

Summary of Benefits

Aetna Medicare Value Plan (HMO)

H3931, Plan 081

**This is a summary of services covered by Aetna Medicare Value Plan (HMO)
January 1, 2017 - December 31, 2017**

Aetna Medicare Value Plan (HMO) is a Medicare Advantage HMO plan with a Medicare contract. Enrollment in the Plan depends on contract renewal.

The benefit information provided is a summary of what we cover and what you pay. It does not list every service that we cover or list every limitation or exclusion. The plan's "Evidence of Coverage" provides a complete list of services we cover. The "Evidence of Coverage" is available on our website or you may call us to request a copy.

To join Aetna Medicare Value Plan (HMO), you must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area. Our service area includes the following counties in North Carolina: Cabarrus, Durham, Gaston, Iredell, Mecklenburg, Orange, Person, Rowan, Union and Wake.

Premiums and Benefits	Aetna Medicare Value Plan (HMO)	What You Should Know
Monthly Plan Premium	\$0	You must continue to pay your Medicare Part B premium.
Deductible	This plan does not have a deductible.	
Maximum Out-of-Pocket Responsibility (does not include prescription drugs)	\$4,950 annually	The most you pay for copays, coinsurance and other costs for medical services for the year.
Inpatient Hospital Coverage	<p>\$295 per day, days 1-6; \$0 per day, days 7-90</p> <p>You pay \$0 per day for days 91 and beyond.</p> <p>Our plan covers an unlimited number of days for an inpatient hospital stay.</p>	<p>Prior authorization may be required.</p> <p>This benefit will begin on day one each time you are admitted to a specific facility type. A transfer within or to a facility, including Inpatient Rehabilitation, Long Term Acute Care, Inpatient Acute or Psychiatric facility is considered a new admission. You pay your cost share per admission.</p>
Doctor Visits		
<ul style="list-style-type: none"> • Primary Care Physician (PCP) 	\$15 copay per visit	You must choose an in-network provider to be your Primary Care Provider (PCP).
<ul style="list-style-type: none"> • Specialists 	\$45 copay per visit	Service may require a referral from your primary care physician (PCP).

Premiums and Benefits	Aetna Medicare Value Plan (HMO)	What You Should Know
Preventive Care	\$0 copay	Any additional preventive services approved by Medicare during the contract year will be covered.
Emergency Care	\$75 per visit \$75 for emergency and urgent care outside of the United States	If you are directly admitted to the hospital, you do not have to pay your share of the cost for emergency care.
Urgently Needed Services	\$45 per urgent care facility visit \$75 for emergency and urgent care outside of the United States	
Diagnostic Services/Labs/Imaging		Prior authorization or physician's order may be required.
<ul style="list-style-type: none"> • Diagnostic radiology services (e.g., MRI) 	25% of the cost	
<ul style="list-style-type: none"> • Lab services 	\$45 copay	
<ul style="list-style-type: none"> • Diagnostic tests and procedures 	\$45 copay	
<ul style="list-style-type: none"> • Outpatient x-rays 	\$45 copay	
Hearing Services		
<ul style="list-style-type: none"> • Medicare-covered hearing exam 	\$45 copay	Service may require a referral from your primary care physician (PCP).

Premiums and Benefits	Aetna Medicare Value Plan (HMO)	What You Should Know
<ul style="list-style-type: none"> Routine hearing exam (one exam every year) 	\$0 copay	Service may require a referral from your primary care physician (PCP).
<ul style="list-style-type: none"> Hearing aids 	Not Covered	
Dental Services		
	Our plan pays up to \$100 for preventive dental services every year	Dental allowance: Any licensed dental provider may provide services. You pay for services, submit an itemized statement showing proof of payment and you will be reimbursed. Only select dental services are reimbursable. You are responsible for any amount over the dental coverage limit.
<ul style="list-style-type: none"> Dental deductible 	This plan does not have a deductible	
<ul style="list-style-type: none"> Oral exam & cleaning (unlimited) 	\$0 copay for each covered service (See the Evidence of Coverage for details)	
<ul style="list-style-type: none"> Fillings 	Not Covered	
Vision Services		
<ul style="list-style-type: none"> Medicare-covered eye exams 	\$0 copay for glaucoma screenings \$0 copay for diabetic eye exams	

Premiums and Benefits	Aetna Medicare Value Plan (HMO)	What You Should Know
	\$45 copay for other exams to diagnose and treat diseases and conditions of the eye	
<ul style="list-style-type: none"> Routine eye exam (one exam every year) 	\$0 copay	
<ul style="list-style-type: none"> Contacts and Eyeglasses (frames and lenses) 	Our plan pays up to \$75 for contacts and eyeglasses every year (See the Evidence of Coverage for details)	<p>Any licensed eyewear provider may provide services. You pay the provider for services, submit an itemized billing statement showing proof of payment to our plan and you will be reimbursed.</p> <p>You are responsible for any amount over the eyewear coverage limit.</p>
<ul style="list-style-type: none"> Eyeglasses or contact lenses after cataract surgery 	\$0 copay	
Mental Health Services		Prior authorization may be required.
<ul style="list-style-type: none"> Inpatient visit 	\$318 per day, days 1-5; \$0 per day, days 6-90	
<ul style="list-style-type: none"> Outpatient group therapy visit 	\$40 copay	
<ul style="list-style-type: none"> Outpatient individual therapy 	\$40 copay	

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Skilled Nursing Facility (SNF)	\$0 per day, days 1-20; \$164 per day, days 21-100	Our plan covers up to 100 days in a SNF. Prior authorization may be required.
Rehabilitation Services		Prior authorization may be required.
<ul style="list-style-type: none"> Occupational therapy visit 	\$40 copay	Service may require a referral from your primary care physician (PCP).
<ul style="list-style-type: none"> Physical therapy, speech therapy, and language therapy visit 	\$40 copay	Service may require a referral from your primary care physician (PCP).
Ambulance (one-way trip)	\$350 copay	Prior authorization is required for non-emergency transportation.
Transportation	Not Covered	
Foot Care (podiatry services)		
<ul style="list-style-type: none"> Medicare-covered foot exams and treatment 	\$45 copay	Service may require a referral from your primary care physician (PCP).
Medical Equipment/Supplies		Prior authorization may be required.
<ul style="list-style-type: none"> Durable medical equipment (wheelchair, oxygen, etc.) 	20% of the cost	
<ul style="list-style-type: none"> Prosthetics (e.g., braces, artificial limbs) 	20% of the cost	

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<ul style="list-style-type: none"> Diabetic supplies 	0% of the cost (preferred manufacturer) 20% of the cost (non-preferred manufacturer)	Preferred manufacturer: OneTouch/LifeScan. Prior authorization is required for blood glucose monitors in excess of one monitor per year and test strips in excess of 100 per 30 days, regardless of brand.
Wellness Program (e.g. fitness)	Free membership at participating SilverSneakers fitness facilities. Also access to online wellness related tools, planners, newsletters and classes.	
Medicare Part B Drugs	20% of the cost for chemotherapy drugs 20% of the cost for other Part B drugs	Prior authorization may be required.
Other Information and Benefits		
Referrals	In most situations, your network PCP must give you approval in advance before you can use other providers in the plan's network. This is called giving you a "referral."	Referrals from your PCP are not required for emergency care or urgently needed services.
Chiropractic Care	Medicare covered services: \$20 copay	Medicare coverage is limited to manipulation of the spine to correct a subluxation (when 1 or more of the bones of your spine move out of position). Service may require a referral from your primary care physician (PCP). Prior authorization may be required.

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Dialysis	20% of the cost	Prior authorization may be required.
Home Health Care	\$0 copay	Prior authorization may be required.
Hospice	You pay nothing for hospice care from a Medicare-certified hospice. You may have to pay part of the cost for drugs and respite care.	Please see the Evidence of Coverage for more information about hospice care and coverage.
Outpatient Substance Abuse	Group therapy visit: \$40 copay Individual therapy visit: \$40 copay	Prior authorization may be required.
Outpatient Surgery	Freestanding ambulatory surgery center: \$255 copay Outpatient hospital: \$255 copay	Prior authorization may be required.

Outpatient Prescription Drugs

Initial Coverage Limit (ICL) - total amount you and the plan pay for prescription drugs before you enter the coverage gap: \$3,700

True Out-of-Pocket Threshold Amount (TrOOP) – total amount you pay before reaching the catastrophic coverage level: \$4,950

Deductible: This plan does not have a pharmacy deductible.

Initial Coverage

Formulary: B2	Preferred Retail Rx 30-day supply	Preferred Retail and Preferred Mail Order 90-day supply	Standard Retail Rx 30-day supply	What You Should Know
Tier 1: Preferred Generic	\$2	\$4	\$10	Cost sharing may change depending on the pharmacy you choose and when you enter another phase of the Part D benefit. For more information on pharmacy-specific cost sharing and the phases of the benefit, please call us or access our Evidence of Coverage online.
Tier 2: Generic	\$5	\$15	\$20	
Tier 3: Preferred Brand	\$47	\$141	\$47	
Tier 4: Non-Preferred Drug	\$100	\$300	\$100	
Tier 5: Specialty	33%	N/A	33%	

Members who get “Extra Help” are not required to fill prescriptions at preferred network pharmacies in order to get Low Income Subsidy (LIS) copays.

Additional Gap Coverage

Our plan offers some drug coverage in the Coverage Gap Stage.

Cost sharing for a 30-day supply at a network retail pharmacy that offers preferred cost sharing:

- Tier 1: \$2
- Tier 2: \$5

Cost sharing for a 30-day supply at a network retail pharmacy that offers standard cost sharing:

- Tier 1: \$10
- Tier 2: \$20

For all other formulary drugs, after you enter the coverage gap, you pay 40% of the plan's cost for covered brand name drugs and 51% of the plan's cost for covered generic drugs until your costs total \$4,950, which is the end of the coverage gap.

Catastrophic Coverage

After your total out-of-pocket costs reach \$4,950, you pay the greater of:

- 5% of the cost of the drug
- \$3.30 for a generic drug or a drug that is treated like a generic and \$8.25 for all other drugs

Compare our plan to Medicare

If you want to know more about the coverage and costs of Original Medicare, look in your current “**Medicare & You**” handbook. View it online at <http://www.medicare.gov> or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Contact us

For more information, please call us at the phone number below or visit us at <http://www.aetnamedicare.com>.

If you are not a member of this plan, call toll-free **1-855-338-7027** TTY users should call 711. From October 1 to February 14, you can call us 7 days a week from 8:00 am to 8:00 pm local time. From February 15 to September 30, you can call us Monday through Friday from 8:00 am to 8:00 pm local time.

Current members call the number on your ID card.

You can see our plan’s provider directory at our website at <http://www.aetnamedicaredocfind.com>.

Some of our network pharmacies have preferred cost sharing. You may pay less if you use these pharmacies. You can see our plan’s pharmacy directory at our website at <http://www.aetnamedicare.com/findpharmacy>.

We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.

You can see the complete plan formulary (list of Part D prescription drugs) and any restrictions on our website at <http://www.aetnamedicare.com/formulary>.

Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal.

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This document is available in other formats such as Braille, large print or audio.

Aetna Medicare Value Plan (HMO) has a network of doctors, hospitals, pharmacies, and other providers. If you use the providers that are not in our network, the plan may not pay for these services.

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call the phone number listed in this material.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Aetna Medicare Grievance Department, P.O. Box 14067 Lexington, KY 40512. You can also file a grievance by phone by calling the phone number listed in this material. If you need help filing a grievance, call the phone number listed in this material. 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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can also contact the Aetna Civil Rights Coordinator by phone at 1-855-348-1369, by email at MedicareCRCoordinator@aetna.com, or by writing to Aetna Medicare Grievance Department, ATTN: Civil Rights Coordinator, P.O. Box 14067, Lexington, KY 40512.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, Coventry Health Care plans and their affiliates (Aetna).

TTY: 711

ENGLISH:

ATTENTION: If you speak a language other than English, free language assistance services are available. Visit our website at www.aetnamedicare.com or call the phone number listed in this material.

ESPAÑOL (SPANISH):

ATENCIÓN: Si usted habla español, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web en www.aetnamedicare.com o llame al número de teléfono que se indica en este material.

简体中文(CHINESE):

请注意：如果您说中文，您可以获得免费的语言援助服务。访问我们的网站 www.aetnamedicare.com 或致电本材料中列出的电话号码。

繁體中文 (CHINESE):

請注意：如果您說中文，您可以獲得免費的語言協助服務。請造訪我們的網站 www.aetnamedicare.com 或致電本材料中所列的電話號碼。

TAGALOG (TAGALOG - FILIPINO):

PAUNAWA: Kung nagsasalita ka ng Tagalog, may makukuhang libreng tulong na serbisyo para sa wika. Puntahan ang aming website sa www.aetnamedicare.com o tawagan ang numero ng telepono na nakalista sa materyales na ito.

FRANÇAIS (FRENCH):

ATTENTION : Si vous parlez le français, des services gratuits d'aide linguistique sont disponibles. Visitez notre site Web à l'adresse www.aetnamedicare.com ou appelez le numéro de téléphone indiqué dans ce document.

TIẾNG VIỆT (VIETNAMESE):

LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có sẵn dịch vụ hỗ trợ ngôn ngữ miễn phí. Xin truy cập trang web của chúng tôi tại www.aetnamedicare.com hoặc gọi số điện thoại ghi ở tài liệu này.

DEUTSCH (GERMAN):

ACHTUNG: Wenn Sie deutsch sprechen, steht ein kostenloser Dolmetscherservice zur Verfügung. Besuchen Sie unsere Website unter www.aetnamedicare.com oder rufen Sie unter der in diesem Dokument aufgeführten Telefonnummer an.

한국어 (KOREAN):

주의: 한국어를 하시는 분들을 위해 무료 통역 서비스가 제공됩니다. www.aetnamedicare.com 에서 웹사이트를 방문하거나 본 자료에 제공된 전화번호로 문의해 주시기 바랍니다.

РУССКИЙ (RUSSIAN):

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться нашими бесплатными услугами переводчиков. Посетите наш веб-сайт по адресу www.aetnamedicare.com или позвоните по телефону, указанному в этом документе.

العربية (ARABIC):

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية سوف تتوفر لك مجاناً. تفضل بزيارة الموقع أو اتصل برقم الهاتف الموضح في هذا المستند www.aetnamedicare.com الإلكتروني الخاص بن

हंदी (HINDI):

ध्यान दें: अगर आप बात करने में सक्षम हैं हंदी, तो न शुल्क भाषा सहायता सेवाएं उपलब्ध हैं। हमारी वेबसाइट www.aetnamedicare.com पर वजिटि करें या इस सामग्री में सूचीबद्ध फोन नंबर पर कॉल करें।

ITALIANO (ITALIAN):

ATTENZIONE: Se parli italiano, sono disponibili servizi di assistenza linguistica gratuiti. Visita il nostro sito web www.aetnamedicare.com o chiama il numero telefonico elencato di seguito.

PORTUGUÊS (PORTUGUESE):

ATENÇÃO: Se você fala português, serviços gratuitos de ajuda para esse idioma estão disponíveis. Visite nosso site www.aetnamedicare.com ou ligue para o número listado neste material.

KREYOL AYISYEN (FRENCH CREOLE):

ATANSYON: Si ou pale Kreyòl Ayisyen, gen sèvis èd gratis nan lang ki disponib pou ou. Ale sou sitwèb nan www.aetnamedicare.com oswa rele nimewo telefòn ki endike nan dokiman sa a.

POLSKI (POLISH):

UWAGA! Osoby mówiące po polsku, mogą skorzystać z bezpłatnych usług pomocy językowej. Proszę wejść na naszą stronę internetową www.aetnamedicare.com lub zadzwonić pod numer telefonu podany w tym materiale.

日本語 (JAPANESE):

ご注意：日本語を話す方を対象に、無料の言語支援サービスを用意しております。当社ウェブサイトwww.aetnamedicare.comをご覧ください。本書に記載の電話番号までお電話ください。

