

Welcome to health care  
simply focused on you.

Hello!

Welcome to your Texas Health Aetna plan.

We're here to make health care simpler, convenient and less costly for you and your family.

And it all starts here: with this step-by-step guide to activating your member profile and learning more about the features and benefits of your plan.



**Page 3:** We'll help you get started.

**Page 4:** All about your network.

**Page 6:** How to find a doctor.

**Page 7:** Getting convenient care 24/7.

(including Anytime-MD, CVS Pharmacy, MinuteClinic®)

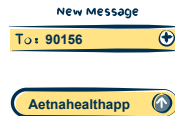
Not all health services are covered — check your plan details for a complete description of benefits, exclusions, limitations and conditions of coverage.

# Simple ways to get started.

Have your member ID card with you to activate your profile. This is your all-in-one online resource: for digital tools that make it easy to access and manage your health plan and benefits at home and on the go — and for ways to find care, a primary care doctor and low-cost options to fill your prescriptions.

## 1. Download the Texas Health Aetna App.

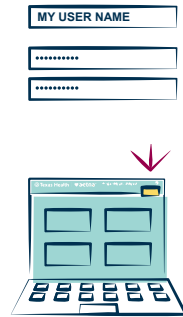
**Text to: 90156** the message **“AETNAHEALTHAPP”** for a link to download the Aetna Health app. Follow the prompts. It’s quick, easy and convenient.



## 2. Register via the Texas Health Aetna online portal.

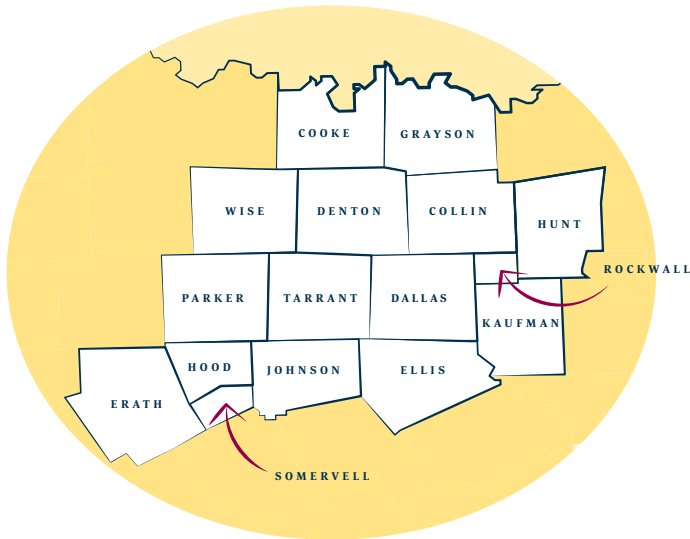
- + **Visit** [texashealthaetna.com](https://texashealthaetna.com) and select **member login** to register a user name and password.
- + **Log in and click on account settings** from the drop down menu in the upper right corner.
- + **Enter your home or cell phone number and your email address** so we can share important messages about your benefits and services.

You'll receive a confirmation email saying your account has been activated.



# A network that's always nearby.

You'll have easy access to great care wherever you live and work in North Texas. Referred to as Texas Health Aetna or Care Plus (it's the same), your network has providers chosen specifically based on their quality, efficiency and location. And remember: staying in-network costs you a lot less out-of-pocket!



**2,900+** primary care doctors

**18,500+** specialists

**4,000+**  
behavioral health specialists

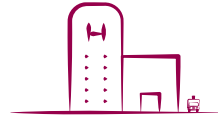
**49** general and acute care hospitals

Texas Health Aetna is proud to offer in-network coverage at these health systems:

- + Texas Health Resources
- + UT Southwestern
- + Methodist Health
- + Cook Children's Hospital
- + Children's Medical Center of Dallas

Note: We regularly make changes and enhancements to our provider network. For the most updated listing, please check our provider directory in your Aetna Health member portal or app.

# Care Plus Network Hospitals



## Collin County

- + Children's Medical Center Plano
- + Methodist McKinney Hospital
- + Methodist Richardson Medical Center
- + Texas Health Center for Diagnostics & Surgery Plano
- + Texas Health Frisco
- + Texas Health Presbyterian Hospital Allen
- + Texas Health Presbyterian Hospital Plano

## Cooke County

- + Muenster Memorial Hospital
- + North Texas Medical Center

## Dallas County

- + Children's Medical Center of Dallas
- + Methodist Charlton Medical Center
- + Methodist Dallas Medical Center
- + Methodist Hospital for Surgery
- + Methodist Rehabilitation Hospital
- + Texas Health Presbyterian Hospital Dallas
- + Texas Institute for Surgery at Presbyterian Hospital of Dallas
- + Texas Scottish Rite Hospital for Children
- + University of Texas Southwestern University Hospital
- + University of Texas Southwestern University Hospital — Zale Lipshy

## Denton County

- + Texas Health Presbyterian Hospital Denton
- + Texas Health Presbyterian Hospital Flower Mound

## Ellis County

- + Ennis Regional Medical Center
- + Methodist Midlothian Medical Center

## Erath County

- + Texas Health Harris Methodist Hospital Stephenville

## Grayson County

- + Texoma Medical Center

## Hood County

- + Lake Granbury Medical Center

## Hunt County

- + Hunt Regional Medical Center Johnson County
- + Texas Health Harris Methodist Hospital Cleburne

## Kaufman County

- + Texas Health Presbyterian Hospital Kaufman

## Parker County

- + Texas Health Harris Methodist Hospital Azle

## Rockwall County

- + Texas Health Presbyterian Hospital Rockwall

## Somervell County

- + Glen Rose Medical Center

## Tarrant County

- + Children's Southlake Specialty Care
- + Cook Children's Medical Center
- + Methodist Southlake Hospital
- + Methodist Mansfield Medical Center
- + Texas Health Arlington Memorial Hospital
- + Texas Health Harris Methodist Hospital Alliance
- + Texas Health Harris Methodist Hospital Fort Worth
- + Texas Health Harris Methodist Hospital Hurst-Euless-Bedford (HEB)
- + Texas Health Harris Methodist Hospital Southlake
- + Texas Health Harris Methodist Hospital Southwest Fort Worth
- + Texas Health Heart & Vascular Hospital Arlington
- + Texas Health Huguley Hospital Fort Worth South
- + Texas Health Mansfield
- + Texas Health Specialty Hospital Fort Worth
- + USMD Hospital at Arlington

## Wise County

- + Wise Regional Health System
- + Wise Regional Hospital Bridgeport

# Find a doctor.

No one knows you better than your primary care physician (PCP): your lifestyle, your health needs, the check-ups and covered preventive services you can take advantage of. So, we encourage you to select one and make the most of this relationship.

## It's easy to check if your doctor is in-network:

- + **Go to “Find a doctor”** at [texashealthaetna.com](https://texashealthaetna.com)
- + **Log in** to your online account.
- + **Look for your doctor.** If you don't have a PCP, choose one, or select a specialist to meet your needs.



Find Care & Pricing

Search

 Providers (1)

If you can't find your doctor in the list, call the number on the back of your ID card and our team will be happy to help you find an in-network provider who fits.



# 24/7 access to a doctor, for free\*



It's tough to find time to see a doctor. But with the **Anytime-MD** app from Texas Health Aetna, you have one on call in your pocket, wherever you are, whatever the hour. Download the free app now at [anytime-md.com](http://anytime-md.com)

## When to use it.

- + Coughs, fevers, headaches, earaches, sore throat
- + Seasonal allergies
- + Stomach pain, food poisoning, diarrhea
- + Rashes, allergic reactions, animal/insect bites
- + Behavioral health (anxiety, mood swings, etc.)
- + Women's health
- + Weight management
- + Back pain, sports injuries, swimmer's ear
- + Urinary tract infections



Just send a text via the app. In minutes, a doctor will respond, tell you what care is right for you (including sending you to Urgent Care if it's more serious), assist with scheduling an appointment if necessary, or even send a prescription to your local pharmacy.

\* Access to the Anytime-MD app is not included in all plans. Please call the 800# on the back of your ID card to confirm eligibility and coverage.

For HSAs, Anytime-MD is \$45 per virtual visit with 7 days of unlimited follow-up and treatment, prior to meeting the deductible. \$0 after the deductible.

Prescriptions and follow-up appointments will be billed according to your health plan's benefits.

# Care at your convenience through CVS.

Our partnership with CVS Health brings you more options for care on your time, on your terms.



## CVS Pharmacy: delivering maintenance drugs to your home

If you take daily meds for diabetes, asthma or another condition, you can get up to a 90-day supply delivered directly to your home with CVS Caremark® Mail Service Pharmacy. And it's included with your pharmacy benefits and insurance plan. Log in to your member portal to learn more.



## Walk-in appointments at MinuteClinic®.

If you're unwell and need to see someone in person right away, step into any of our MinuteClinic® locations. They're staffed by healthcare practitioners trained to treat minor injuries and sickness, give shots, conduct wellness physicals and perform preventive screenings. Most services are available on a walk-in basis but you can also make an appointment online. Best of all, most services are offered at a lower price to Texas Health Aetna members.

## Covered care on the go.

If you're traveling and need care, you still have in-network coverage: use the **Anytime-MD** app 24/7 to speak with a doctor, or for in-person care visit any MinuteClinic® for non-emergencies anywhere in the United States.



Remember to call 911 for genuine emergencies, which are covered at the in-network benefit rate.



# Call us, we're happy to help!

If you have any questions about any of our benefits, features, digital resources or care options, please call the number on the back of your member card, and one of our team members will be sure to get you the answers you need.



