

Welcome

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Getting started



Key resources



Getting care



Virtual primary care



Staying well



Leader of your care team



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1579450-01-01 (11/22)

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A different way to
access and manage
your health care

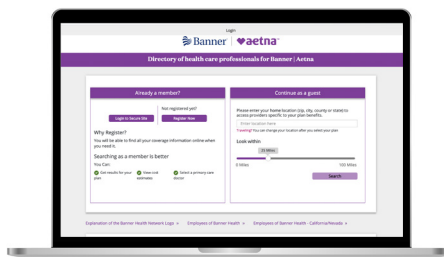


We have one goal: to be the best health plan you've ever had.

Banner | Aetna is building an entire health care experience around you.

Start here to get the most out of your benefits:

1. Go to **BannerAetna.com**
2. Click the Banner | Aetna member portal link to register. (You'll need your ID number.)



Through the portal you can:

- Get 24/7 access to your personal claim, plan, deductible and out-of-pocket limit information
- Access your personal health record, lab results, etc.
- Find a provider in your specific network
- View or print a copy of your ID card
- Access wellness and discount programs

Now that you've registered, choose a primary care physician and schedule your annual wellness exam — it's free!



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You have questions.
Welcome to answers — 24/7!

When you need answers quickly, you have options.
Answers are just one call or click away.



Support with one call: Whether you have claims or clinical questions, your customer service advocate will stay on the line with you until all of your needs are met — just call the number on the back of your ID card.



Nurse On-Call: Connect with a registered nurse for help determining if your situation can be addressed at home, or if you should seek urgent or emergency care. Your nurse can even make an appointment for you. To reach a nurse, dial: 888-747-7990.



Access your member portal: The portal is the gateway to your personal health information and additional plan resources that put you in control of your benefits.

- Find a provider in your specific network
- Access to your personal claim, plan, deductible and out-of-pocket limit information
- Obtain cost-of-care estimates & comparisons



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Welcome to an entire
community of caring



Need care? You have a number of different ways to access care, including:

- **98point6:** Use your telemedicine benefit for text-based on-demand care 24/7, at no cost to you (or \$5 if enrolled in an HSA-compatible Bronze plan)
- **Nurse On-Call:** Speak to a nurse anytime to answer questions and, at times, make an appointment for you. Connect with Nurse On-Call at 888-747-7990
- **Provider search tool:** Log in to your member portal to find an in-network doctor or facility
- **Walk-in clinics:** Local walk-in clinics are a great way to get treated quickly and affordably. Visit your member portal to find a clinic near you, including MinuteClinic® locations at *little or no cost to you.
- **Urgent care:** Our in-network urgent care centers allow you quick access to care. In Arizona, find current wait times and make a reservation at a Banner Health urgent care directly from urgentcare.bannerhealth.com
- **Customer service:** Get answers to your health care or insurance questions by calling the number on the back of your ID card

You should dial 911 or go to the nearest hospital if your life or health is in serious danger.

*Includes select MinuteClinic services. Not all MinuteClinic services are covered. Please consult benefit documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventative MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates. This benefit is not available in all states and on indemnity plans.



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24/7 on-demand
primary care — access
anytime, anywhere



Banner | Aetna offers access to a truly unique virtual, on-demand care service delivered to your mobile device via secure text-based messaging. Welcome to one-of-a-kind care anytime, anywhere.

Through 98point6,* U.S.-based, board-certified Providers:

- Provide care for hundreds of primary care conditions
- Diagnose and provide treatment plans
- Discuss your health care concerns
- Order prescriptions or lab work, as appropriate
- If necessary, refer to specialists and resources in the Banner | Aetna network

All for no additional cost (or \$5 if enrolled in an HSA-compatible Bronze plan)!

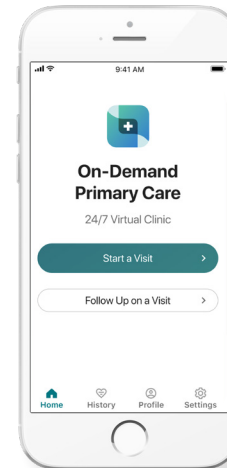
98point6

***Download the 98point6 app from the Google Play or Apple stores & get care now!**

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Take advantage of your well-being and discount programs



Your health plan may have additional perks, such as:



Discount program: Discounts on books, gym memberships, natural products, health and wellness supplies and more.



***No-/low cost care:** If you have CVS MinuteClinics in your area, you have access to covered services at little or no cost to you.



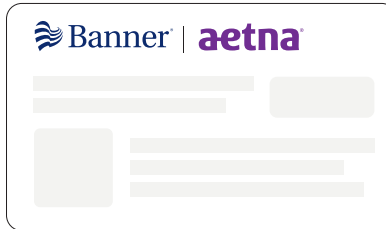
Health assessment: This online health assessment helps you set and achieve your health goals.



Annual routine exam: Access your plan's annual physical exam benefit, provided at no additional cost to you.

Question?

Use your member portal or call the number on your ID Card



Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Discount programs provide access to discounted services and are NOT insured benefits. The member is responsible for the full cost of the discounted services.

*Includes select MinuteClinic services. Not all MinuteClinic services are covered. Please consult benefit documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventative MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates. This benefit is not available in all states and on indemnity plans.



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Your Primary Care Physician (PCP) is the leader of your care team

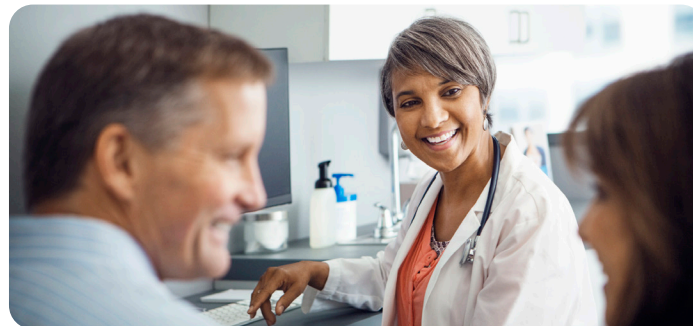


Your plan requires you choose a PCP, but you don't need their referral to see a specialist. We'll assign a PCP if you don't make a selection, but you can update your choice anytime at **BannerAetna.com**. There are benefits to a PCP relationship:

- Establishing a relationship with your PCP creates a history and baseline for care
- You'll likely get quicker access to available appointments
- Your PCP will coordinate your care team should you need to see additional providers

If your PCP is unavailable, you have other options:

- **98point6:** For primary care-related health issues, 24/7, from your mobile device
- **Walk-in clinics:** Treat minor health issues in a convenient care setting
- **Urgent care centers:** Provide treatment for serious health issues that are not life-threatening
- **Emergency rooms:** For health issues that require emergency medical attention



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For your best health, we encourage you to have a relationship with a primary care physician or other doctor. Tell them about your visit to MinuteClinic, or MinuteClinic can send a summary of your visit directly to them.

The 20 percent savings is restricted to items purchased for the member, spouse or dependents. Excludes prescriptions, lottery tickets, postage stamps, gift cards, money orders, pre-paid cards, photofinishing, CVS.com purchases and are not valid on other items reimbursed by a governmental program.

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While only your doctor can diagnose, prescribe or give medical advice, the Nurse On Call can provide information on a variety of health topics.

98point6 and 98point6 physicians are independent contractors and are neither agents nor employees of Banner|Aetna or plans administered by Banner|Aetna. Using the 98point6 app does not replace the primary care physician and does not guarantee that a prescription will be written. 98point6 physicians will not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Physicians reserve the right to deny care for potential misuse of services.

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