



2024 Summary of Benefits

Aetna Medicare Eagle Plan (HMO)
H4982 - 013



Here's a summary of the services we cover from January 1, 2024 through December 31, 2024. Keep in mind: This is just a summary. Need a complete list of what we cover and any limitations? Just visit [AetnaMedicare.com/H4982-013](https://www.aetnamedicare.com/H4982-013) where you'll find the plan's *Evidence of Coverage (EOC)*. You may call us to request a copy.

We're here to help

You may have questions as you read through this information. And that's OK — we're here to help.

Not a member yet?

Call 1-833-859-6031 (TTY: 711)

October 1–March 31: 8 AM to 8 PM, 7 days a week

April 1–September 30: 8 AM to 8 PM, Monday–Friday

An Aetna® team member will answer your call.

Already a member?

Call 1-833-570-6670 (TTY: 711)

8 AM to 8 PM, 7 days a week

An Aetna team member will answer your call.

Are you eligible to enroll?

To join Aetna Medicare Eagle Plan (HMO), you must:

- Be entitled to Medicare Part A
- Have Medicare Part B
- Live in the plan's service area, which includes the following counties:
California: Alameda, Fresno, Kern, Los Angeles, Marin, Orange, Riverside, San Bernardino, San Diego, San Francisco, Santa Clara, Ventura

What you should know

- **Plan type:** Aetna Medicare Eagle Plan (HMO) is an HMO plan. This is a Medicare Advantage plan that does not cover prescription drugs.
- **Independent Practice Association (IPA)/Medical Group:** This is a group of physicians and other healthcare providers. They determine which specialists and hospitals you can use. They have a contract to provide services to our members.
- **Primary Care Physician (PCP):** A PCP helps coordinate your care and we require you to select one. Your PCP relationship is important, and we encourage you to choose a PCP close to your home. When you enroll, we'll ask who your PCP is. If you don't tell us, we'll assign one to you. You can change your PCP anytime by calling us or logging into your member portal. The IPA/Medical Group associated with your PCP determines which specialists and hospitals you can use. Your ID card will have the names of your PCP and IPA/Medical Group. You must see these providers for us to pay for your care.
- **Referrals:** Usually, your PCP must give approval before you use other network providers. You don't need a referral for emergency or urgently needed care. Your IPA/Medical Group determines which specialists and hospitals you can use.
- **Prior authorizations:** Your provider will work with us to get approval before you receive certain services.
- **Contact information:** To get more information about some benefits, please see the Contact quick reference chart at the end of this document.
- **Provider directory:** View your provider directory at [AetnaMedicare.com/H4982-013](https://www.aetnamedicare.com/H4982-013).

Plan premium, deductible, and maximum out-of-pocket (MOOP)



Out-of-pocket costs	
Monthly premium	\$0 You must continue to pay your Medicare Part B premium.
Plan deductible	\$0
MOOP	\$4,200 Once you reach the maximum out-of-pocket, our plan pays 100% of covered medical services. Your premium doesn't count toward your MOOP.

Medical and hospital benefits



Hospital coverage

Your doctor often needs approval from us before we cover these services. This is called **prior authorization** or pre-certification.

Benefit	Your costs in our plan
Inpatient (unlimited number of days)	\$50 per day, days 1-3; \$0 per day, days 4-90; \$0 for additional days Use your PCP or Medical Group for all your medical care, including referrals, authorizations, and procedures. Your IPA/Medical Group determines the hospitals you can use.
Outpatient hospital observation services	\$50 per stay
Outpatient hospital	\$50
Ambulatory surgical center	\$0



Doctor visits

You must work with your PCP or Medical Group for all your medical care. This includes referrals, authorizations, and procedures. The IPA/Medical Group determines which specialists you can use.

Benefit	Your costs in our plan
PCP	<p>\$0</p> <p>This plan requires you to select a PCP. Your PCP will be part of an IPA/Medical Group. The IPA/Medical Group you choose will determine the specialists and hospitals you can use.</p>
Specialist	<p>\$10</p> <p>The IPA/Medical Group you choose will determine the specialists you can use. You must work with your PCP or Medical Group for all medical care such as referrals, authorizations, and procedures.</p>



Preventive, emergency and urgent care

Benefit	Your costs in our plan
Preventive care	<p>\$0</p> <p>For a full list of preventive services available, see the EOC. Some covered services may have an associated cost.</p>
Emergency and urgent care (inside the U.S.)	<p>\$110 for emergency care \$10 for urgent care</p>
Emergency and urgent care, including ambulance (outside the U.S.)	<p>\$110 for emergency care \$110 for urgent care \$275 for ambulance</p>



Diagnostic services, labs, imaging

Your doctor often needs approval from us before we cover these services. This is called **prior authorization** or pre-certification. You may have to get a **referral from your PCP** before you get these services.

Benefit	Your costs in our plan
Diagnostic tests and procedures	\$0
Lab services	\$0
Diagnostic radiology services, such as MRI	\$100
Outpatient x-rays	\$0



Hearing services

Benefit	Your costs in our plan
Diagnostic hearing exam	\$0
Routine hearing exam	\$0 You get one routine hearing exam every year with a provider in the NationsHearing network.
Hearing aids	You get an annual benefit amount (allowance) up to a maximum amount of \$1,250 per ear, every year. This benefit amount can only be used to purchase hearing aids through a NationsHearing network provider. If the cost is over the benefit amount, you pay the difference.



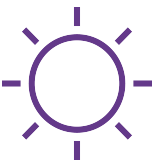
Dental services

Benefit	Your costs in our plan
Dental services	\$1,500 annual benefit amount, also known as an allowance. This direct member reimbursement (DMR) dental benefit covers services like exams, cleanings, fillings and crowns. You pay the dental provider when you get services and then submit a request for reimbursement. You will be reimbursed for covered services up to the benefit amount. There is no network, so you can see any dental provider licensed in the US or the US territories. However, if you would like to use an Aetna Medicare dental provider or learn more about your benefit, visit AetnaMedicare.com/H4982-013



Vision services

Benefit	Your costs in our plan
Diagnostic eye exam (includes diabetic eye exams)	\$0
Glaucoma screening	\$0
Routine eye exam	\$0 Our plan covers one exam every year when obtained from an in-network provider.
Contacts and eyeglasses	You get a vision eyewear benefit amount (allowance) up to \$250 every year for covered prescription eyewear. This eyewear benefit is set up as a yearly direct member reimbursement (DMR). You can use your benefit amount at any licensed vision provider in the U.S. However, if you see an EyeMed provider, they may provide a discount and automatically apply your benefit amount so you won't have to submit for reimbursement. If you see a provider outside of the network, you will have to pay at the time of service and then submit for reimbursement.



Mental health services

Your doctor often needs approval from us before we cover these services. This is called **prior authorization** or pre-certification.

Benefit	Your costs in our plan
Inpatient psychiatric hospital stay	\$370 per day, days 1-5; \$0 per day, days 6-90
Outpatient mental health therapy	\$25
Outpatient psychiatric therapy	\$25



Skilled nursing facility (SNF) and therapy

Your doctor often needs approval from us before we cover these services. This is called **prior authorization** or pre-certification. You may have to get a **referral from your PCP** before you get these services. Note: Members must meet the Centers for Medicare & Medicaid Services (CMS) criteria for medically necessary skilled care to be covered.

Benefit	Your costs in our plan
SNF care	\$0 per day, days 1-20; \$196 per day, days 21-100 Our plan covers up to 100 days per benefit period.
Physical and speech therapy	\$10
Occupational therapy	\$10



Ambulance and routine transportation

Your doctor often needs approval from us before we cover non-emergency air ambulance. This is called **prior authorization** or pre-certification.

Benefit	Your costs in our plan
Ambulance (ground or air, one-way trip)	\$275
Routine, non-emergency transportation	\$0 You get up to 12 one-way rides each year to and from plan approved locations (up to 100 miles each ride). This benefit is administered through Access2Care. Please call Access2Care at least two business days in advance to schedule a ride. Tip: Be sure to schedule a ride both to and from your destination. This will count as two one-way rides. Important: <ol style="list-style-type: none"> 1. When scheduling the ride, let the representative know if you will require assistance getting to and from the vehicle. They can confirm if you will need to have an escort (family member or caregiver) ride with you. 2. Please be ready when the driver arrives.



Medicare Part B drugs

Medicare Part B only covers certain medicines for certain conditions. These medicines are often given to you in your doctor’s office. They can include things like vaccines, injections, and nebulizers, among others. They can also include medicines you take at home using special medical equipment. Your doctor often needs approval from us before we cover these services. This is called **prior authorization** or pre-certification.

Benefit	Your costs in our plan
Chemotherapy drugs	0% - 20% Minimum cost share ensures member cost sharing does not exceed the adjusted Medicare coinsurance for Part B rebatable drugs
Other Part B drugs	0% - 20% Minimum cost share ensures member cost sharing does not exceed the adjusted Medicare coinsurance for Part B rebatable drugs

Other covered benefits



Allowance cards

Benefit

Aetna Medicare Payment Card

With this plan, you get an Aetna Medicare Payment Card. It will include:

Over-the-counter (OTC) Wallet

\$105 quarterly benefit amount (allowance) to purchase approved over-the-counter health and wellness products like first aid supplies, cold and allergy medicine, pain relievers, COVID-19 tests and more. You can find the list of approved items at AetnaMedicare.com/myotc or on the PayFlex member portal at payflex.com. Approved items can be purchased online, in store, or by phone.

We have partnered with Payflex to provide this benefit. Be sure to use the full benefit allowance amount each quarter because any unused allowance amount will not roll over into the following quarter.



Complementary and alternative medicine (CAM)

Your doctor often needs approval from us before we cover these services. This is called **prior authorization** or pre-certification. You may have to get a **referral from your PCP** before you get these services.

Benefit

Your costs in our plan

Acupuncture

\$0 for Medicare-covered care
\$0 for routine care

Medicare coverage is limited to services to treat chronic low back pain. For routine services, we also cover unlimited visits every year as necessary to meet your individual needs. American Specialty Health will manage your acupuncture benefit. You must use an American Specialty Health provider for services to be covered. On your initial visit, your provider will discuss and establish your treatment plan. Establishing medical necessity is the responsibility of ASH and your provider.

Chiropractic care

\$0 for Medicare-covered care
\$0 for routine care

Medicare coverage is limited to fixing a subluxation. This is when one or more of the bones in your spine move out of place. For routine services, we also cover unlimited visits every year as necessary to meet your individual needs. American Specialty Health will manage your chiropractic benefit. You must use an American Specialty Health provider for services to be covered. On your initial visit, your provider will discuss and establish your treatment plan. Establishing medical necessity is the responsibility of ASH and your provider.



Diabetic supplies

We cover blood glucose monitors and diabetic test strips from **OneTouch®/LifeScan**. **Keep in mind:** You'll pay more for other brands. Your doctor may need approval from us before we cover these services. This is called **prior authorization** or pre-certification.

Benefit	Your costs in our plan
Diabetic supplies	0% – 20% 0% for OneTouch/LifeScan supplies, including test strips, glucose monitors, solutions, lancets and lancing devices 20% for non-OneTouch/LifeScan supplies, including test strips, glucose monitors, solutions, lancets and lancing devices (prior authorization may be required)



Fitness program

Benefit	Your costs in our plan
Physical fitness	\$0 You're eligible for a basic membership at SilverSneakers participating facilities. If you prefer to exercise at home, you can also access online classes or get an at-home fitness kit. This membership also includes classes and workshops taught by instructors trained in senior fitness, workout videos, a mobile app, and online fitness nutrition tips. You will also have access to online enrichment classes to support your health and wellness, as well as your mental fitness.



Foot care (podiatry services)

You may have to get a **referral from your PCP** before you get these services.

Benefit	Your costs in our plan
Foot exams and treatment	\$10 for Medicare-covered care



Home care and support

Your doctor often needs approval from us before we cover these services. This is called **prior authorization** or pre-certification.

Benefit	Your costs in our plan
Home health care	\$0
Personal emergency response system	\$0
	Our plan covers a personal emergency response system from LifeStation to provide you with 24/7 access to help in the event of an emergency.



Medical equipment and supplies

Your doctor often needs approval from us before we cover these services. This is called **prior authorization** or pre-certification.

Benefit	Your costs in our plan
Durable medical equipment (DME), like CPAP* machines, wheelchairs and oxygen	0% - 20% 0% for continuous glucose monitors 20% for all other Medicare-covered DME items
Prosthetics, such as braces and artificial limbs	20%

*CPAP stands for "continuous positive airway pressure."



Resources For Living®

Benefit

Resources For Living

Resources For Living helps connect you to resources in your community such as senior housing, adult daycare, meal subsidies, community activities and more.



Substance abuse

Your doctor may need approval from us before we cover these services. This is called **prior authorization** or pre-certification.

Benefit

Your costs in our plan

Outpatient substance abuse therapy

\$25



24-Hour Nurse Line

Talk to a registered nurse anytime, day or night.

Benefit

Your costs in our plan

Nurse Line

\$0

Contact quick reference

Contact name	Phone number (TTY: 711)	Website
Aetna: Before you enroll	1-833-859-6031	AetnaMedicare.com
Aetna: After you enroll	Member Services: 1-833-570-6670	AetnaMedicare.com/H4982-013
Your agent/broker (use this space to write down your agent/broker's phone number)		
Find a network doctor or hospital	1-833-570-6670	AetnaMedicare.com/findprovider
24-Hour Nurse Line	1-855-493-7019	Please call
Access2Care (transportation)	1-855-814-1699 (TTY: 711)	Please call
Aetna Medicare Payment Card	1-833-570-6670	payflex.com
EyeMed (vision)	1-844-486-3485 (TTY: 711)	AetnaMedicareVision.com
LifeStation®	1-855-798-9948	Please call
NationsHearing	1-877-225-0137 (TTY: 711 for the hearing and speech impaired)	Aetna.NationsBenefits.com/Hearing
OneTouch/LifeScan	1-877-764-5390 Brochure code: 123AET200	OneTouch.orderpoints.com
SilverSneakers	1-888-423-4632 (TTY/TDD: 711)	SilverSneakers.com

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Aetna Medicare is a HMO, PPO plan with a Medicare contract. Our D-SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal.

See *Evidence of Coverage* for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Participating health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

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To send a complaint to Aetna, call the Plan or the number on your member ID card. To send a complaint to Medicare, call 1-800-MEDICARE (TTY users should call 1-877-486-2048), 24 hours a day/7 days a week. If your complaint involves a broker or agent, be sure to include the name of the person when filing your grievance.

Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies.

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Pre-enrollment checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at **1-833-859-6031 (TTY: 711)**. From October 1 to March 31, you can call us 7 days a week from 8 AM to 8 PM local time. From April 1 to September 30, we're here Monday through Friday from 8 AM to 8 PM local time.

Understanding the benefits

- The *Evidence of Coverage* (EOC) provides a complete list of all coverage and services. It is important to review plan coverage, costs, and benefits before you enroll. Visit [AetnaMedicare.com](https://www.aetna.com/medicare) or call **1-833-859-6031 (TTY: 711)** to view a copy of the EOC.
- Review the provider directory (or ask your doctor) to make sure the PCP you see now is in the network. If they're not, you will likely have to select a new doctor. Your PCP will be affiliated with an IPA/Medical Group and they will determine the specialists and hospitals you can use.

Understanding important rules

- Effect on Current Coverage. If you are currently enrolled in a Medicare Advantage plan, your current Medicare Advantage healthcare coverage will end once your new Medicare Advantage coverage starts. If you have Tricare, your coverage may be affected once your new Medicare Advantage coverage starts. Please contact Tricare for more information. If you have a Medigap plan, once your Medicare Advantage coverage starts, you may want to drop your Medigap policy because you will be paying for coverage you cannot use.
- You must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2025.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).

Multi-Language Insert Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-833-570-6670. Someone who speaks English can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-833-570-6670. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-833-570-6670。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-833-570-6670。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-833-570-6670. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-833-570-6670. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-833-570-6670. sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-833-570-6670. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-570-6670. 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-833-570-6670. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-833-570-6670. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-833-570-6670. पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-833-570-6670. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-833-570-6670. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-833-570-6670. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-833-570-6670. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-833-570-6670. にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。

Hawaiian: He kōkua māhele 'ōlelo kā mākou i mea e pane 'ia ai kāu mau nīnau e pili ana i kā mākou papahana olakino a lā'au lapa'au paha. I mea e loa'a ai ke kōkua māhele 'ōlelo, e kelepona mai iā mākou ma 1-833-570-6670. E hiki ana i kekahi mea 'ōlelo Pelekānia/'Ōlelo ke kōkua iā 'oe. He pōmaika'i manuahi kēia.

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Form CMS-10802
(Expires 12/31/25)

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you speak a language other than English, free language assistance services are available. Visit our website, call the phone number listed in this material or the phone number on your benefit ID card.

In addition, our health plan provides auxiliary aids and services, free of charge, when necessary, to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Our health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, visit our website, call the phone number listed in this material or on your benefit ID card.

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Grievance Department (write to the address listed in your *Evidence of Coverage*). You can also file a grievance by phone by calling the Customer Service phone number listed on your benefit ID card (TTY: 711). If you need help filing a grievance, call Customer Service Department at the phone number on your benefit ID card.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf.

ESPAÑOL (SPANISH): Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento.

傳統漢語(中文) **(CHINESE):** 如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。