

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions



Important Disclosure Information

EPO Plus



www.texashealthaetna.com

7T.28.312.1-TX (3/17)



Understanding your plan of benefits

Texas Health Aetna* health benefits plans cover most types of health care from a doctor or hospital, but they do not cover everything. This is a “self-funded plan,” which means your employer, and not Texas Health Aetna, is responsible for the design of the plan and what benefits are covered under it. The plan covers recommended preventive care and care you need for medical reasons. It does not cover services you may just want to have, like plastic surgery. It also does not cover treatment that is not yet widely accepted. You should also be aware some services may have limits. For example, a plan may allow only one eye exam per year.

Where to find information about your specific plan

Most of the information in this booklet applies to all plans, but some does not. For example, not all plans have deductibles or prescription drug benefits. Your “plan documents” list all the details for the plan you chose. This includes what’s covered, what’s not covered and what you will pay for services. Plan document names vary. They may include a Schedule of Benefits, Summary Plan Description (SPD), and Summary of Material Modification (SMM) and/or any updates that come with them.

If you can’t find your plan documents, call your employer to ask for a copy. Your employer, and not Texas Health Aetna, is responsible for providing copies of plan documents like SPDs and SMMs to plan participants.

Table of Contents

- Understanding your plan of benefits.....2**
- Get plan information online and by phone.....3**
 - If you’re already enrolled in a Texas Health Aetna health plan.....3
 - Not yet a member?.....3
 - Search our network for doctors, hospitals and other health care providers3
 - Help for those who speak another language and for the hearing impaired.....3
- What you pay.....4**
 - Your costs when you go outside the network.....4
- PCPs, referrals and other rules for using your plan.....4**
 - Choose a primary care physician4
 - Referrals: Your PCP may refer you to a specialist.....4
 - PCP and referral rules for Ob/Gyns.....5
 - Precertification: Getting approvals for services.....5
- Information about specific benefits.....6**
 - Emergency and urgent care and care after office hours.....6
 - Prescription drug benefit.....6
 - Mental health and addiction benefits.....7
 - Transplants and other complex conditions.....7
 - Important benefits for women.....7
 - No coverage based on U.S. Sanctions.....7
- How we determine what’s covered.....8**
 - Plans only cover medically necessary products and services...8
 - You can review Clinical Policy Bulletins on www.texashealthaetna.com.....8
- What to do if you disagree with us.....8**
 - Complaints, appeals and external review.....8
- Member rights & responsibilities.....9**
 - Know your rights as a member.....9
 - Making medical decisions before your procedure.....9
 - Your personal information is private.....9
 - Anyone can get health care.....10
 - How your plan uses information about your race, ethnicity and the language you speak.....10
 - Learn about our quality management programs.....10
 - Your rights to enroll later if you decide not to enroll now.....10
 - Your rights under the Employee Retirement Income Security Act of 1974 (ERISA).....11

* Health benefits plans are offered by your employer with administrative services only provided by Texas Health + Aetna Health Insurance Company (Texas Health Aetna). Texas Health Aetna is an affiliate of Texas Health Resources and of Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Texas Health Aetna.

Get plan information online and by phone

If you're already enrolled in a Texas Health Aetna health plan

You have two convenient ways to get plan information anytime, day or night:

1. Log in to your secure member website

You can get coverage information for your plan online. You can also get details about any programs, tools and other services that come with your plan. Just register once to create a user name and password.

Have your member ID card handy to register. Then visit **www.texashealthaetna.com** and click "Log In/Register." Follow the prompts to complete the one-time registration.

Then you can log in any time to:

- Verify who's covered and what's covered
- Track claims or view past copies of explanation of benefits statements
- Use the DocFind® search tool to find in-network care
- Use our cost-of-care tools so you can *know before you go*
- Learn more about and access any wellness programs that come with your plan

2. Call Member Services at the toll-free number on your member ID card

As a Texas Health Aetna member you can use the Voice Advantage self-service options:

- Verify who's covered under your plan
- Find out what's covered under your plan
- Get an address to mail your claim and check a claim status
- Find other ways to contact Texas Health Aetna
- Order a replacement member ID card
- Be transferred to mental health services (if included in your plan)

You can also speak with a representative to:

- Understand how your plan works or what you will pay
- Get information about how to file a claim
- Get a referral
- Find care outside your area
- File a complaint or appeal
- Connect to mental health services (if included in your plan)
- Find specific health information
- Learn more about our Quality Management program

Not yet a member?

For help understanding how a particular medical plan works, you should review your Summary of Benefits and Coverage document or contact your employer or benefits administrator.

Search our network for doctors, hospitals and other health care providers

Use our DocFind search tool for the most up-to-date list of health care professionals and facilities. You can get a list of available doctors by ZIP code, or enter a specific doctor's name in the search field.

Existing members: Visit **www.texashealthaetna.com** and log in. From your secure member website home page, select "Find Care."

Considering enrollment: Visit **www.texashealthaetna.com** and scroll down to "Find a doctor, dentist, facility or vision provider" from the home page. You'll need to select the plan you're interested in from the drop-down box.

Our online search tool is more than just a list of doctors' names and addresses. It also includes information about:

- Where the physician attended medical school
- Board certification status
- Language spoken
- Hospital affiliations
- Gender
- Driving directions

Get a FREE printed directory

To get a free printed list of doctors and hospitals, call the toll-free number on your member ID card. If you're not yet a member, call **1-800-213-3224**.

Help for those who speak another language and for the hearing impaired

If you require language assistance, please call the Member Services number on your member ID card, and a representative will connect you with an interpreter. You can also get interpretation assistance for utilization management issues or for registering a complaint or appeal. If you're deaf or hard of hearing, use your TTY and dial **711** for the Telecommunications Relay Service. Once connected, please enter or provide the Texas Health Aetna telephone number you're calling.

Ayuda para las personas que hablan otro idioma y para personas con impedimentos auditivos

Si usted necesita asistencia lingüística, por favor llame al número de Servicios al Miembro que figura en su tarjeta de identificación para el miembro, y un representante le conectará con un intérprete. También puede recibir asistencia de interpretación para asuntos de administración de la utilización o para registrar una queja o apelación. Si usted es sordo o tiene problemas de audición, usar su TTY y marcar **711** para el Servicio de Retransmisión de Telecomunicaciones. Una vez conectado, por favor entrar o proporcionar el número de teléfono de Texas Health Aetna que está llamando.

What you pay

Under most self-funded plans, you will share in the cost of your health care. These are called “out-of-pocket” costs. Your plan documents show the amounts that apply to your specific plan. Those costs may include:

- **Copay** – A set amount (for example, \$25) you pay for a covered health care service. You usually pay this when you get the service. The amount can vary by the type of service. For example, you may pay a different amount to see a specialist than you would pay to see your family doctor.

Other copays may apply at the same time:

- **Inpatient Hospital Copay** – This copay applies when you are a patient in a hospital.
- **Emergency Room Copay** – This is the amount you pay when you go to the emergency room. If you are admitted to the hospital within 24 hours, you won’t have to pay it.
- **Coinsurance** – Your share of the costs for a covered service. This is usually a percentage (for example, 20 percent) of the allowed amount for the service. For example, if the health plan’s allowed amount for an office visit is \$100 and you’ve met your deductible, your coinsurance payment of 20 percent would be \$20. The health plan pays the rest of the allowed amount.
- **Deductible** – The amount you owe for health care services before your health plan begins to pay. For example, if your deductible is \$1,000, you have to pay the first \$1,000 for covered services before the plan begins to pay. You may not have to pay the deductible for some services.

These are generic terms and definitions. Check your specific plan’s SPD for the definitions used in your plan.

Your costs when you go outside the network

EPO Plus plans are network-only plans. That means the plan covers health care services only when provided by a doctor who participates in the Texas Health Aetna network. If you receive services from an out-of-network doctor or other health care provider, you will have to pay all of the costs for the services, with the exception of care provided in an emergency. See “Emergency and urgent care and care after office hours” for more.

Going in network just makes sense.

- The plan includes negotiated discounted rates.
- In-network doctors and hospitals won’t bill you for costs above the plan’s rates for covered services.
- You get access to quality care from our national network.

PCPs, referrals and other rules for using your plan

Choose a primary care physician

You must choose any primary care provider who participates in the Texas Health Aetna network and who is accepting new patients. If you do not pick a PCP when required, your benefits may be limited or we may select a PCP for you. Even if not required, it is still a good idea to choose a PCP. That’s because a PCP can get to know your health care needs and help you better manage your health care.

A PCP is the doctor you go to when you need health care. If it’s an emergency, you don’t have to call your PCP first. This one doctor can coordinate all your care for non-emergency situations. Your PCP will perform physical exams, order tests and screenings and help you when you’re sick. Your PCP will also refer you to a specialist when needed.

Tell us who you chose to be your PCP

Each member of the family may choose a different PCP from the Texas Health Aetna network. Enter the name of the PCP you have chosen on your enrollment form. Or, call Member Services after you enroll to tell us your selection. You may change your selected PCP at any time.

Referrals: Your PCP may refer you to a specialist when needed

A “referral” is a written request for you to see another doctor. Some doctors can send the referral right to your specialist for you. There’s no paper involved.

Talk to your doctor to understand why you need to see a specialist. And remember to always get the referral before you receive the care.

Remember these points about referrals:

- You do not need a referral for emergency care.
- If you do not get a referral when required, you may have to pay the bill yourself. If your plan lets you go outside the network, the plan will pay it as an out-of-network benefit.
- Your specialist might recommend treatment or tests that were not on the original referral. In that case, you may need to get another referral from your PCP for those services.
- Women can go to an Ob/Gyn without a referral. See “PCP and referral rules for Ob/Gyns” below.
- Referrals are valid for one year as long as you are still a member of the plan. Your first visit must be within 90 days of the referral issue date.

Referrals within physician groups

Some PCPs are part of a larger group of doctors. These PCPs will usually refer you to another doctor within that same group. If this group cannot meet your medical needs, you can ask us for a coverage exception to go outside this group. You may also need to precertify these services. And you may need permission from the physician group as well.

PCP and referral rules for obstetricians and gynecologists (Ob/Gyn)

A female member can go to any Ob/Gyn who participates in the Texas Health Aetna network without a referral or prior authorization. Visits can be for:

- Checkups, including breast exam
- Mammogram
- Pap smear
- Obstetric or gynecologic problems

Also, an Ob/Gyn can give referrals for covered obstetric or gynecologic services just like a PCP. Just follow your plan's normal rules. Your Ob/Gyn might be part of a larger physician's group. If so, any referral will be to a specialist in that larger group. Check with the Ob/Gyn to see if the group has different referral policies.

Precertification: Getting approvals for services

Sometimes we will pay for care only if we have given an approval before you get it. We call that "precertification." You usually only need precertification for more serious care like surgery or being admitted to a hospital. Your plan documents list all the services that require this approval. Your PCP or network specialist will get this approval for you.

You do not have to get precertification for emergency services.

What we look for when reviewing a request

First, as your self-funded plan's claims administrator, we check to see that you are still a member. And we make sure the service is considered medically necessary for your condition. We also make sure the service and place requested to perform the service are cost effective. Our decisions are based entirely on appropriateness of care and service and the existence of coverage, using nationally recognized guidelines and resources. We may suggest a different treatment or place of service that is just as effective but costs less. We also look to see if you qualify for one of our care management programs. If so, one of our nurses may contact you.

Precertification does not verify if you have reached any plan dollar limits or visit maximums for the service requested. So, even if you get approval, the service may not be covered.

Review process after precertification (Utilization Review/Patient Management)

The patient management program can help you access appropriate health care and maximize coverage for those health care services. In certain situations, your care is reviewed to be sure the service or supply meets established guidelines and is a covered benefit under your plan. This is called "utilization review."

The plan follows specific rules to help make your health a top concern during reviews

- The plan does not reward reviewers for denying coverage.
- The plan does not encourage denials of coverage. In fact, review staff is trained to look at the risk of members not adequately using certain services. Where such use is appropriate, reviewers use nationally recognized guidelines and resources, such as MCG (formerly Milliman Care Guidelines) to review requests for coverage. Physician groups, such as independent practice associations, may use other resources they deem appropriate.
- We do not encourage utilization decisions that result in underutilization.

If you have a chronic condition or an upcoming hospital stay

You may qualify for one of our care management programs. A Texas Health Aetna nurse can be the extra support you need. After you enroll, just call the number on your ID card to learn more.

Information about specific benefits

Emergency and urgent care and care after office hours

An emergency medical condition means your symptoms are sudden and severe. If you don't get help right away, an average person with average medical knowledge will expect you could die or risk your health. For a pregnant woman, that includes her unborn child.

Emergency care is covered anytime, anywhere in the world. If you need emergency care, follow these guidelines:

- Call **911** or go to the nearest emergency room. If you have time, call your doctor or PCP.
- Tell your doctor or PCP as soon as possible afterward. A friend or family member may call on your behalf.
- You do not have to get approval for emergency services.

You are covered for emergency care

You have emergency coverage while you are traveling or if you are near your home. That includes students who are away at school.

Sometimes you don't have a choice about where you go for care, like if you go to the emergency room for a heart attack or a car accident. When you need care right away, go to any doctor, walk-in clinic, urgent care center or emergency room. When you have no choice, the plan will pay the bill as if you got care in network. You pay your plan's copayments, coinsurance and deductibles for your in-network level of benefits.

The plan will review the information when the claim comes in. If the reviewer thinks the situation was not urgent, he or she might ask you for more information and may send you a form to fill out. Please complete the form, or call Member Services to provide the information over the phone.

Follow-up care

Your PCP should coordinate all follow-up care. For example, you'll need a doctor to remove stitches or a cast or take another set of X-rays to see if you've healed. You will need a referral for follow-up care that is not performed by your PCP. You may also need to get approval if you go outside the network.

After-hours care – available 24/7

Call your doctor when you have medical questions or concerns. Your doctor should have an answering service if you call after the office closes. You can also go to an urgent care center, which may have limited hours. To find a center near you, log in to www.texashealthaetna.com and search the plan's list of doctors and other health care providers. Check your plan documents to see how much you must pay for urgent care services.

Prescription drug benefit

Check your plan documents to see if your plan includes prescription drug benefits. The following information applies if your self-funded plan provides prescription drug coverage *and* the claims for coverage are administered by Texas Health Aetna.

Some plans encourage generic drugs over brand-name drugs

A generic drug is the same as a brand-name drug in dose, use and form. They are FDA approved and safe to use. Generic drugs usually sell for less; so many plans give you incentives to use generics. That doesn't mean you can't use a brand-name drug, but you'll pay more for it. You'll pay your normal share of the cost, and you'll also pay the difference in the two prices.

Some plans encourage you to buy certain prescription drugs over others

The plan may even pay a larger share for those drugs. Refer to the Texas Health Aetna Pharmacy Drug Guide (also known as a "drug formulary"). This guide shows which prescription drugs are covered on a preferred basis. It also explains how the plan chooses medications to be in the guide.

When you get a drug that is not on the pharmacy drug guide, your share of the cost will usually be more. If your plan has a "closed formulary," those drugs are not covered.

Drug companies may give the plan rebates when you buy certain drugs

The plan may share those rebates with your employer. Rebates usually apply to drugs on the pharmacy drug guide. They may also apply to drugs not in the guide. In plans where you pay a percentage of the cost, your share of the cost is based on the price of the drug before the plan receives any rebate. Sometimes, in plans where you pay a percentage of the cost instead of a flat dollar amount, you may pay more for a drug in the pharmacy drug guide than for a drug not in the guide.

Home delivery and specialty-drug services from Aetna owned pharmacies

Home delivery and specialty drug services are from pharmacies Aetna owns. These pharmacies are called Aetna Rx Home Delivery and Aetna Specialty Pharmacy, which are for-profit pharmacies.

You might not have to stick to the pharmacy drug guide

Sometimes your doctor might recommend a drug that's not in the pharmacy drug guide. If it is medically necessary for you to use that drug, you, someone helping you or your doctor can ask the plan to make an exception. Your pharmacist can also ask for an exception for antibiotics and pain medicines. Check your plan documents for details.

You may have to try one drug before you can try another

"Step-therapy" means you may have to try one or more less expensive or more common drugs before a drug on the step-therapy list will be covered. Your doctor might want you to skip one of these drugs for medical reasons. If so, you, someone helping you or your doctor can ask for a medical exception. Your pharmacist can also ask for an exception for antibiotics and pain medicines.

You may request an exception for some drugs that are not covered

Your plan documents might list specific drugs that are not covered. Your plan may also not cover drugs that we haven't reviewed yet. You, someone helping you or your doctor may have to get our approval (a medical exception) to use one of these drugs.

Get a copy of the pharmacy drug guide

You can find the Texas Health Aetna Pharmacy Drug Guide at www.texashealthaetna.com. You can call the toll-free number on your member ID card to ask for a printed copy. We review and update the formulary up to four times a year. You may contact Pharmacy Member Services toll-free at **1-888-792-3862** to determine whether a specific drug is included in your plan's formulary.

Have questions? Get answers.

Ask your doctor about specific medications. Call the number on your member ID card to ask about how your plan pays for them. Your plan documents also spell out what's covered and what is not.

Mental health and addiction benefits

The following information applies if your self-funded plan includes mental health services with claims administered by Texas Health Aetna.

You must use therapists and other mental health professionals who are in the Texas Health Aetna network. Here's how to get inpatient and outpatient services, partial hospitalization and other mental health services:

- Call **911** if it's an emergency.
- Call the toll-free Behavioral Health number on your member ID card.
- Call Member Services if no other number is listed.
- Employee Assistance Program (EAP) professionals can also help you find a mental health specialist.

Get information about using network therapists

Visit www.texashealthaetna.com and scroll down to "Find a doctor, dentist, facility or vision provider" from the home page. After you complete your search, click the "Quality and Cost Information" link. No Internet? Call Member Services instead. Use the toll-free number on your member ID card to ask for a printed copy.

Texas Health Aetna offers two behavioral health screening and prevention programs for members

- **Beginning Right® Depression Program:** Perinatal and Postpartum Depression Education, Screening and Treatment Referral
 - **OORS Program:** Opioid Overdose Risk Screening Program
- Call Member Services to learn more about these programs.

Transplants and other complex conditions

The National Medical Excellence Program® (NME) is for members who need a transplant or have a condition that can only be treated at a certain hospital. You may need to visit an Institutes of Excellence™ hospital to get coverage for the treatment. Some plans won't cover the service if you don't. NME chooses hospitals based on their expertise and experience with these services. NME also follows any state rules when choosing these hospitals.

Important benefits for women

Women's Health and Cancer Rights Act of 1998

Your plan provides benefits for mastectomy and mastectomy-related services, including all stages of reconstruction and surgery to achieve symmetry between breasts; prosthesis; and treatment of physical complications of all stages of mastectomy, including lymphedema. Coverage is provided in accordance with your plan design and is subject to plan limitations, copays, deductibles, coinsurance and referral requirements, if any, as outlined in your plan documents.

Please contact Member Services for more information, or visit the Centers for Medicaid & Medicare website, www.cms.gov/CCIIO/Programsand-Initiatives/Other-InsuranceProtections/whcra_factsheet.html, and the U.S. Department of Labor website, www.dol.gov/ebsa/consumer_info_health.html.

No coverage based on U.S. sanctions

If U.S. trade sanctions consider you a blocked person, the plan cannot provide benefits or coverage to you. If you travel to a country sanctioned by the United States, the plan in most cases cannot provide benefits or coverage to you. Also, if your health care provider is a blocked person or is in a sanctioned country, we cannot pay for services from that provider. For example, if you receive care while traveling in another country and the health care provider is a blocked person or is in a sanctioned country, the plan cannot pay for those services. For more information on U.S. Trade sanctions, visit www.treasury.gov/resource-center/sanctions/Pages/default.aspx.

How we determine what's covered

Avoid unexpected bills. Check your plan documents to see what's covered before you get health care. Call Member Services to ask a specific question about what's covered. Can't find your plan documents? Call your employer to have a copy mailed to you.

Here are some of the ways your plan determines what is covered:

Plans only cover medically necessary products and services

Medical necessity is more than being ordered by a doctor. "Medically necessary" means your doctor ordered a product or service for an important medical reason. It might be to help prevent a disease or condition, or to check if you have one. Or it might be to treat an injury or illness.

The product or service:

- Must meet a normal standard for doctors
- Must be the right type in the right amount for the right length of time and for the right body part
- Must be known to help the particular symptom
- Cannot be for the member's or the doctor's convenience
- Cannot cost more than another service or product that is just as effective

Only medical professionals — either within Texas Health Aetna or in some cases, independent medical reviewers — can decide if a treatment or service is not medically necessary. The plan does not reward medical reviewers for denying coverage. Sometimes a physician's group will determine medical necessity. Those groups might use different resources than Texas Health Aetna, and so our decision may differ from your doctor. If a claim for benefits is denied based upon our determination that the service was not medically necessary, you may be able to appeal that denial. See "What to do if you disagree with us" for information on how to complain or file an appeal of a denied claim.

If we deny coverage, you and your doctor will receive a letter. The letter will explain how to appeal the denial. You have the same right to appeal if a physician's group denied coverage. You can call Member Services to ask for a free copy of the materials used to make coverage decisions. Or visit www.texashealthaetna.com to read Texas Health Aetna coverage policies. Doctors can write or call the Patient Management department with questions. Contact Member Services either online or at the phone number on your member ID card for the appropriate address and phone number.

We use scientific evidence published in medical journals to help decide what is medically necessary

This is the same information doctors use. We also make sure the product or service is in line with how doctors, who usually treat the illness or injury, use it. We may use nationally recognized resources like MCG (formerly Milliman Care Guidelines).

We review the latest medical technology, including drugs, equipment and mental health treatments. Plans also look at new ways to use old technologies. To make decisions, we may:

- Review medical journal research to ensure the product or service is safe and effective.
- See what other medical and government groups say about it. That includes the federal Agency for Healthcare Research and Quality.
- Ask experts.
- Check how often and how successfully it has been used.

You can review Clinical Policy Bulletins on www.texashealthaetna.com

You can see published reports about whether products or services are generally eligible for coverage under plans with claims administered by Texas Health Aetna and when the products or services are determined to be medically necessary. These reports are called Clinical Policy Bulletins (CPBs).

CPBs help the plan decide whether to approve a specific member coverage request. Your plan may not cover everything the CPBs say is medically necessary. Each plan is different, so check your plan documents.

CPBs are not meant to advise you or your doctor on your care. Only your doctor can give you advice and treatment. Talk to your doctor about any CPB related to your coverage or condition.

You and your doctor can read the CPBs at www.texashealthaetna.com. No Internet? Call Member Services at the toll-free number on your member ID card. Ask for a copy of a CPB for any product or service.

What to do if you disagree with us

Complaints, appeals and external review

Please tell us if you are not satisfied with a response you received from us or with how we do business.

Call Member Services to file a verbal complaint or to ask for the address to mail a written complaint. The phone number is on your member ID card. You can also email Member Services through the secure member website.

If you're not satisfied after talking to a Member Services representative, you can ask a representative to send your issue to the appropriate complaint department.

If you don't agree with a denied claim, you can file an appeal. To file an appeal, follow the directions in the letter or explanation of benefits statement that says your claim was denied. The letter also tells you what we need from you and how soon you'll receive a response.

Also refer to your plan documents for: specific information on how to appeal a denied claim; when that appeal can be expedited; a description of the different kinds of appeals and their deadlines for filing appeals; and, whether Texas Health Aetna, your employer or their delegate makes the decision on your appeal. You may have the right to appeal more than once under your specific plan.

Get a review from someone outside Texas Health Aetna

If the denial is based on a medical judgment, you may be able to get an outside review if you're not satisfied with your appeal. Follow the instructions on the response to your appeal. Call Member Services to ask for an external review form. You can also visit www.texashealthaetna.com. Enter "external review" into the search bar.

If the reason for your denial is that you are no longer eligible for the plan, or you have appealed after the deadline for doing so under your plan has passed, you may not be able to get an outside review.

An independent review organization (IRO) will assign your case to an outside expert. The expert will be a doctor or other professional who specializes in that area or type of appeal. You should have a decision within 45 calendar days of the request. The outside reviewer's decision is final and binding; we will follow the outside reviewer's decision. We will also pay the cost of the review.

A "rush" review may be possible

If your doctor thinks you cannot wait 45 days, ask for an "expedited review." That means the IRO will make its decision as soon as possible.

Member rights and responsibilities

Know your rights as a member

You have many legal rights as a member of a health plan. You also have many responsibilities. You have the right to suggest changes in Texas Health Aetna policies and procedures. This includes our member rights and responsibilities.

Some of your rights are below. The plan administrator also publishes a list of rights and responsibilities at www.texashealthaetna.com. You can also call Member Services at the number on your ID card to ask for a printed copy.

Making medical decisions before your procedure

An "advance directive" tells your family and doctors what to do when you can't tell them yourself. You don't need an advance directive to receive care, but you have the right to create one. Hospitals may ask if you have an advance directive when you are admitted.

There are three types of advance directives:

- Durable power of attorney – name the person you want to make medical decisions for you.
- Living will – spells out the type and extent of care you want to receive.
- Do-not-resuscitate order – states you don't want cardiopulmonary resuscitation (CPR) if your heart stops or a breathing tube if you stop breathing.

You can create an advance directive in several ways:

- Ask your doctor for an advance directive form.
- Write your wishes down by yourself.
- Pick up a form at state or local offices on aging, or your local health department.
- Work with a lawyer to write an advance directive.
- Create an advance directive using computer software designed for this purpose.

Source: American Academy of Family Physicians. Advanced Directives and Do Not Resuscitate Orders. January 2012. Available at <http://familydoctor.org/familydoctor/en/healthcare-management/end-of-life-issues/advance-directives-and-do-not-resuscitate-orders.html>. Accessed June 12, 2016.

Your personal information is private

Texas Health Aetna policies protect your personal information from unlawful use. "Personal information," means information that can identify you as a person, as well as your financial and health information.

Personal information does not include what is available to the public. For example, anyone can access information about what the plan covers. It also does not include reports that do not identify you.

Summary of the Texas Health Aetna Privacy Policy

When necessary for your care or treatment, the operation of health plans or other related activities, we use your personal information, or may share it with affiliates and may disclose it to:

- Your doctors, dentists, pharmacies, hospitals and other caregivers
- Other insurers
- Vendors
- Government departments
- Third-party administrators (TPAs) (this includes plan sponsors and/or employers)

These parties are required to keep your information private as required by law.

Some of the ways in which we may use your information include:

- Administering claims
- Making decisions about what the plan covers
- Coordination of payments with other insurers
- Quality assessment
- Activities to improve the plans
- Audits

These activities are key for the operation of your plan. When allowed by law, we use and disclose your personal information in the ways explained above without your permission. The privacy notice includes a complete explanation of the ways your information is used and disclosed. It also explains when the plan will need your permission to use or disclose your information.

The plan is required to give you access to your information. If you think there is something wrong or missing in your personal information, you can ask that it be changed. The plan must complete your request within a reasonable amount of time. If we don't agree with the change, you can file an appeal.

For more information about our privacy notice or if you'd like a copy, call the toll-free number on your member ID card or visit us at www.texashealthaetna.com.

Anyone can get health care

We do not consider your race, disability, religion, sex, sexual orientation, health, ethnicity, creed, age or national origin when giving you access to care. Network providers are legally required to the same.

Your plan must comply with these laws:

- Title VI of the Civil Rights Act of 1964
- Age Discrimination Act of 1975
- Americans with Disabilities Act
- Laws that apply to those who receive federal funds
- All other laws that protect your rights to receive health care

How your plan uses information about your race, ethnicity and the language you speak

You choose if you want to tell us your race/ethnicity and preferred language. We'll keep that information private. Your plan uses it to help improve your access to health care. We also use it to help serve you better. See "Your personal information is private" to learn more about how the plan uses and protects your private information. See also "Anyone can get health care."

Learn about our quality management programs

We make sure your doctor provides quality care for you and your family. To learn more about these programs, please visit www.aetna.com. Enter "commitment to quality" in the search bar. You can also call Member Services to ask for a printed copy. The toll-free number is on your member ID card.

Your rights to enroll later if you decide not to enroll now

When you lose your other coverage

You might choose not to enroll now because you already have health insurance. You may be able to enroll later if you lose that other coverage or if you or your family experiences certain other life events such as divorce, or the death of the family member employed by the plan's sponsor, or if your employer stops contributing to the cost. This includes enrolling your spouse or children and other dependents. If that happens, you must apply within 60 days before you expect to lose coverage and 60 days after your coverage has ended. Contact Member Services, your employer's Human Resources Department, or check your SPD for more information.

When you have a new dependent

Getting married? Having a baby? A new dependent changes everything. And you can change your mind. You can enroll within 60 days after certain life events if you chose not to enroll during the normal open enrollment period. These life events include:

- Marriage
- Birth
- Adoption
- Placement for adoption

Talk to your benefits administrator for more information or to request special enrollment.

Your rights under the Employee Retirement Income Security Act of 1974 (ERISA)

As a participant in an employer-funded group health plan, you are entitled to certain rights and protections under ERISA. Some of those rights are listed below. Your rights are outlined in more detail in your plan documents as described in the beginning of this booklet. See “Understanding your plan of benefits” and “Where to find information about your specific plan.” You have the right to:

- Receive, free of charge, information about your plan and benefits.
- Upon written request to your plan administrator, examine copies of documents governing the operation of the plan, contracts, collective bargaining agreements, annual reports and more. The administrator may charge you a reasonable copy fee.
- Receive a copy of procedures used to determine a qualified domestic relation or medical child support order.
- Continue group health coverage for you, your spouse or dependents if there is a loss of coverage as the result of a qualifying event.
- Know why a claim was denied.
- Exercise your rights, and take steps to enforce your rights, without discrimination or retribution.
- Get answers to your questions about the plan. See “Get plan information online and by phone” in this booklet for details.

Contact your plan administrator with questions about your plan. If they do not provide the information you request, you can get help from the nearest office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory. You may also write to:

Division of Technical Assistance and Inquiries

Employee Benefits Security Administration
U.S. Department of Labor
200 Constitution Avenue, N.W.
Washington, D.C. 20210

Texas Health Aetna does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.

We are committed to Health Plan Accreditation by the National Committee for Quality Assurance (NCQA) as a means of demonstrating a commitment to continuous quality improvement and meeting customer expectations. You can find a complete list of health plans and their NCQA status on the NCQA website located at **www.ncqa.org**. Click on the "Report Cards" tab to search on "Health Plans." To refine your search for other health care providers, click on "Clinicians" or "Other Healthcare Organizations." The link for "Clinicians" includes doctors recognized by NCQA in the areas of heart/stroke care, diabetes care, patient centered medical home and patient centered specialty practice. The recognition programs are built on evidence-based, nationally recognized clinical standards of care; therefore, NCQA provider recognition is subject to change. You can access the official NCQA directory of recognized clinicians at **<http://recognition.ncqa.org>**. The link for "Other Healthcare Organizations" includes "Managed Behavioral Healthcare Organizations" for behavioral health accreditation and "Credentials Verifications Organizations" for credentialing certification.

Get help to understand your enrollment materials

Non-Discrimination

Texas Health Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Texas Health Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator
PO Box 14462, Lexington, KY 40512
1-800-648-7817, TTY: 711
Fax: **859-425-3379**
Email: **CRCoordinator@aetna.com**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, **1-800-368-1019**, **800-537-7697** (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

Assistive Technology

Persons using assistive technology may not be able to fully access the following information. For assistance, please call **1-800-213-3224**.

Smartphone or Tablet

To view documents from your smartphone or tablet, the free WinZip app is required. It may be available from your App Store.

Language Assistance

TTY: 711

To access language services at no cost to you, call the number on your ID card.

Para acceder a los servicios de idiomas sin costo,
llame al número que figura en su tarjeta de
identificación. (Spanish)

如欲使用免費語言服務，請致電您 ID 卡上的電話號碼 (Chinese)

Afin d'accéder aux services langagiers sans frais,
veuillez composer le numéro inscrit sur votre carte
d'identité. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tawagan ang numero sa inyong ID card. (Tagalog)

T'áá ni nizaad k'ehjí bee níká a'doowól doo bááh
ílinígóó naaltsoos bee atah nílǵigo nanitinígíí bee
néého'dólnzinígíí béesh bee hane'í bikáá' áají'
hólne'. (Navajo)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an. (German)

Për shërbime përkthimi falas për ju, telefononi në numrin që gjendet në kartën tuaj të identitetit.
(Albanian)

የቋንቋ አገልግሎቶችን ያለከፍቶ ለማግኘት፣ በመታወቂያዎች ላይ ያለውን ቁጥር ይደውሉ። (Amharic)

للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقةك الشخصية. (Arabic)

Անվճար լեզվական ծառայություններից
օգտվելու համար գանգահարեք ձեր
ինքնության (ID) քարտի վրա նշված
հեռախոսահամարով: (Armenian)

Kugira uronke serivisi z'indimi atakiguzi, Hamagara inumero iri kuri karangamuntu kawe. (Bantu)

আপনাকে বিনামূল্যে ভাষা পরিষেবা পেতে হলে আপনার ফ
পরিচয়পত্রে দেওয়া নম্বরে টেলিফোন করুন। (Bengali)

Ngadto maakses ang mga serbisyo sa pinulongan
alang libre, tawagan sa numero sa nimong ID card.
(Bisayan-Visayan)

သင့်အနေဖြင့် အခကြေးငွေ မပေးရပဲ
ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID
ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။
(Burmese)

Per accedir a serveis lingüístics sense cap cost per
vostè, telefoni al número indicat a la seva targeta
d'identificació. (Catalan)

Para un hago' i setbision lengguâhi ni dibåtde para
hågu, ågang i numiru gi iyo-mu kard aidentifikasion.
(Chamorro)

Ⴄႃႃႃ Ⴄႃႃႃႃႃ Ⴄႃႃႃႃ Ⴄ Ⴄႃႃႃ
 Ⴄႃႃႃႃႃ ႃႃ, Ⴄႃႃႃႃႃ ႃႃႃ Ⴄႃႃႃ
 ႃႃႃႃ ႃႃ Ⴄ Ⴄႃႃႃ Ⴄႃႃႃ. (Cherokee)

Anumpa tohsholi I toksvli ya peh pilla ho ish I paya
hinla kvt chi holisso iskitini holhtena takanli ma I
paya. (Choctaw)

Tajaajjiiloota afaanii gatii bilisaa ati
argaachuuf, lakkoofsa duugda waraaqaa
eenyummaa (ID) kee irraa jiruun bilbili.
(Cushite-Oromo)

Voor gratis toegang tot taaldiensten, bel het nummer op uw ID-kaart. (Dutch)

Pou jwenn sèvis lang gratis, rele nimewo telefòn ki sou kat idantite ou a. (French Creole-Haitian)

Για να επικοινωνήσετε χωρίς χρέωση με το κέντρο υποστήριξης πελατών στη γλώσσα σας, τηλεφωνήστε στον αριθμό που αναγράφεται στην κάρτα σας προνομίων μέλους. (Greek)

(Gujarati) ગુજરાતીમાં ભાષા સહાય માટે તમારા
આઈડી કાર્ડ પર લખેલ નંબર પર કોઈ ખર્ચ વગર કોલ
કરો.

No ka wala'au 'ana me ka lawelawe 'ōlelo e kahea
aku i ka helu kelepona ma kāu kāleka ID. Kāki 'ole
'ia kēia kōkua nei. (Hawaiian)

आपके लिए बिना किसी कीमत के भाषा सेवाओं का
उपयोग करने के लिए, अपने आईडी कार्ड पर दिये नम्बर
पर कॉल करें। (Hindi)

Xav tau kev pab txhais lus tsis muaj nqi them rau
koj, hu tus naj npawb ntawm koj daim npav ID.
(Hmong)

Iji nwetaòhèrè na ɔrɔ gasɪ asɔsɔ n'efu, kpɔɔ nɔmba
no na kaadi ID gi. (Igbo)

Tapno maaksesyo dagiti serbisio maipapan iti
pagsasao nga awan ti bayadanyo, tawagan ti
numero idiy ID cardyo. (Ilocano)

Untuk mengakses layanan bahasa tanpa dikenakan
biaya, hubungi nomor telepon di kartu identitas
Anda. (Indonesian)

Per accedere ai servizi linguistici, senza alcun costo
per lei, chiami il numero sulla tessera identificativa.
(Italian)

言語サービスを無料でご利用いただくには、ID
カードに記載の番号にお電話ください。
(Japanese)

လၢတၢ်ကမၤန့ၢ်ကိၣ်အတၢ်မၤစၢၤအတၢ်ဖဲတၢ်မၤတဖၣ်လၢတၢ်အိၣ်ဒီးအပူၤလၢနက
ဘၣ်ဟ့ၣ်အိၣ်ဘၣ်န့ၣ်,ကိးဘၣ်လိတဲစိနီၣ်ဂံၢ်လၢအိၣ်လၢနတၢ်ဂီၢ်နီၣ် (ID)
အခးလိန့ၣ်တက့ၢ် (Karen)

무료 언어 서비스를 이용하려면 보험 ID 카드에
수록된 번호로 전화해 주십시오. (Korean)

M̧ dyi wuḍu-dù kà kò ḍò b̧ě dyi m̧uún nì píḑyi ní, ņií,
ḍá ņòbà ņià ņi ID káàè ķɛ. (Kru-Bassa)

بۆ دەسپێر اگهیشتن به خزمەتگوزاری زمان بهی ئیچوون بۆ تو،
پەیوەندی بکە بە ژمارەی سەر ئای دی (ID) کارتێ خۆت.
(Kurdish)

ເພື່ອເຂົ້າໃຊ້ການບໍລິການພາສາໂດຍບໍ່ເສຍຄ່າຕໍ່ກັບ
ທ່ານ,
ໃຫ້ໂທຫາເບີໂທທີ່ບອກໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ.
(Laotian)

कोणत्याही शुल्काशिवाय भाषा सेवा प्राप्त करण्यासाठी,
तुमच्या ID कार्डावरील क्रमांकावर फोन करा. (Marathi)

Nan etal nan jikin jiban ko ikijen kajin ilo an ejelok
onen nan kwe, kirlok nomba eo ilo ID kaat eo am.
(Marshallese)

Pwehn alehdi sawas en lokaia kan ni sohte
pweipwei, koahlih nempe nan amhw doaropwe en
ID. (Micronesian-Pohnpeian)

ដើម្បីទទួលបានសេវាកម្មភាសា
ដែលឥតគិតថ្លៃសម្រាប់លោកអ្នក
សូមហៅទូរស័ព្ទទៅកាន់លេខដែលមាននៅលើ
ប័ណ្ណសម្គាល់ខ្លួនរបស់លោកអ្នក។
(Mon-Khmer, Cambodian)

निःशुल्क भाषा सेवा प्राप्त गर्न आफ्नो परिचयपत्रमा
भएको नम्बरमा टेलिफोन गर्नुहोस् । (Nepali)

Tè kɔɔr yīn wěēr de thokic ke cīn wěu kɔr keek tēnɔŋ
yīn. Ke cɔl kɔc ye kɔc kuɔny nē nɔmba de abac tō nē
ID kard du kōu. (Nilotic-Dinka)

For tilgang til kostnadsfri språktjenester, ring
nummeret på ID-kortet ditt. (Norwegian)

Um Schprooch Services zu griege mitaus Koscht,
ruff die Nummer uff dei ID Kaart.
(Pennsylvania Dutch)

برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده
روی کارت شناسایی خود تماس بگیرید. (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług
językowych proszę zadzwonić numer telefonu na
Twojej Karcie Identykującej (Polish)

