



# Good health above all

Amazon medical benefits  
April 1, 2021 to March 31, 2022



**What you  
need,  
wherever  
you are**



At Aetna®, we provide programs and support to help you feel your best, no matter where you are on your path to better health.

*Helping people on their path to better health*

Aetna believes that healthy communities lead to a healthier world. That's why we invest millions of dollars to help improve public health.

For example, in 2019, CVS Health® and the Aetna Foundation® launched the Building Healthier Communities initiative, a five-year, \$100 million commitment to support critical programs and partnerships with local and national nonprofit organizations throughout the country.<sup>1</sup>



<sup>1</sup>CVSHealth. A \$100M commitment to improve community health. Accessed January 2021.

**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

Aetna® makes it easy to find what you need. Whether you want to find the right care, manage your benefits, check on a claim, plan for an upcoming treatment or something else, information is simple and convenient to find.

We put you first

## 1 Aetna Concierge

Your team knows the ins and outs of your Amazon benefits, even the ones not offered through Aetna. Call your **Aetna Concierge** 24/7 at **1-866-574-9124 (TTY: 711)**.

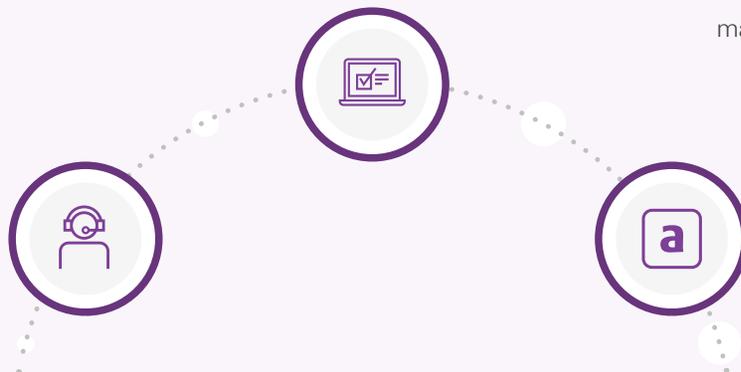
## 2 Aetna member website

Visit your one-stop online resource — just log in at [Amazon.Aetna.com](https://Amazon.Aetna.com) > **Already a Member?**

## 3 Aetna Health® app

Download the app for all the best features of your member website on the go. View your ID card, find care, make appointments and more — right from your phone.

Message and data rates may apply.



# Know your network

Check to see if your providers are in our network.

## Use our provider search tool

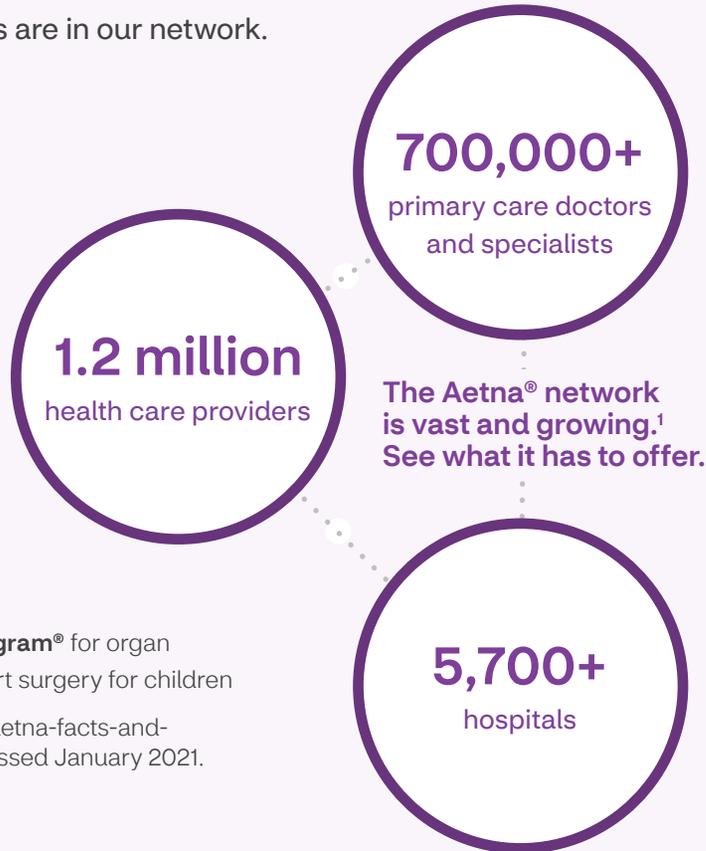
You can find doctors, labs, urgent care centers, hospitals and more at [Amazon.Aetna.com](https://www.amazon.com/aetna) > **Already a Member?** Or use the Aetna Health<sup>SM</sup> app to find providers on the go.

## Find top facilities

You'll also have access to a special network of high-performing 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

<sup>1</sup> Aetna Facts. [Aetna.com/about-us/aetna-facts-and-subsidiaries/aetna-facts.html](https://www.aetna.com/about-us/aetna-facts-and-subsidiaries/aetna-facts.html). Accessed January 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 24/7 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>Money accounts you can use with the plan</b>	HRA,* Health Care FSA	Health Care FSA	HSA
<b>Deductible</b> — the amount you pay out of pocket before the plan pays			
You only	\$1,000**	\$300***	\$1,500**
You + spouse/domestic partner or child(ren)	\$2,000**	\$900***	\$3,000**
You + family	\$3,000**		\$4,500**
<b>Annual out-of-pocket maximum</b> — the most you'll spend out of pocket in one plan year. It includes your deductible, coinsurance and copays.			
		<b>Medical</b>	<b>Prescription drug†</b>
You only	\$2,000*	\$2,300	\$4,150
You + spouse/domestic partner or child(ren)	\$4,000*	\$2,300 per person	\$4,150 per person
You + family	\$6,000*	\$4,900 family max	\$8,000 family max
<b>Visits</b> (primary doctor, specialist or hospital)	You pay 10% after deductible	You pay 10% after deductible	You pay 10% after deductible
<b>Prescription drugs — retail</b> (30-day supply)	You pay 10% after deductible	<b>Generic:</b> You pay \$10 <b>Preferred:</b> You pay 10% up to \$30 <b>Non-preferred:</b> You pay 30% up to \$40	You pay 10% after deductible
<b>Prescription drugs — home delivery</b> (90-day supply)		<b>Generic:</b> You pay \$20 <b>Preferred:</b> You pay 10% up to \$60 <b>Non-preferred:</b> You pay 30% up to \$80	

\* Your HRA pays half of the deductible, which reduces the amount you pay out of pocket.

\*\* Amounts shown are combined medical/prescription drug deductibles.

\*\*\* Medical deductible only; this plan has separate deductibles and out-of-pocket maximums for out-of-network care.

† Deductible doesn't count toward out-of-pocket maximums.

†† \$3,000 per person maximum.

††† \$4,500 per person maximum.

# 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

#### 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 14 and older

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

#### Arcadian/Telemyd

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

Starting April 1, 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 guide you through your options and connect you to services that work for you. To connect with a care partner, 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.** 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, anxiety, depression, relationships, parenting and more.
- **Online resources and access to financial and legal advice.** Find support with life changes and daily life challenges.

# 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'll also have access to three **Ovia**® apps for each stage of your maternity journey: fertility, pregnancy and parenting. Get things like daily tips, a symptoms 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 **Aetna One**® **Choice**, you can work one-on-one with an Aetna® nurse or 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 **Aetna One Choice**.

## > 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** to access online support centers. You'll find education, tips and tools to help guide you if you are 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

## > Get expert care

**Progyny** provides best-in-class fertility benefits for associates in an Amazon medical plan. And **City of Hope Cancer Centers** provide care and resources for associates and family members with cancer.



# 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 — will 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 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

**Be in  
the  
know**



# 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).



## ASK ALEX®

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

We're here for you.

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. The tool gives you an estimate of what you would owe for a particular service based on your plan at that point in time. Actual costs may differ from the estimate if, for example, claims for other services are processed after you get your estimate but before the claim for this service is submitted, or if the doctor or facility performs a different service at the time of your visit. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna plans.

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