

Easier. Proven. Revolutionary.

For better care, lower costs and happier,
healthier employees



Not just different. Better.

This is **Banner|Aetna** — We are an Arizona-based health insurance company focused on creating better health outcomes at a lower cost, all while improving the overall member experience. Our goal is to create a different and better approach to health care by:

- Offering networks that provide the broadest coverage both in and outside of Arizona, alongside performance and value-based networks that focus on enhanced clinical management for optimal claim savings.
- Providing more convenient ways to access providers, whether it is in person or virtually. We offer an on-demand primary care text-based service, telemedicine with in-network providers, walk-in clinics, CVS MinuteClinics®, HealthHUB® Locations, pharmacies, Banner Specialty Pharmacy and much more.
- Deploying a unique “feet on the street” coordinated-care approach, to better manage high-risk members, including 24/7 access to triage nurses.

With Banner|Aetna, our clients and members can count on:

Local and Connected Coverage



Access to a local, community-based network of doctors in Maricopa, Pinal and Pima counties with saving of up to 7% - 14% compared to the broad network.

2,000+

Primary Care Doctors

10,450+

Specialists

35

Hospitals

144

Urgent Care Centers

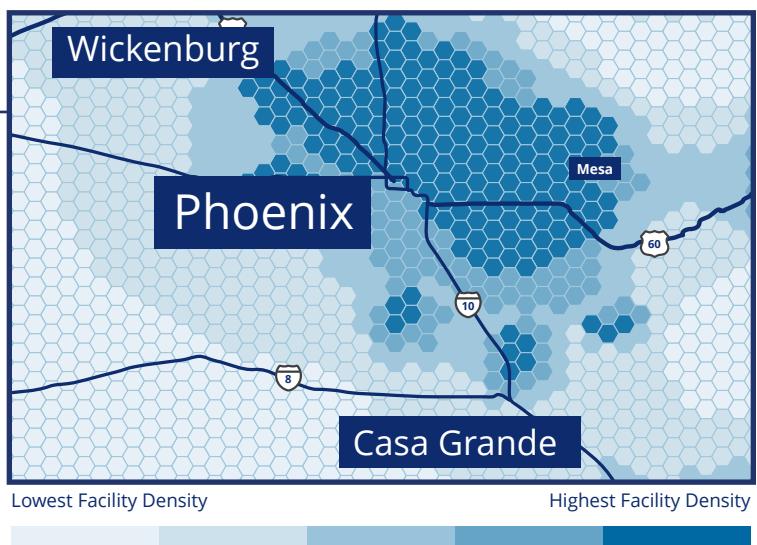
13

Banner Health Centers

44

Walk-in Clinics

Performance Network[†] — Maricopa & Pinal Counties



*Actual results may vary. Comparison is to Aetna's broad-network plans. Savings may be less when compared to other value-based network plans.



Banner|Aetna is the brand name used for products and services provided by Banner Health and Aetna Health Insurance Company and Banner Health and Aetna Health Plan Inc. Health benefits and health insurance plans are offered and/or underwritten by Banner Health and Aetna Health Plan Inc and Banner Health and Aetna Health Insurance Company (Banner|Aetna). Banner|Aetna is an affiliate of Banner Health and Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Banner|Aetna. Each insurer has sole financial responsibility for its own products.



630+

Primary Care Doctors

3,200+

Specialists

6

Hospitals

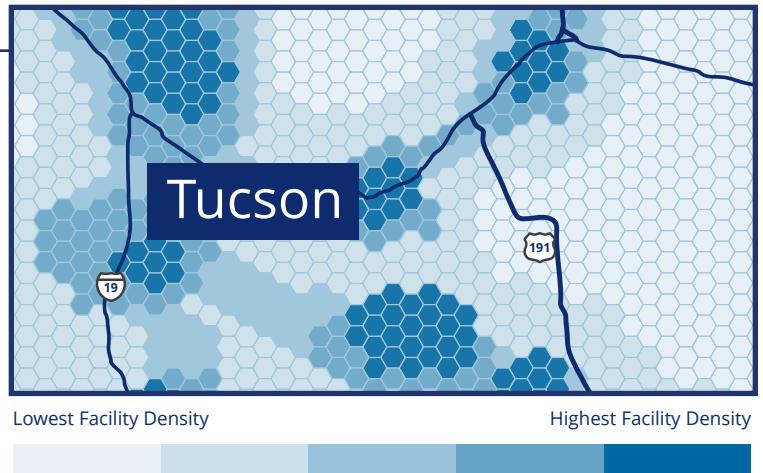
37

Urgent Care Centers

14

Walk-in Clinics

Performance Network[†] — Pima County



† Some providers practice solely within a facility setting and are not available to members for appointment. Provider counts calculated August 2019.

The broadest statewide and national coverage with localized care



Enjoy world-class medical care with Aetna's broad network, spanning the state of Arizona and including major hospital systems such as Banner, Honor, Mayo, Dignity, Abrazo and more. Out-of-state and traveling employees have access to the Aetna national network of providers.

Broad network

5,180+

Primary Care Doctors

245+

Urgent Care Centers

21,800+

Specialists

13

Banner Health Centers

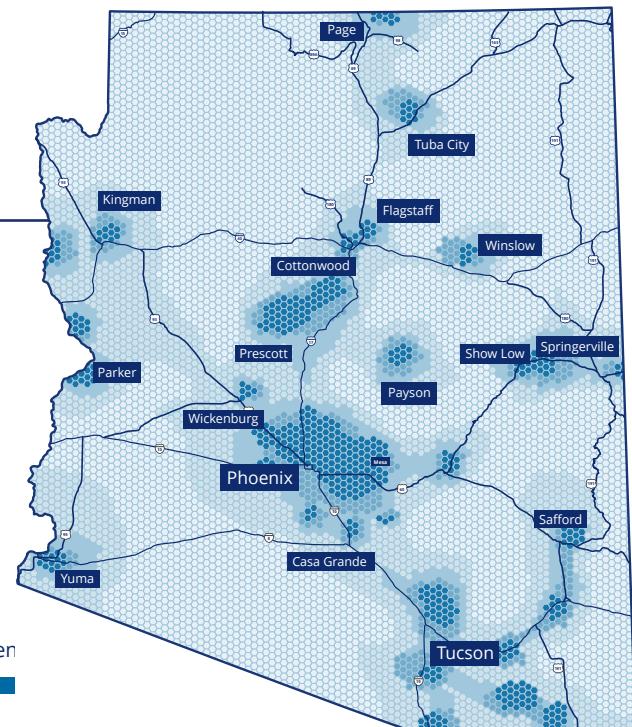
93

Walk-in Clinics

Hospitals

Lowest Facility Density

Highest Facility Den



24/7 advice with just a call, click or tap



Virtual care at the members fingertips with Banner|Aetna's virtual care solution, delivered by **98point6** — a new text-based smartphone app that connects members to a primary care doctor at low or no-cost, anywhere.



Integrated customer service teams and **24/7 Banner Nurse Now line** available to answer any plan or clinical questions. The nurses can answer questions in real time and recommend care at home or nearby facilities.



All Banner Medical Group providers offer telemedicine, as do many more of our providers. Members can now see on their member portal which providers offer telemedicine.

Schedule urgent care, radiology, lab or primary care appointments online through **BannerAetna.com**. Plus, we're phasing in an intelligent online appointment-scheduling system.

The latest in health care innovation



With **sophisticated data integration**, providers have instant access to specific member information as soon as they open a medical chart. This way, member data remains consistent between Banner|Aetna practices.

Specialized care for higher-risk members



High-risk patients can rely on a **Multi-Disciplinary Care Team** to provide them with a localized, high-touch, intensive care-management strategy. Plus, teams use a unique "feet on the street" care approach to collaborate with the plan participants' providers face-to-face.



Access to the **Banner Family Pharmacy** for specialty medication, care information and for questions about treatment. We also provide free prescription shipment, fast deliveries and a 24/7 support line.

Together with CVS Health®, we're opening a new front door to health care.



CVS Health provides our members with local, convenient access to lower-cost screenings, follow-up treatment and more with **MinuteClinic®** locations. Members can also visit **CVS® HealthHUB®**, which combines the best of **CVS Pharmacy®** and **MinuteClinic®** for affordable, high-quality care and advice.

Community involvement



Banner|Aetna proudly sponsors and contributes to community events around Arizona, big and small. We strongly believe that together, we can achieve greater things by supporting our local neighborhoods and communities. We've made significant investments in our community and to dozens of organizations, including:

- American Diabetes Association
- Arizona Foundation for Women
- Arizona Humane Society
- Arizona Women Leading Government via ACCMA
- AZ Heart Association
- AZ Small Business Association
- Banner Children's Hospital
- Banner Health Foundation
- Big Brothers & Big Sisters
- Boys and Girls Club of Central Arizona
- Centers for Habitation
- Family Promise
- Fresh Start
- Gilbert Chamber of Commerce
- Honor Health Foundation
- Junior Achievement
- League of Arizona Cities & Towns
- Los Charos Foundation
- Museum of Northern Arizona
- Playworks Education
- Tempe Union HSD Education Foundation
- Thunderbirds



Aetna, CVS Pharmacy and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health family of companies.

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.

This material is for information only. Health benefits and health insurance plans contain exclusions and limitations. Information is believed to be accurate as of the production date; however, it is subject to change.

Notes