



# Thrive & shine

Amazon 2023 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](https://www.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.

## Manage your plan

- Check your plan summary to see what's covered.
- Track your spending and progress toward meeting your deductibles.
- Easily access your digital ID card anytime.

## Improve your health

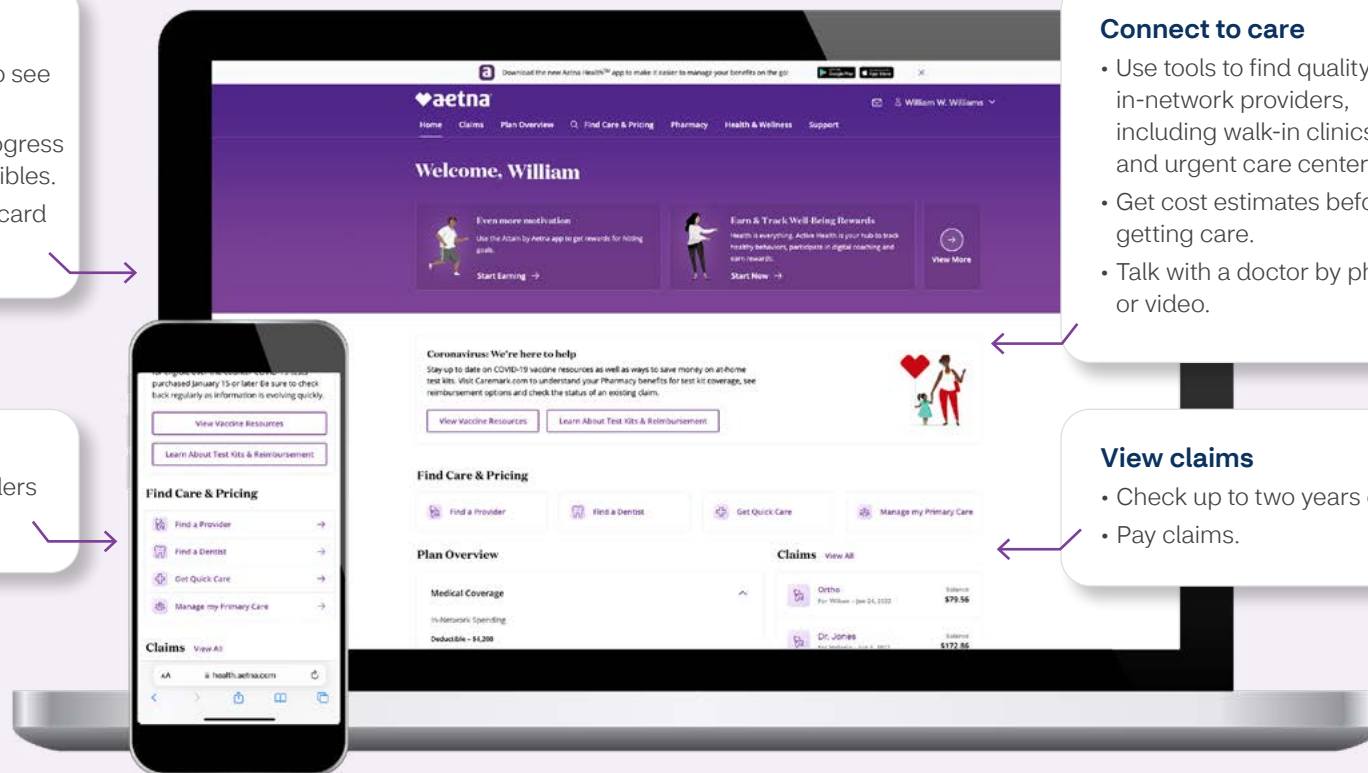
- Receive personalized reminders to improve your health.

## Connect to care

- Use tools to find quality in-network providers, including walk-in clinics and urgent care centers.
- Get cost estimates before getting care.
- Talk with a doctor by phone or video.

## View claims

- Check up to two years of claims.
- Pay claims.



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, as well as cost-effective genetic testing
- Advice on lowering your risk for early labor
- Support for postpartum depression
- Free Ovia apps for fertility, pregnancy and parenting

Call your 24/7 Aetna Concierge at **1-866-574-9124 (TTY: 711)**, option 5, to learn more. *Program not available to members who work in CT, DE, FL, IN, KS, NC, NV or PA.*

## 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](https://www.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.

## 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](https://www.go.myaccesshope.org) or call **1-800-811-4993**.

## Support from a fertility advocate

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

Visit [Progyny.com](https://www.progyny.com) or call **1-855-369-3343**.

## Diabetes management

**Livongo** provides free diabetes management support and personalized tips. You'll get a connected meter, unlimited test strips and lancets sent right to your door.

Visit [Join.Livongo.com/amazon/register](https://www.join.livongo.com/amazon/register) and use registration code AMAZON or call **1-800-945-4355**.

## 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.

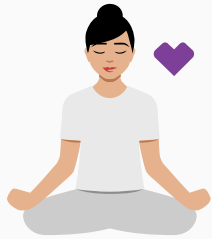


## Digital support centers

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

Physical health  
resources



# Help for mental health

When life gets overwhelming, know that help is available.

## 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.

Call Resources for Living® at **1-833-721-2323** to speak with a Care Partner.

## 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
- 1:1 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**.

## Access 24/7 counseling and support

**Resources for Living** provides free mental health support 24/7 for you, your family and your household. Whether you're dealing with everyday stress or 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**.

## Work with an autism advocate

Aetna® autism advocates support 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? Once you're a member, you can compare costs for health services on your member website at **Amazon.Aetna.com** > **Already a Member?** or through the Aetna Health<sup>SM</sup> 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
- 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**.

\*Applies only to covered services at MinuteClinic. Video Visits are not a covered service under this benefit. This information does not apply to members enrolled in a qualified high-deductible health plan; such members must meet their deductible. However, such services would be subject to negotiated contract rates. Once the deductible has been met, such members will be able to access MinuteClinic services at no cost-share. Visit **MinuteClinic.com** for age and service restrictions.

## 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

#### Medical Advice Line

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

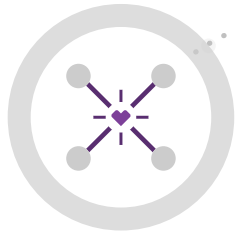
Plan options	Shared Deductible Plan	Standard Plan	Health Savings Plan
<b>Paycheck contributions</b>	\$	\$\$\$	\$
<b>When you start paying</b>	A Health Reimbursement Arrangement (HRA) automatically pays covered costs first when you receive care or prescription drugs. After all HRA money has been used, you pay the full cost of care until you meet the remaining plan 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 doesn't 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>

Compare and decide



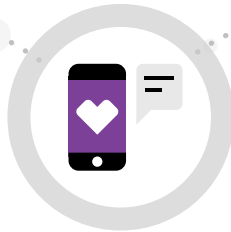
# We're here for you.

Choose your plan



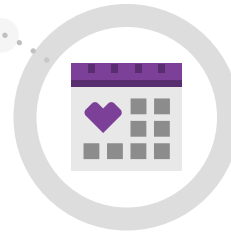
## Find

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



## Get

answers to your questions. Call your Aetna Concierge 24/7 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](https://www.amazon.aetna.com).



## Enroll

for your 2023 benefits at **Amazon Benefits.**



## 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.

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 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. 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.

**Aetna Resources For Living<sup>SM</sup> is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC, and in California for Knox-Keene plans, Health and Human Resources Center, Inc.** All EAP calls are confidential, except as required by law. Aetna, CVS Pharmacy® 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.