



Banner|Aetna Frequently Asked Questions (FAQs)

Q: What is Banner|Aetna?

A: Banner|Aetna is an insurance company — a true partnership known as a joint venture that combines Banner’s fully integrated care teams and care-management capabilities with Aetna’s health plan experience and analytical insights. Our aim is to promote better health, enhance care coordination and increase your access to your own health information.

Q: Why create this sort of partnership?

A: Aetna and Banner are committed to continuously seeking — and finding — new ways to deliver more efficient and effective care for every person, every family and every community in Arizona. By working together, we can do more to improve the way people experience health care in our state while reducing the cost you pay for it.

Q: What are the goals of Banner|Aetna?

A: We want to reinvent the health care experience for members like you, while also delivering affordable, high-quality and integrated health care coverage. We’re developing a multiyear road map that will completely change how members experience their health care. We want to create a unique health care experience that is easier and personalized at a lower cost. Banner|Aetna aims to deliver:

- Convenient and seamless member experience
- A new care model that empowers doctors and puts them in your neighborhood
- Personalized health care through analytics and digital tools
- Collaborative hospitals, doctors and enhanced access points
- Greater efficiency and affordability

We’ll simplify how members shop for their health benefits, access doctors and pay for their care. And we’ll streamline members’ interactions with us related to clinical care and administrative questions through our integrated portal and customer service team.

Q: What are some real, noticeable differences a member can expect with Banner|Aetna?

A: Our members are at the heart of Banner|Aetna and because of that we’re working on several key differentiators. Such as:

1. An online combined portal — One place for you to access both insurance and health care information by linking Banner|Aetna’s secure member site to Banner’s provider portal. This saves time and removes the hassle of figuring out where to go for information. Through this portal you can:

- Request prescription refills
- View lab and test results
- Track deductibles and health savings account spending

2. Integrated customer service — A toll-free number specifically for Banner|Aetna members to help you resolve administrative or clinical issues in one call. Representatives can also assist with claim payment in some cases. If additional clinical support is needed, you can be directly transferred to the Banner Nurse Now line. This service is available at no cost 24/7. The toll-free number is on the back of your ID card.

3. Easier and increased access to care — Many of Banner|Aetna’s in-network providers offer care virtually. Be sure to ask if telemedicine is an option when you’re scheduling an appointment. Your plan may also include our text-based virtual care service delivered by 98point6.¹ This on-demand, primary care option is available to you and your family members. 98point6 delivers quality primary care 24/7 through a private and secure experience on your mobile phone. U.S.-based board-certified doctors answer questions, diagnose and treat, outline care options, order prescriptions or labs as appropriate and may refer you to specialists and resources in the Banner|Aetna network, all through the convenience of one app. This innovative approach to care is available to most Banner|Aetna members at low or no cost.

¹Access to the 98point6 application is not included in all plans. 98point6 is a registered trademark of 98point6 Inc.

FAQs (cont.)

Q: What else makes Banner|Aetna stand out as a health plan?

A: With Banner|Aetna you will experience a truly unique approach to overall care. Our neighborhood care model and multidisciplinary care teams allow a doctor to lead and direct care without barriers and administrative hassles. And we put the care team directly in the community so they have easy access to and knowledge of local resources, should you ever need them.

The multidisciplinary care team reaches out, at no additional cost, to members most in need of extra coordinated care to help them reach their health goals. Whenever possible, they meet face to face with members to help improve communication and coordination.

Working with a care manager can help you more easily navigate the health care system services by:

- Streamlining care and outreach
- Identifying additional services or programs that could be beneficial to your care
- Empowering and inspiring you to meet your personal health goals

Our multidisciplinary care team consists of nurses, social workers, diabetes health educators and pharmacists who work with your primary care providers to help identify any barriers to your care goals and find ways to address them. Your team will help provide you with information regarding effective and affordable treatments. We are committed to helping you get the care you need.

Q: What do the networks look like?

A: Banner|Aetna offers both a Performance network in Maricopa, Pima and Pinal counties and a Broad network, available statewide.

The Performance network features Banner Health doctors, Health Centers, clinics and hospitals, working together to provide high-quality health care. It also includes HonorHealth, Innovation Care Partners, Tucson Medical Center (TMC), TMCOne, Arizona Community Physicians and El Rio Health. Doctors work with each other and clinical teams to make sure you are healthier and satisfied with your care.

The Performance network is built around:

- 2,630+ primary care physicians
- 12,650+ specialists
- 41 hospitals
- 180+ urgent care centers
- 58 walk-in clinics
- 12 Banner Health Centers

The Broad network includes:

- 5,180+ primary care physicians
- 21,800+ specialists
- 93 hospitals
- 245+ urgent care centers
- 70+ walk-in clinics
- 12 Banner Health Centers

Joining Banner|Aetna means joining the goal of higher quality of care, in more places, for more people. All backed by our strong network of providers to give you more choices.

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