

How do we
make health
care better?

Simple.

Life's hard enough.

Getting the care you need, when and where you need it, shouldn't be. That's why Texas Health Aetna has a plan to make your health care simpler, more convenient — and less costly.

Anytime-MD—a doctor on call, 24/7, for free!*



It's tough to find time to see a doctor. But with our **Anytime-MD** app, you have one on call in your pocket, wherever you are, whatever the hour. One text, and a local doctor will respond within minutes, assess your care needs, help get an appointment or a referral, connect you to a Behavioral Health Specialist if you're stressed or anxious, even send a prescription to the nearest pharmacy.†

Available in English, Spanish and a variety of other languages for your convenience, the **Anytime-MD** means 24/7 peace of mind, and it's free to all members.

Anytime means anytime.

Wherever you are, whatever the hour, simply send a text via the app, and a local board-certified doctor will reply within minutes.

They'll listen, answer questions, advise, diagnose, get you an appointment, connect you to a Behavioral Health Specialist if you're stressed or anxious, and even send a prescription to your local pharmacy.

*Basic and Plus plans include free access to Anytime-MD. High Deductible Health Plans includes Anytime-MD at \$45 per virtual visit with 7 days of unlimited follow-up and treatment, prior to meeting the deductible. \$0 after the deductible. Prescriptions and follow-up appointments will be billed according to your health plan's benefits. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage.

† For members with qualified High Deductible Health Plans eligible for a Health Savings Account, Anytime-MD is \$45 per virtual visit with 7 days of unlimited follow-up and treatment, prior to meeting the deductible. \$0 after the deductible.

Prescriptions and follow-up appointments will be billed according to your health plan's benefits.

Access to the Anytime-MD app is not included in all plans. Please call the 800# on the back of your ID card to confirm eligibility and coverage. For HSAs, Anytime-MD is \$45 per virtual visit with 7 days of unlimited follow-up and treatment, prior to meeting the deductible. \$0 after the deductible.

Disclaimer

Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Health benefits and health insurance plans are offered and/or underwritten by Texas Health + Aetna Health Plan Inc. and Texas Health + Aetna Health Insurance Company (Texas Health Aetna). Each insurer has sole financial responsibility for its own products. Texas Health Aetna are affiliates of Texas Health Resources and of Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Texas Health Aetna. Self-funded plans are administered by Texas Health + Aetna Health Insurance Company. Aetna and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are both within the CVS Health family.

Convenient for quick care needs.

Use **Anytime-MD** for things like:

- + Cough, cold, flu, headaches/migraines
- + Seasonal allergies
- + Urinary tract infection
- + Rashes, allergic reactions, minor insect/animal bites
- + Food poisoning or diarrhea
- + Back pain
- + Earaches, swimmer's ear, pinkeye
- + Sports injuries, strains, sprains
- + Minor burns



Save time, save money.

Available in English, Spanish and other languages, Anytime-MD is convenient, available 24/7 and free* to all Texas Health Aetna members. That means no copays, no surprise bills†— and no time wasted in the ER or urgent care.

Always call 9-1-1 for medical emergencies.

A medical emergency is an event that you reasonably believe threatens your or someone else's life or limb in such a manner that immediate medical care is needed to prevent death or serious impairment of health. A medical emergency includes severe pain, bad injury, a serious illness or a medical condition that is quickly getting much worse.

Appointments on your time.

Who wants to wait an average of 24 days to see a doctor or specialist? Call us and we'll get you timely appointments that fit your schedule, when you need them. We can also send a **DispatchHealth** care team to your home via the **Anytime-MD** app, while walk-ins for non-emergencies are welcome at any **MinuteClinic**® nationwide.



Personal support for serious care.

If illness or injury puts you in the hospital, or if you have a chronic condition, we provide a local care team to help guide you through the process of getting well. They'll keep you informed, coordinate treatment, liaise between specialists and help schedule follow-up appointments. So all you need to focus on is getting back to better health.

A network that's always nearby.

You'll always have access to great care, wherever you live and work in the 16 major counties of North Texas.

2,860

Primary-care doctors

17,770

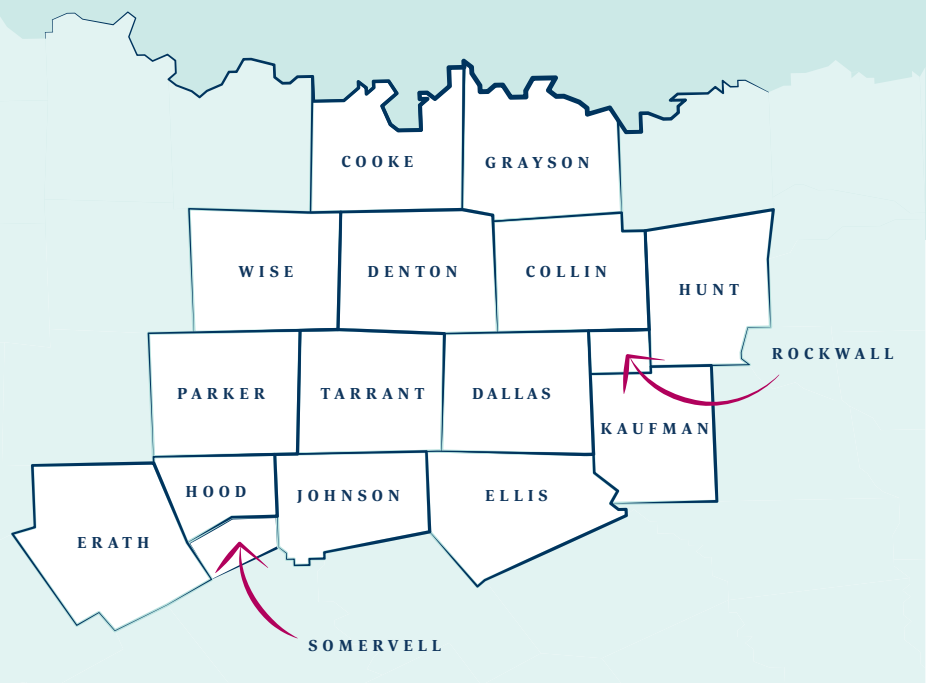
Specialists

62

Hospitals*

2,800

Behavioral health providers



We're proud to offer in-network coverage at our area's leading health systems:



Thanks to our partnership with CVS, members can also walk in to any **MinuteClinic**[®] or **HealthHUB**[®] in North Texas (and nationwide) for everyday care needs and a range of health services and products.

Check if your doctor is in network.

For a full listing of doctors and specialists in the Texas Health Aetna network, go to www.texashealthaetna.com and click on "Find a Doctor" at the top right.

You can also call the 800# on the back of your member ID card and one of our team members can confirm whether a doctor or specialist is in-network.



*Includes long-term and acute care facilities

Care Plus network hospitals

Collin County

- + Children's Medical Center Plano
- + Methodist McKinney Hospital
- + Methodist Richardson Medical Center
- + Texas Health Center for Diagnostics & Surgery Plano
- + Texas Health Frisco
- + Texas Health Presbyterian Hospital Allen
- + Texas Health Presbyterian Hospital Plano

Cooke County

- + Muenster Memorial Hospital
- + North Texas Medical Center

Dallas County

- + Children's Medical Center of Dallas
- + Methodist Charlton Medical Center
- + Methodist Dallas Medical Center
- + Methodist Hospital for Surgery
- + Methodist Rehabilitation Hospital
- + Texas Health Presbyterian Hospital Dallas
- + Texas Institute for Surgery at Presbyterian Hospital of Dallas
- + Texas Scottish Rite Hospital for Children
- + University of Texas Southwestern University Hospital
- + University of Texas Southwestern University Hospital — Zale Lipshy

Denton County

- + Texas Health Presbyterian Hospital Denton
- + Texas Health Presbyterian Hospital Flower Mound

Ellis County

- + Ennis Regional Medical Center
- + Methodist Midlothian Medical Center

Erath County

- + Texas Health Harris Methodist Hospital Stephenville

Grayson County

- + Texoma Medical Center

Hood County

- + Lake Granbury Medical Center

Hunt County

- + Hunt Regional Medical Center Johnson County
- + Texas Health Harris Methodist Hospital Cleburne

Kaufman County

- + Texas Health Presbyterian Hospital Kaufman

Parker County

- + Texas Health Harris Methodist Hospital Azle

Rockwall County

- + Texas Health Presbyterian Hospital Rockwall

Somervell County

- + Glen Rose Medical Center

Tarrant County

- + Children's Southlake Specialty Care
- + Cook Children's Medical Center
- + Methodist Southlake Hospital
- + Methodist Mansfield Medical Center
- + Texas Health Arlington Memorial Hospital
- + Texas Health Harris Methodist Hospital Alliance
- + Texas Health Harris Methodist Hospital Fort Worth
- + Texas Health Harris Methodist Hospital Hurst-Euless-Bedford (HEB)
- + Texas Health Harris Methodist Hospital Southlake
- + Texas Health Harris Methodist Hospital Southwest Fort Worth
- + Texas Health Heart & Vascular Hospital Arlington
- + Texas Health Huguley Hospital Fort Worth South
- + Texas Health Hospital Mansfield
- + Texas Health Specialty Hospital Fort Worth
- + USMD Hospital at Arlington

Wise County

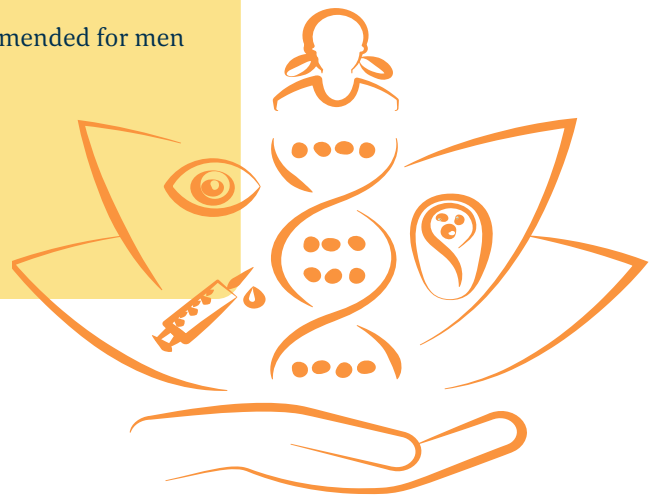
- + Wise Regional Health System



Get a check-up —they're covered.

Don't put off preventative and routine care if you're worried about costs. Your Texas Health Aetna plan benefits cover a range of free or low-cost services, including:

- + Routine adult physical exams and immunizations
- + Routine well child exams
- + Childhood immunizations
- + Routine gynecological care
- + Routine mammograms (one per year for women age 35 and over)
- + Women's Health
- + Routine Digital Rectal/Prostate Specific Antigen Test (recommended for men age 40 and over)
- + Colorectal cancer screening (ages 45 and over)
- + Routine eye exams (1 exam every 24 months)
- + Routine ear screening



Women's health: covered preventative care.

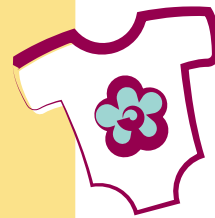
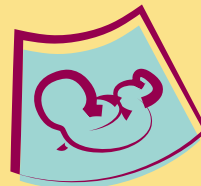
Among the deductible-waived* women's health services provided are: follow-up appointments. So all you need to focus on, is getting back to better health.

- + Screening for gestational diabetes
- + HPV (human papilloma virus) DNA testing
- + Counseling for sexually transmitted infections
- + Counseling and screening for human immunodeficiency virus
- + Screening and counseling for interpersonal and domestic violence
- + Breastfeeding support, supplies and counseling
- + Contraceptive methods, patient education and counseling

Expect more from our Maternity Program.

Run by nurses deeply experienced in all aspects of at-risk pregnancies, our Maternity Program ensures personal support through pregnancy, birth and beyond. It's free for Texas Health Aetna members who are mothers-to-be, and offers the following services:

- + Information on prenatal care, labor, delivery and newborn care
- + Personalized nurse support
- + Signs and symptoms of preterm labor
- + Individual counseling to stop smoking or other harmful habits
- + Managing your pregnancy risk factors
- + Maintaining healthy lifestyle changes
- + Your child's immunization and vaccination schedule
- + Guidance on harmful/harmless prescriptions
- + Routine eye exams (1 exam every 24 months)
- + Routine ear screening
- + Health and safety tips through text4baby app



Care teams: coordinated around you.



Composed of nurses, social workers, diabetes health educators and pharmacists, our personalized care teams make sure members like you, with complex or chronic conditions, get the care you need and deserve. The program includes the following services:

- + An individual care manager to coordinate and communicate with your doctor, hospital and specialists; to answer questions, monitor your condition, simplify how the system works for you
- + Help with appointments, prescriptions, scheduling hospital visits, follow ups and therapy — even claims
- + Regular check-ins with your care manager by phone, virtual chat and home visits

Aetna Health App: take control of your care.

The Aetna Health App is your all-in-one resource for keeping your health on track and keeping up to date with your benefits – anytime, anywhere, on any device. Just text the message “**Aetnahealthapp**” to **90156** for a download link. Then tap the app for the following features, to take control of your health care at home and on the go.

- + Find care fast: doctors, network providers, specialists and walk-in clinics.
- + Check claims, coverage and costs: see your claim status and history, pay bills, get coverage and benefits details, including out-of-pocket costs and deductibles, compare costs of providers and procedures.
- + Manage your prescriptions: find a pharmacy, research drugs and compare prices, order meds, even ask a pharmacist questions.
- + Stay healthy: take an online health assessment, find a health coach, start a personal wellness program, get treatment options, save on gyms, vision and other resources.

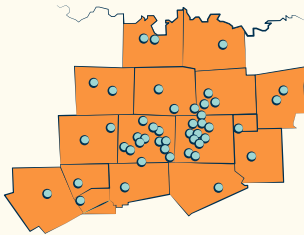


Your health care: the simple answers.

We all know health insurance and getting care can be confusing — and costly. That’s why at Texas Health Aetna we’re committed to finding new and better ways to help make health care simpler, more personal and convenient for you, while lowering your costs.

With 98% member satisfaction, we’re already making a big difference in North Texas, and we look forward to helping you with your health needs.

As a start, here are some quick answers to some common questions.



1. How large is the provider network?

Texas Health Aetna offers a comprehensive local network, so you’ll always have easy access to great care. Our network spans the 16 major counties of North Texas, offering all the resources of Texas Health as well as UT Southwestern, Cook Children’s Hospital, Children’s Medical Center of Dallas and Methodist Health.

2. How do I find a doctor or check to see if my current doctor is in the network?

texashealthaetna.com

For a full listing of doctors and specialists in the Texas Health Aetna network, go to texashealthaetna.com and click on “Find a Doctor” at the top right. You can also call the 800# on the back of your member ID card and one of our team members can confirm whether a doctor or specialist is in-network.

3. What is Anytime-MD?

We know it’s hard finding time to get to the doctor. That’s why we created the **Anytime-MD** app, to make it easy for you to get the everyday care you need, on your time, 24/7.

Wherever you are, whatever the hour, just send a text via the app and a local in-network doctor will reply within minutes. They’ll listen, diagnose, and advise on the care that’s right for you. They can even help get an appointment with your doctor or send a prescription to your nearest pharmacy, if needed.



If you're feeling stressed or anxious, they'll connect you to a Texas Health Behavioral Health Specialist for a free consult as the first step to getting the care you need.

Available in English, Spanish and a variety of other languages for our members' convenience, the **Anytime-MD** app is free* to Texas Health Aetna members. That means no copays, no surprise bills* — and no time wasted waiting at urgent care.



4. When should I use Anytime-MD?

Anytime-MD is not for emergencies, but for your everyday care needs, like:

- + Cough, cold, flu, headaches/migraines
- + Seasonal allergies
- + Urinary tract infection
- + Rashes, allergic reactions, minor insect/animal bites
- + Food poisoning or diarrhea
- + Back pain
- + Earaches, swimmer's ear, pinkeye
- + Sports injuries, strains, sprains
- + Minor burns

5. What about house calls?

If you need care right away, and your regular physician isn't available, you can get a care team from DispatchHealth sent to you via **Anytime-MD**.

- + Local medical teams with nurses and EMTs, able to provide advanced care in your home
- + Teams can treat a wide range of injuries and illnesses, from common to complex
- + Available in select areas of North Texas, may be billed as an urgent care appointment, with related copay/deductibles applying



6. Do I need a referral to see a specialist?

Most of our plans allow you to self-refer to specialists within the Texas Health Aetna network. However, if your employer offers an HMO plan, you'll need to see your primary care doctor for a referral. Either way, your primary care doctor is a great resource and can suggest an in-network specialist for you. Call the 800# on the back of your member ID card and one of our team members can verify the type of coverage offered by your employer.

* Access to the Anytime-MD application is not included in all plans; deductibles may apply. Please call the Member Services number on your ID card to confirm eligibility. Prescriptions and follow-up appointments will be billed according to your health plan benefits. Anytime-MD is \$45 per virtual visit with 7 days of unlimited follow-up and treatment, prior to meeting the deductible. \$0 after the deductible.

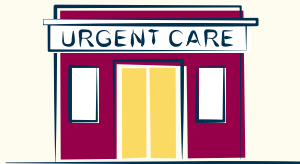
7. What if I am traveling and need care?



If you're ill and out of town, you still have in-network coverage: use the **Anytime-MD*** app 24/7 to speak with a doctor, or for in-person care, visit any **MinuteClinic®** for non-emergencies anywhere in the United States. Genuine emergencies are also covered at the in-network benefit rate. This can include chest pain, shortness of breath, weakness down one side of your body, blackouts, a bad injury or wound.

8. What urgent care and walk-in clinics are in the Texas Health Aetna network?

We have over 200 urgent care and walk-in clinics included in the Texas Health Aetna network, including:



- + MinuteClinic®
- + City Doc Urgent Care
- + Code 3 Urgent Care
- + CommunityMed Urgent Care
- + Concentra Urgent Care
- + Cook Children's Urgent Care
- + Expedian Care
- + Heal 360 Urgent Care
- + Integra Urgent Care
- + MedPost Urgent Care
- + Methodist Urgent Care
- + Pediatric Urgent Care
- + PrimaCare Medical Center
- + Texas Health Breeze Urgent Care

For a complete listing of urgent care and walk-in clinics in the Texas Health Aetna network, go to texashealthaetna.com and click on "Find a Doctor" at the top right to find a nearby urgent care center.

9. What if I have a child or dependent who lives outside North Texas?



Members with dependents living outside of the Texas Health Aetna Network Service area can enroll their dependents in a Texas Health Aetna Out-of-Area Dependent PPO plan. Dependents will also have access to the **Anytime-MD*** app as well as any **MinuteClinic®** across the United States.



Texas Health Aetna is always looking for newer, better ways to bring North Texans the care they deserve. That's why we're proud to have 98% member satisfaction.

Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage.

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