



Thrive & shine

Amazon 2024 medical benefits



Care for the whole you



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

Care for the
whole you

Health care made simple

At Aetna®, we bring you a connected, convenient and affordable health care experience with:

- > Large national provider networks for physical and mental health care
- > Virtual care options and 24/7 resources
- > One-on-one personalized support programs
- > Personalized, proactive health notifications



Check to see if your providers are in our network at **Amazon.Aetna.com** > **Find a doctor.**



Support when you want it

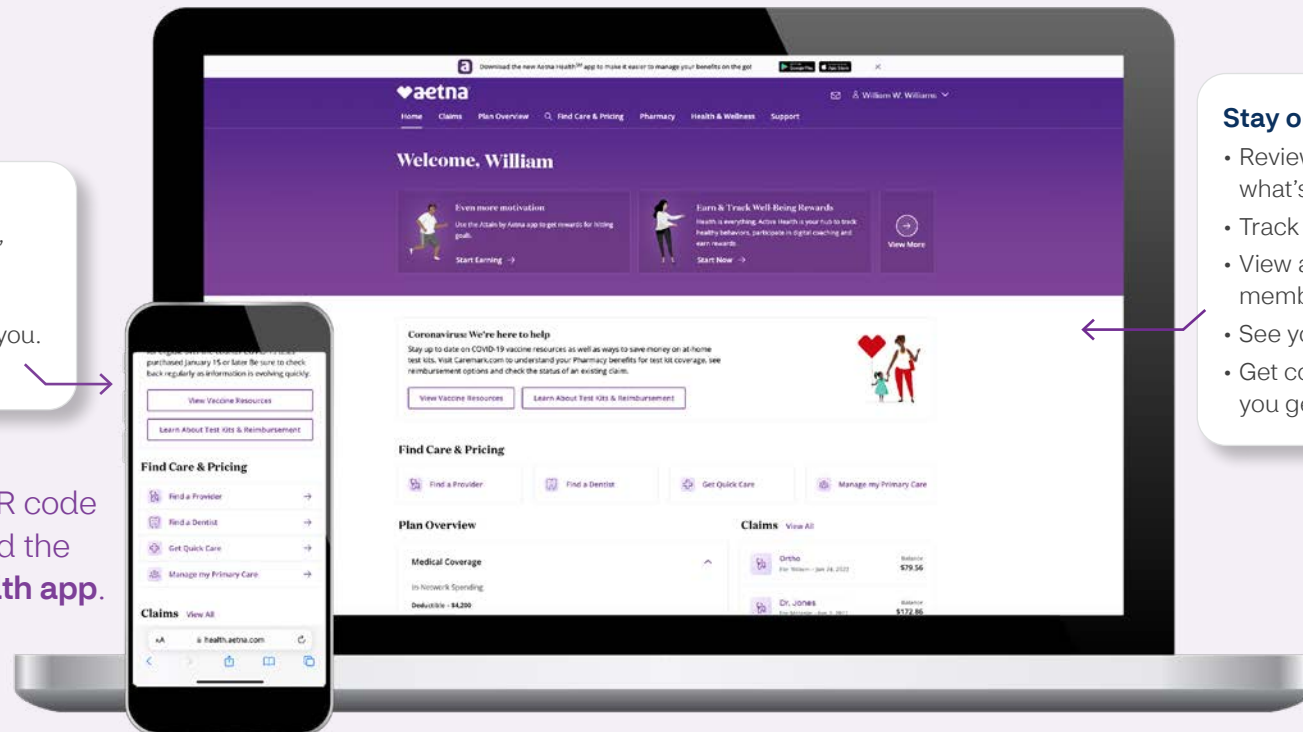
Seamlessly connect with care and manage your benefits — at home or on the go. With the **Aetna® member website** and **Aetna HealthSM app**, you get smart, simple, convenient ways to take charge of your health care and benefits.

Connect to care

- Find in-network providers, including virtual care.
- Locate walk-in clinics and urgent care centers near you.
- See reviews of providers.



Scan the QR code to download the **Aetna Health app**.



Stay on top of your benefits

- Review your benefits and what's covered.
- Track your spending.
- View and pay claims on your member website.
- See your ID card online.
- Get cost estimates before you get care.*

*Estimated costs are not available in all markets or for all services. 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.

Support when
you want it



Help for physical health

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

Aetna Enhanced Maternity Program™

Get support and learn what to expect before and after delivery. The program includes:

- Genetic counseling and screening, and cost-effective genetic testing
- Advice on lowering your risk for early labor
- Support for postpartum depression
- No-cost Ovia Health™ apps for fertility, pregnancy and parenting

Call **1-866-574-9124 (TTY: 711)**.

Digital care for back and joint pain

Through the Aetna Back and Joint Care program, Hinge Health offers exercise therapy for chronic back, knee, hip, neck and shoulder pain. Visit **HingeHealth.com/Amazon**.

Help managing a complex or chronic condition

With our care management program, you can work one-on-one with an Aetna® nurse if:

- You're at risk for or have a chronic condition
- You have an upcoming hospital stay

Call **1-866-574-9124 (TTY: 711)**, option 2.

No-cost Medical Advice Line at 1-888-434-9473 Line*

Our registered nurses are available 24 hours a day to:

- Talk with you about health and wellness issues
- Answer questions about medical tests and procedures
- Help you prepare for a doctor visit

Call **1-888-434-9473**.

Access to a provider 24/7/365

Use Teladoc Health to connect with a doctor by phone or video for \$56 or less. The doctors can treat and write prescriptions for non-emergency symptoms.

Visit **TeladocHealth.com/Aetna**, call **1-855-835-2362** or download the Teladoc Health app.

Advice from cancer experts

AccessHope offers insights from top cancer experts, including:

- Support from an oncology nurse
- Groundbreaking input on advanced therapies

Visit **Go.MyAccessHope.org** or call **1-800-811-4993**.

Support from a fertility advocate

Progyny offers access to a large network of fertility treatment providers. Get concierge support with unlimited access to a dedicated patient care advocate.

Visit **Progyny.com** or call **1-855-369-3343**.

Diabetes management

Livongo provides no-cost diabetes management support and personalized tips. You'll get a connected glucose meter and unlimited test strips and lancets sent right to your door.

Visit **Join.Livongo.com/amazon/register** and use registration code **AMAZON** or call **1-800-945-4355**.

Digital support centers

Access these support centers on your Aetna member website to find information about testing, treatment options and care for specific needs:

- Back & Joint Care Support Center
- Cancer Support Center
- Maternity Support Center
- Mental Health Support & Services
- Transgender Support Center

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

Physical health
resources



Help for mental health

When life gets overwhelming, know that help is available.

Find behavioral health support

Your plan includes both virtual and in-person behavioral health resources to help with challenges like grief and loss, stress, depression and anxiety, substance misuse, and more.

To find a provider that meets your needs, [click here](#) and select **Mental Health**.

Get help for your child

Access virtual behavioral health care for your children ages 18 months to 18 years. Services include:

- Confidential video visits with therapists, psychiatric nurse practitioners and other clinicians
- One-on-one coaching programs to help your child build skills to cope with everyday challenges
- Access to a live coach via chat
- Articles, videos and other resources for parents and caregivers

Call Brightline at **1-888-224-7332** or email Care@HelloBrightline.com.

Better cope with life's changes

AbleTo is an eight-week virtual therapy program that focuses on health conditions and their emotional challenges. Call **1-844-330-3648**.

Check in with your emotional health

MindCheck® is a digital tool that gives you a quick read on your emotional health and how you can improve it. Visit MindCheckToday.com.

Get help with life's challenges

If you're dealing with stress, relationship issues, depression or another mental health issue, Resources for Living® can help. Get no-cost counseling by phone, video or text, or use Talkspace online therapy. This benefit also includes:

- Daily life assistance
- Legal and financial consultations
- Identity theft consultations
- Caregiver support

Call **1-833-721-2323 (TTY: 711)** or chat live at ResourcesforLiving.com/Amazon.

Work with an autism care support specialist

An Aetna® autism care support specialist can help families with children on the autism spectrum. They can help you find caregivers and learn about interventions, such as applied behavior analysis (ABA).

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



Mental health
resources



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? Your Aetna® plan allows you to compare costs for health services on your member website at **Amazon.Aetna.com > Member login** or through the Aetna HealthSM app. You can 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 it's 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 care products and services, such as:

- At-home products
- Books
- Fitness services
- Hearing care
- Natural products and services
- Oral health
- Vision care
- Weight-management programs

Access no-cost care

At a local MinuteClinic®, you can get prompt care for **\$0**.* Services include:

- Care for minor skin conditions
- Health screenings and monitoring
- Travel health
- Treatment for minor illnesses and injuries
- Vaccines and injections
- Wellness and physicals
- Women's and men's health services

To find a MinuteClinic near you, visit **MinuteClinic.com**.

*Includes select MinuteClinic services. Not all MinuteClinic services are covered. Please consult benefits documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventive MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates.

Save money when it's not an emergency

Your primary care provider is the best place to start for non-emergency care. But you also have these options:

Minor

Teladoc Health

By phone or video 24/7

- Ear infections
- Rashes
- Sinus problems
- Sore throat

Minor

Walk-in clinic

Often located in stores and pharmacies

- Allergies
- Colds/flu
- Coughs
- Sprains

Urgent

Urgent care center

Usually offer X-ray and lab services

- Back and neck pain
- Cuts and minor burns
- Fractures
- Respiratory issues

Ways
to save



Compare and decide

Plan options	Shared Deductible Plan	Standard Plan	Health Savings Plan
Paycheck contributions	\$\$\$	\$\$\$	\$\$
When you start paying	A Health Reimbursement Arrangement (HRA) automatically pays the first 50% of your deductible; you pay the second 50%.	You pay copays for in-network care. Out-of-network care is subject to your deductible and coinsurance.	You pay the full cost of care until you reach your deductible. You can use your Health Savings Account (HSA) for current expenses, or save for the future.
Annual deductible	\$ Combined deductible for medical and prescription drugs	No deductible for in-network care	\$\$ Combined deductible for medical and prescription drugs
Annual out-of-pocket maximum	\$	\$\$	\$\$
Tax-free accounts you can use with the plan	Company-funded HRA: <ul style="list-style-type: none"> You can't contribute to your HRA. Your HRA doesn't earn interest. Funds roll over to the next year, as long you stay in the plan. Health Care Flexible Spending Account (FSA): <ul style="list-style-type: none"> Only you contribute. You lose any funds you don't use. 	Health Care FSA: <ul style="list-style-type: none"> Only you contribute. You lose any funds you don't use. 	Company-funded HSA: <ul style="list-style-type: none"> You can also contribute to your HSA. Your HSA earns interest. You keep your HSA even if you change plans, retire or leave the company.
Prescription drugs (Copays apply after you meet your deductible, except for under the Standard Plan. Mail-order is not covered out of network.)			
Retail, 30-day supply	Generic: \$10 copay Preferred: \$30 copay Non-preferred: \$60 copay	Generic: \$10 copay Preferred: \$30 copay Non-preferred: \$60 copay	Generic: \$10 copay Preferred: \$30 copay Non-preferred: \$70 copay
Retail or mail order, 90-day supply	Generic: \$20 copay Preferred: \$60 copay Non-preferred: \$120 copay	Generic: \$20 copay Preferred: \$60 copay Non-preferred: \$120 copay	Generic: \$20 copay Preferred: \$60 copay Non-preferred: \$140 copay
Amazon Pharmacy, 30-day supply	Generic: \$5 copay; Preferred: \$25 copay	Generic: \$5 copay; Preferred: \$25 copay	Generic: \$5 copay; Preferred: \$25 copay
Amazon Pharmacy, 90-day supply	Generic: \$10 copay; Preferred: \$50 copay	Generic: \$10 copay; Preferred: \$50 copay	Generic: \$10 copay; Preferred: \$50 copay

Compare
and decide



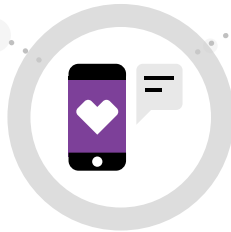
We're here for you.

Choose your plan



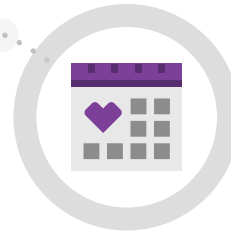
Find

your doctor in the
Aetna® network at
**Amazon.Aetna.com >
Find a doctor.**



Get

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



Enroll

and get personalized
information about
your benefits on
Amazon A to Z. Drop
in whenever you need
support, information or
resources — all year long.



Transition-of-care benefits

Are you receiving ongoing treatment from a provider who's 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 24/7 Aetna Concierge at **1-866-574-9124 (TTY: 711)** and ask for a Transition Coverage Request form.

Choose
your plan

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

Aetna® 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.

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. Refer to **Aetna.com** for more information about Aetna plans.

DISCOUNT OFFERS ARE NOT INSURANCE. They are not benefits under your insurance plan. You get access to discounts off the regular charge on products and services offered by third-party vendors and providers. Aetna makes no payment to the third parties — you are responsible for the full cost. Check any insurance plan benefits you have before using these discount offers, as those benefits may give you lower costs than these discounts. Discount vendors and providers are not agents of Aetna and are solely responsible for the products and services they provide. Discount offers are not guaranteed and may be ended at any time. Aetna may get a fee when you buy these discounted products and services. Hearing products and services are provided by Hearing Care Solutions and Amplifon Hearing Health Care. Vision care providers are contracted through EyeMed Vision Care. LASIK surgery discounts are offered by the U.S. Laser Network and QualSight. Natural products and services are offered through ChooseHealthy®, a program provided by ChooseHealthy, Inc., which is a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy is a registered trademark of ASH and is used with permission.

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