TTY: 711)**. We're here 8 a.m. to 6 p.m. local time, Monday through Friday.

Get your medicine delivered to your door



With Aetna Rx Home Delivery, standard shipping is always free. Your medicine is securely packed. Then it's mailed quickly and safely to you. Registered pharmacists check all orders for accuracy. If you have questions about your medicine, you can call them anytime.



Check it out

Your benefits at a glance

Benefits at a glance

The chart below provides a snapshot of your plan's features. You'll find more detailed benefits info in the "A closer look" section of this packet.

Aetna Medicare SM Plan (PPO) with ESA	
Ability to use providers in or out of network at the same cost	✓*
No referrals needed for specialists	✓
Includes all Medicare Parts A and B medical benefits	✓
Offers benefits, programs and services beyond Original Medicare	✓
Covers unlimited inpatient hospital days	✓
Covers emergency medical care worldwide	✓
No waiting period for pre-existing medical conditions	✓
Includes a member website for claim searches	✓

*You can see any provider in and out of network. If you choose to see an out-of-network provider, they must be licensed, eligible to receive Medicare payments and willing to accept the plan. You'll pay the in-network cost share all the time. Out-of-network/non-contracted providers are under no obligation to treat Aetna members, except in emergency situations. Please call our Member Services number or see your Evidence of Coverage for more information, including the cost sharing that applies to out-of-network services.