

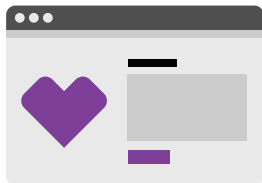


We're here for you

COVID-19 resources for members and employers

As a part of CVS Health®, Aetna is committed to providing you with support during the COVID-19 pandemic. Given the presence of our retail stores in communities across the country, and our ability to reach millions of consumers with innovative, local solutions, we're in a unique position to help address this unprecedented situation.

Please be assured that we are ready and able to take care of our customers and their employees during this COVID-19 outbreak. We're taking a number of steps to fulfill this commitment.



For the latest information, visit our **COVID-19 support site**.



Offering extra benefits to protect members

The health and well-being of our members is our top priority. So we're offering extra benefits to help them stay protected.



Member resources

We're keeping our members up to date with the evolving ways we're providing support and flexibility during the COVID-19 pandemic.

Visit our COVID-19 resource center to learn more.



Aetna® Healing Better™ kits

We're sending care packages to members hospitalized with COVID-19. Packages include useful information and resources to help with recovery, as well as personal and household cleaning supplies to help keep others in the home protected from potential exposure.



Free Rx delivery*

We're offering free home delivery for prescription medications from CVS Pharmacy® stores. To enroll, members can call us at **1-888-792-3862 (TTY: 711)**. Or log in to their member website at **Aetna.com**



Free crisis support

To help you get through this, we've opened crisis response lines for all members — just call **1-833-327-AETNA (2386) (TTY: 711)**. All Aetna and CVS Caremark® members also have access to the Aetna Nurse Medical Line at **1-800-556-1555 (TTY: 711)**.



Free telemedicine**

We're offering no-cost telemedicine visits until June 4. See a doctor right from your home for any reason, including general medical, behavioral health and dermatology.



Resources For Living® program

For those concerned about COVID-19 and anxious about what to do, the Resources for Living program is now available for all members and non-members. Resources For Living provides confidential and timely connection to support resources in people's local communities. Members can call **1-833-327-2386 (TTY: 711)** to speak with a Resources For Living consultant.



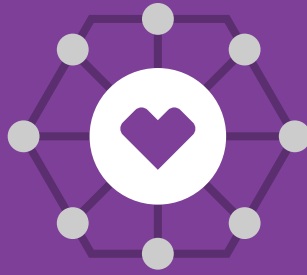
Free COVID-19 testing**

Members can get free COVID-19 testing and doctor visits. You'll have \$0 copays for any diagnostic testing and doctor visits related to COVID-19.

*Free one- to two-day prescription shipping applies to orders from March 9, 2020, to May 1, 2020. There may be a cost to some employers.

**Optional for self-funded plans. There may be a cost to some employers.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).



Providing support for employers

We're there for you in this challenging time, providing more flexibility than ever to support a remote workforce.



Policy changes to address employer needs

These changes are fluid and constantly evolving to provide members and employers with greater flexibility. [Visit our COVID-19 resource center to learn more.](#)



Online events and communications

If your employees work virtually (or even if they don't), we can also support communication of benefits through tailored webinar presentations, educational microsites and custom emails.



Virtual open enrollment

Through both our bswift® platform and our ALEX® tool, we have the technology to support virtual open enrollment. Your Aetna® representative can help determine the option that is best for you.



Customer reporting

Our reporting provides self- and fully insured customers with detailed analytics on claims experience related to COVID-19.



Cost modeling calculator

Our account managers will have access to tools to help self-funded customers estimate the cost impacts of COVID-19.



As always, your account management team will be available to support your needs and answer any questions you may have during this challenging time.

Aetna and CVS Pharmacy® are part of the CVS Health family of companies.

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