

A man and a woman are sitting in the front seats of a car, smiling and giving each other a high-five. The man is on the left, wearing a striped shirt and sunglasses. The woman is on the right, wearing a light-colored top and sunglasses. The car's interior, including the steering wheel and dashboard, is visible. The background shows a bright, sunny day with mountains in the distance. The entire image has a purple overlay.

# Thrive & shine

Amazon medical benefits



**What you  
need,  
wherever  
you are**



We put our members at the heart of everything we do.

- > Making quality care more affordable, accessible and simple
- > Delivering care into people's lives, homes and neighborhoods
- > Offering more ways to help people get well and stay well in body, mind and spirit

**At Aetna®, our purpose is clear:** helping people on their path to better health.



For self-funded plans, coverage is offered by your employer, and administrative services are provided by Aetna Life Insurance Company (Aetna).



# Support how and when you want it

Seamlessly connect with care and manage your benefits — at home or on the go. With the Aetna® member website and Aetna Health<sup>SM</sup> app, you can:

Search for providers, procedures and medications

Get cost estimates before you get care

Be proactive with your health

View health plan and claims details



We put you first



## Questions?

Call your 24/7 Aetna Concierge at **1-866-574-9124 (TTY: 711)** or visit **Amazon.Aetna.com**.

Support & access

# Know your network

Check to see if your health care providers are in our network.

You can search for doctors, labs, urgent care centers, hospitals and more at [Amazon.Aetna.com](https://www.amazon.aetna.com) > **Already a Member?** Or use the Aetna Health<sup>SM</sup> app to find providers on the go.

## High-performing facilities

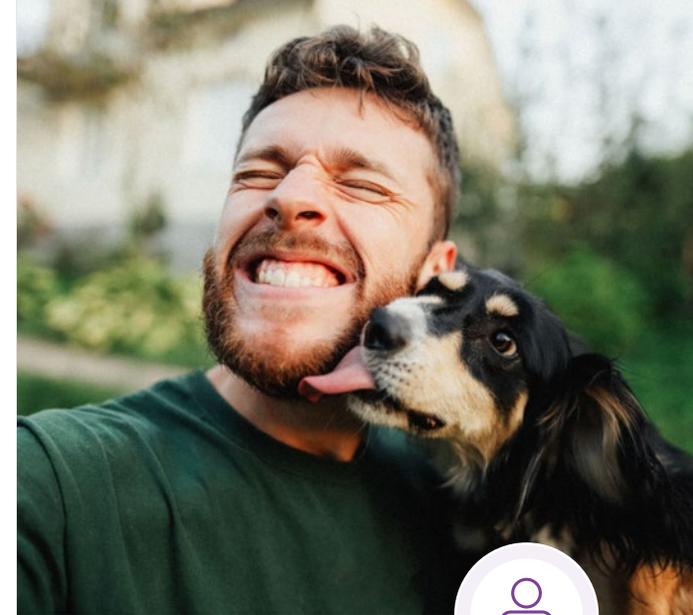
You'll also have access to a special network of health care facilities:

- **Institutes of Excellence<sup>TM</sup>** for transplants, infertility and more
- **National Medical Excellence Program<sup>®</sup>** for organ transplants, rare diseases and heart surgery for children

**The Aetna<sup>®</sup> network is vast and growing.<sup>1</sup>  
See what it has to offer.**



<sup>1</sup> Aetna Facts. Aetna.com. Accessed June 2021.



## Transition-of-care benefits

Are you receiving ongoing treatment from a provider who is not in the network? If approved, you may continue seeing the provider and receive in-network benefits.

Here are some situations that may qualify for transition of care:

- Chemotherapy or radiation therapy
- Organ transplants
- Pregnancy
- Recent major surgery
- Terminal illness

To learn more and apply, call your Aetna Concierge at **1-866-574-9124 (TTY: 711)** and ask for a Transition Coverage Request form.

# Compare and decide

Plan options	Shared Deductible Plan	Standard Plan	Health Savings Plan
<b>Paycheck contributions</b>	\$	\$\$\$	\$
<b>When you start paying</b>	A Health Reimbursement Arrangement (HRA) automatically pays covered costs first when you receive care or prescription drugs. After all HRA money has been used, you pay the full cost of care until you meet the remaining deductible.	You pay the full cost of care until you reach the plan deductible.	You pay the full cost of care until you reach the plan deductible. You can choose to use Health Savings Account (HSA) money to cover immediate costs or save for future expenses.
<b>Deductible</b>	\$\$\$ Combined deductible for medical and prescription drugs	\$\$ Separate deductibles for medical and prescription drugs	\$\$\$\$ Combined deductible for medical and prescription drugs
<b>Out-of-pocket maximum</b>	\$	\$\$	\$\$\$
<b>In- and out-of-network coverage</b>	Yes, but you pay less when you stay in the network.	Yes, but you pay less when you stay in the network.	Yes, but you pay less when you stay in the network.
<b>Referrals needed to see a specialist</b>	No	No	No
<b>Preventive care coverage</b>	100%	100%	100%
<b>Tax-free accounts you can use with the plan</b>	<p><b>Company-funded HRA:</b></p> <ul style="list-style-type: none"> <li>You can't contribute to your HRA.</li> <li>Your HRA does not earn interest.</li> <li>Funds roll over to the next year, as long you stay in the Shared Deductible Plan.</li> </ul> <p><b>Health Care Flexible Spending Account (FSA):</b></p> <ul style="list-style-type: none"> <li>Only you contribute.</li> <li>You lose any funds you don't use.</li> </ul>	<p><b>Health Care FSA:</b></p> <ul style="list-style-type: none"> <li>Only you contribute.</li> <li>You lose any funds you don't use.</li> </ul>	<p><b>Company-funded HSA:</b></p> <ul style="list-style-type: none"> <li>You can also contribute to your HSA.</li> <li>Your HSA earns interest.</li> <li>You keep your HSA even if you change plans, retire or leave the company.</li> </ul>

Plan options

# Take care of your mental health

## > Meet with a counselor online

With behavioral health televideo, you get counseling sessions that fit your busy life. It's virtual, but personal. Psychiatrists, social workers, marriage counselors and more are available to you.

To get started, contact a provider group in your area:

### In any state and the District of Columbia

#### **MDLIVE®**

**1-855-824-2170**

**[MDLIVE.com/BHCOMM](https://www.mdlive.com/BHCOMM)**

Accepts patients age 10 and older

**In California, Delaware, Florida, Illinois, Missouri, New Jersey, New York, Pennsylvania, Texas and Virginia**

#### **Array AtHome Care**

**1-800-442-8938**

**[ArrayBC.com/Patients](https://www.arraybc.com/Patients)**

Accepts patients age 5 and older

### In any state not covered by Array AtHome Care

#### **Telemynd**

**1-866-991-2103**

Accepts patients age 18 and older

## > Cope with life's changes and challenges

**AbleTo** is a confidential eight-week program that lets you talk by phone or video chat with a therapist. Get help with issues such as grief and loss, depression and anxiety, and caregiver stress. If you could benefit, an AbleTo representative may be in touch, or you can call them at **1-844-330-3648**.

## > Check in with your emotional health

**MindCheck®** is an online tool that gives you a quick read on your emotional health and how you can improve it. You'll get helpful information and online resources to get you back to feeling like yourself. To get started, go to **[MindCheckToday.com](https://www.mindchecktoday.com)**.

## > Get personalized autism support

Your plan covers applied behavior analysis (ABA), as well as behavioral health treatment and occupational, speech and physical therapies. Your Aetna® autism advocate can answer your questions, pair you with the right professionals, and connect you and your family with the support you need. Call

**1-866-724-0604 (TTY: 711)**, extension 5.

## > Manage your everyday life

**Resources for Living®** is here to support your mental health. Whether you're looking to manage everyday life or overcome a major challenge, a Care Partner can connect you to services that work for you. Call **1-833-721-2323 (TTY: 711)** or chat live at **[ResourcesforLiving.com/Amazon](https://www.ResourcesforLiving.com/Amazon)**.

You and all members of your household have free, 24/7 access to:

- **Confidential counseling.** Get three free phone, video or text therapy sessions per issue each year.
- **Self-paced support.** Sign up for myStrength (access code: Amazon) for tools to manage stress, depression, relationships, parenting and more.
- **Online resources and access to financial and legal advice.** Find support for life changes and daily life challenges.

You can also link to **Talkspace**, an online therapy platform that can help you:

- Identify and manage your stress triggers
- Set and achieve your goals with the support of a therapist
- Practice new self-care routines

Learn more on the **[Talkspace FAQ page](#)**.

# Support to stay healthy

Your health plan does more than pay claims. It also helps you manage your overall health and well-being.

## > Give your baby a healthy start

The free **Aetna Maternity Program** gives you extra support for a healthy pregnancy, from managing pregnancy symptoms to helping you quit smoking for good. Call **1-866-574-9124 (TTY: 711)**, press 5 and ask the Aetna Concierge about the Aetna Maternity Program. (This program is not available for members who work in CT, DE, FL, IN, KS, NC, NV or PA.)

You have access to three **Ovia® apps** for each stage of your maternity journey: fertility, pregnancy and parenting. Get daily tips, a symptom tracker and on-demand programs. The apps are free; just provide some information about yourself and your plan.

## > Manage a complex or chronic condition

With our care management program, you can work one-on-one with an Aetna® nurse. You can also use online resources to design an individual action plan to help you manage your condition. Call **1-866-574-9124 (TTY: 711)**, press 5 and ask the Aetna Concierge about care management.

## > Get advice from cancer experts

**AccessHope** offers expert insights from top oncology experts at no cost to you:

- **Cancer Support Team.** Get support from an oncology nurse to help you prepare for your next appointment, navigate side effects, review your treatment plan and more.
- **Expert advisory review.** Get groundbreaking insights and recommendations on advanced therapies. AccessHope's medical team will work with your doctor to help you receive the best care possible.

To learn more, call the AccessHope Cancer Support Team at **1-800-811-4993** or visit [Go.MyAccessHope.org](http://Go.MyAccessHope.org).

## > Get support from a fertility advocate

**Progyny** offers a large network of fertility providers. You get concierge member support with unlimited access to your own dedicated patient care advocate.

To learn more, call a Progyny Patient Care Advocate at **1-855-369-3343** or visit [Progyny.com](http://Progyny.com).

## > Manage diabetes

**Livongo** provides free diabetes management support. You'll get a connected meter, unlimited test strips and lancets sent right to your door. Receive real-time support and personalized tips with each blood glucose check, and much more.

To get started, call Livongo at **1-800-945-4355** or visit [Join.Livongo.com/amazon/register](http://Join.Livongo.com/amazon/register) and use registration code AMAZON.

## > Get medical advice 24/7/365

Call the 24/7 Medical Advice Line at **1-888-434-9473** to talk with a nurse for free. The nurse can also connect you to a doctor for treatment and prescriptions (office visit fees will apply).

## > Access support centers

Log in at [Amazon.Aetna.com](http://Amazon.Aetna.com) to access online support centers. You'll find education, tips and tools to help guide you if you're planning for a baby, facing surgery or dealing with a complex condition:

- Cancer Support Center
- Joint Pain Support Center
- Maternity Support Center
- Mental Health Support & Services

# Ways to save

Stretch your health care dollars.

## > Know before you go

Did you know that health care providers can charge very different costs for the exact same service? You can compare costs on your Aetna® member website and know what to expect before you receive care. Just search by name, type of provider or care needed.

## > Stay on top of preventive care

Getting preventive care — like annual physicals, shots and screenings — can help catch problems early when they're easier and less expensive to treat. And preventive care is covered at 100% with an in-network provider, so it's also good for your wallet.

## > Get discounts on products and services

Save on health products and services like eyewear and exams, massage therapy, weight-loss plans, nutrition services, and more.

## > Save money when it's not an emergency

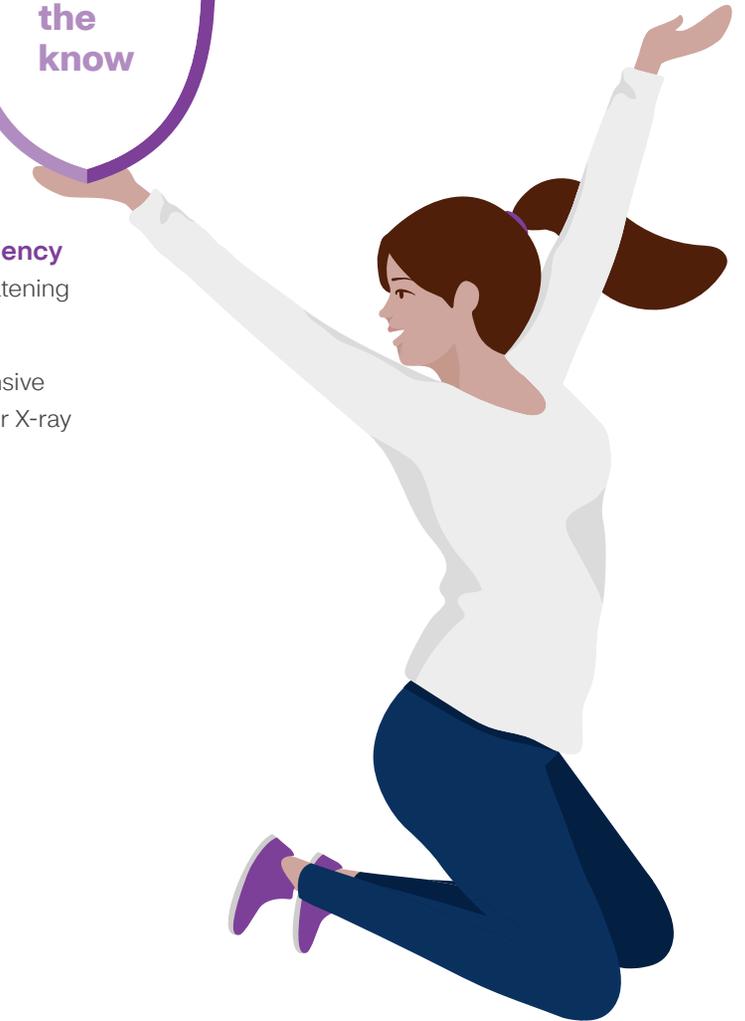
Need care right away but it's not a life-threatening emergency?

Urgent care centers are a faster, less-expensive alternative. Urgent care centers usually offer X-ray and lab services and can treat things like:

- Back and neck pain
- Cuts and minor burns
- Flu symptoms
- Sprains and fractures

Emergency rooms are for life-threatening emergencies only, like:

- Chest pain
- Trouble breathing
- Uncontrollable bleeding

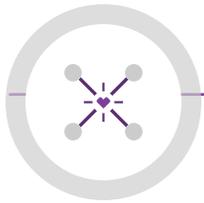




# We're here for you.



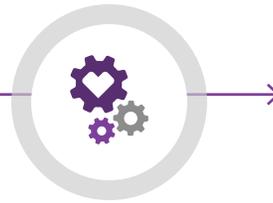
## Choose your plan



**FIND**  
your doctor in the Aetna® network at [Amazon.Aetna.com](https://www.amazon.aetna.com) > **Already a Member?**



**GET**  
answers to your questions. Call 24/7 **1-866-574-9124 (TTY: 711)**. Or chat live 8 AM to 6 PM local time when you log in at [Amazon.Aetna.com](https://www.amazon.aetna.com).



**ASK ALEX®**  
Found on your enrollment portal, ALEX is an interactive tool that guides you through your benefits options.

Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional. Estimated costs are not available in all markets. We provide an estimate for the amount you would owe for a particular service based on your plan at that very point in time. It is not a guarantee. Actual costs may differ from an estimate for various reasons, including claims processing times for other services, providers joining or leaving our network, or changes to your plan. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna plans.



Watch now: [The Journey to your best health](#) video.

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Choose your plan