Thrive & shine

Amazon 2026 medical benefits

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**.

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

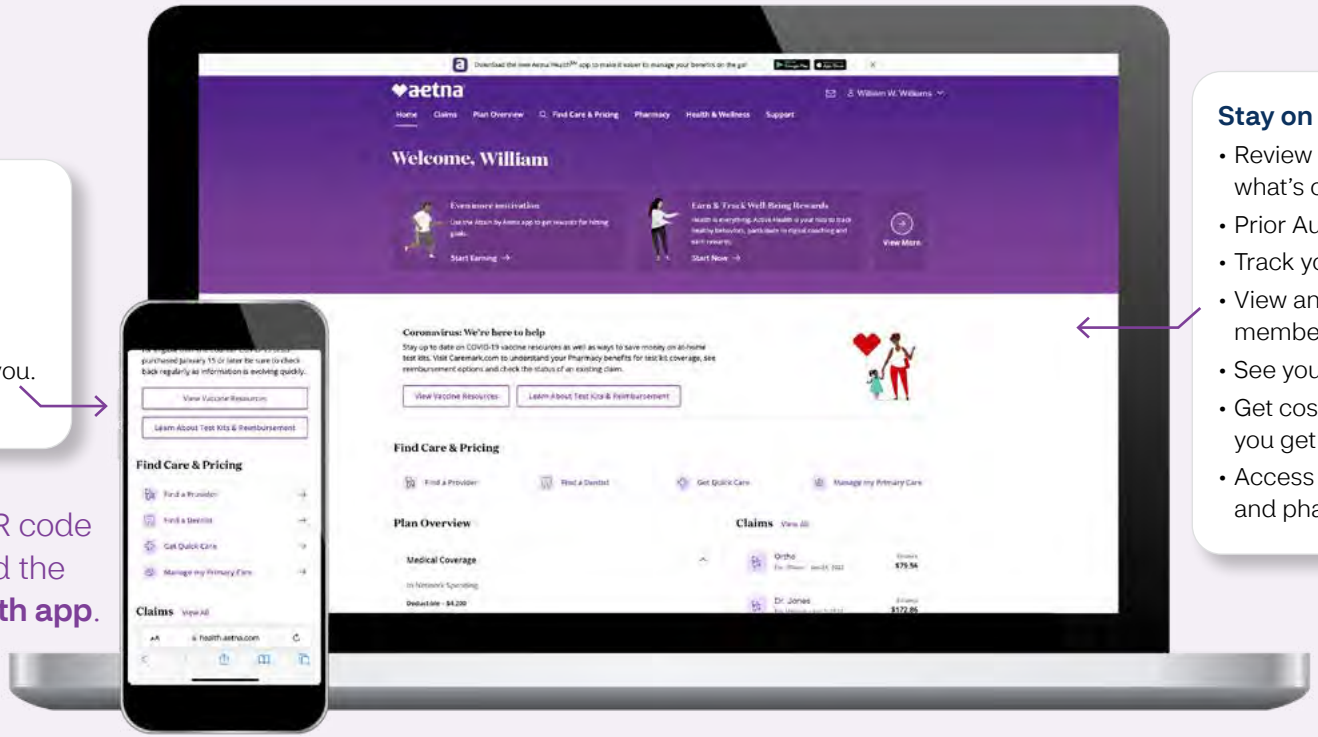
Support when you want it

Seamlessly connect with care and manage your benefits — at home or on the go. With the **Aetna® member website** and **Aetna Health℠ 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.
- Teladoc Health
- 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.
- Prior Authorization
- Track your spending.
- View and pay claims on your member website.
- See your ID card online.
- Get cost estimates before you get care.*
- Access your dental, vision and pharmacy coverage.

*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.

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
- Resources for preeclampsia diagnosis, symptoms, and complications

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 virtual exercise therapy for 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*

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. 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.

Continued

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

Help for physical health

Continued

Get an expert second opinion

2nd.MD can help connect you with a top board-certified specialist for an expert second opinion by phone or video. These services are offered at no cost to Aetna members and their dependents for musculoskeletal, cardiovascular, oncology and neurology related conditions and procedures.

Visit 2nd.MD/amazon or call 1-866-841-2575.

Support for your family-building journey

Maven provides unlimited virtual care and guidance from fertility and family-building specialists at no cost to you. You get:

- A dedicated Care Advocate
- Unlimited virtual appointments
- Financial support to pursue any path to parenthood

Visit MavenClinic.com/join/amazonus.

Digital support centers

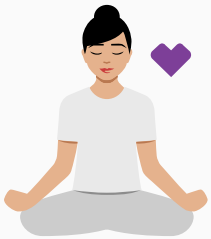
Access these support centers on your Aetna member website to find information about testing, treatment options and care for specific needs:

- Back and Joint Care Support Center
- Cancer Support Center
- Maternity Support Center
- Mental Health Support and Services
- Shoulder Care Support Center
- Transgender and Gender Diverse Support Center
- Women's Health Support Center

Weight management support

9am Health provides specialized weight management care for eligible members with obesity, helping you achieve your weight and health goals. This includes:

- On-demand, unlimited access to specialists
- Prescription medications, lab tests and smart devices
- Tailored nutrition and fitness coaching
- Support and referrals for surgery and mental health services



Help for mental health

When life gets overwhelming, know that help is available.

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.

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**.

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.

Virtual alcohol and substance use treatment

Pelago is a 24/7 online clinic that offers confidential alcohol, opioid, tobacco and cannabis treatment programs. Get 1:1 support from a licensed care team made up of coaches, drug and alcohol counselors, licensed physicians, and nurse practitioners.
Get access to on-demand resources, tracking tools, coaching and counseling services, medication management and more.

You can register online at my.pelagohealth.com/amazon or by calling 1-877-349-7755.

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.

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 Health℠ 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:

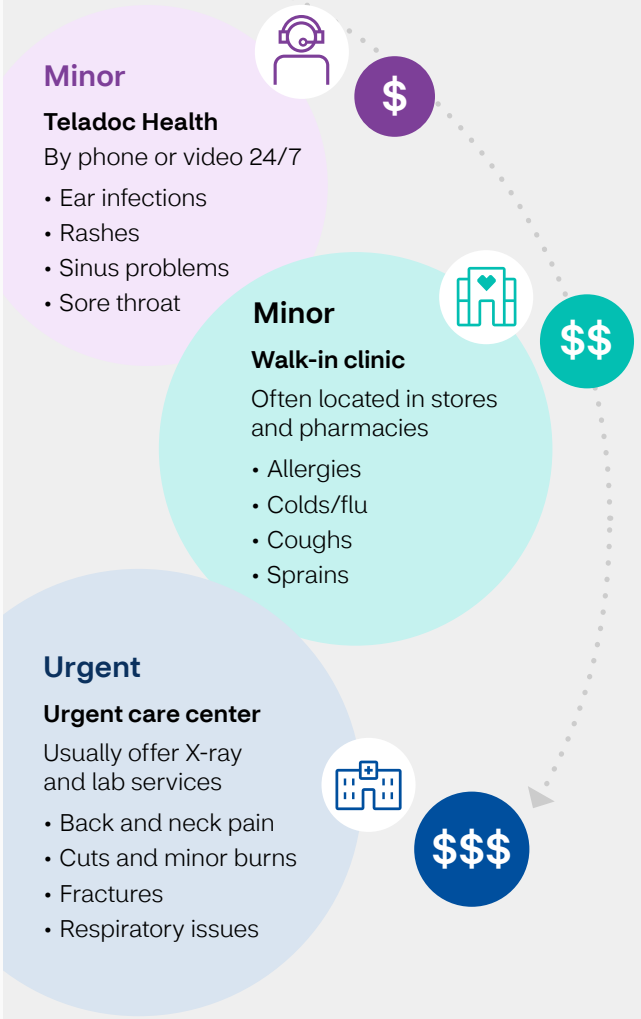
- Care for minor skin conditions
- Health screenings and monitoring
- Travel health
- Treatment for minor illnesses and injuries
- Vaccines and injections
- Wellness and physicals
- Women's and men's health services

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:



Compare and decide

Plan options	Health Savings Plan	Premium Plan
Paycheck contributions	$$	$$$
When you start paying	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.	You pay copays for in-network care. Out-of-network care is subject to your deductible and coinsurance.
Annual deductible	$$ Combined deductible for medical and prescription drugs	No deductible for in-network care
Annual out-of-pocket maximum	$$	$$
Tax-free accounts you can use with the plan	**Company-funded HSA:** • 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.	**Health Reimbursement Arrangement (HRA):** • Employees in the Premium Plan that still have remaining HRA dollars from previously being enrolled in the Shared Deductible Plan in 2024 will continue to be able to utilize those funds until they are exhausted. No new contributions will be made. • Your HRA does not earn interest. **Health Care Flexible Spending Account (FSA):** • Only you contribute. • You lose any funds you don't use.
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: $70 copay	Generic: $10 copay Preferred: $30 copay Non-preferred: $60 copay
Retail or mail order, 90-day supply	Generic: $20 copay Preferred: $60 copay Non-preferred: $140 copay	Generic: $20 copay Preferred: $60 copay Non-preferred: $120 copay
Amazon Pharmacy, 30-day supply	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

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
- Mental Illness or substance abuse
- Multiple surgeries
- Ongoing or worsening disabling condition
- Organ or bone marrow transplants
- Pregnancy
- Recent major surgery
- Terminal illness
- Upcoming non-elective surgery

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.

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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