



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.



Free COVID-19 testing

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



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.**



No cost-sharing for inpatient admission*

We're waiving member cost-sharing for inpatient admission for the treatment of COVID-19 or associated health complications.



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**



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 telemedicine***

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



Free crisis support

To help members get through this, we've opened crisis response lines. They can 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)**.



Stay safe at home

Members can limit their exposure by having essential items delivered. They can go to **CVS.com/shop** to get started.

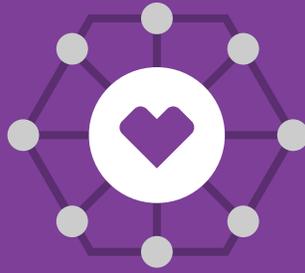
*This policy applies to all Aetna-insured commercial and Medicare Advantage plans and is effective immediately through June 1, 2020. Self-insured plan sponsors can opt out of this program.

**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. Aetna Funding AdvantageSM plans are included. There may be a cost to some employers.

[†]Distribution is dependent on recent hospital discharge for COVID-19 positive diagnosis and limited retail supply availability.

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 with 101+ employees

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 our bswift® platform, we have the technology to support virtual open enrollment and life event changes. Our ALEX® virtual benefits advisor tool, via our partnership with Jellyvision®, offers members a simple, engaging and informative enrollment decision support experience. 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 experiences related to COVID-19.



COVID-19 communications tool kit

Our employee communications tool kit includes resources you can use to help your workforce stay informed and protected.



Cost modeling calculator

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



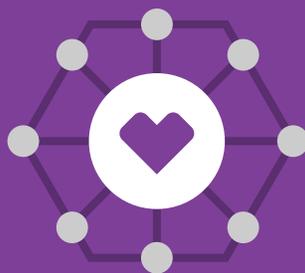
As always, your account management team will be available to support your needs and answer any questions you may have during this challenging time.

Aetna, CVS Pharmacy® and CVS Caremark® are part of the CVS Health® family of companies. For a complete list of other participating pharmacies, log in to [Aetna.com](https://www.aetna.com) and use our provider search tool.

Aetna Funding AdvantageSM plans are self-funded, meaning the benefits coverage is offered by the employer. Aetna Life Insurance Company only provides administrative services and offers stop loss insurance coverage to the employer.

While only your doctor can diagnose, prescribe or give medical advice, the Aetna Nurse Medical Line nurses can provide information on a variety of health topics.

Estimated costs are not available in all markets. The tool gives you an estimate of what you would owe for a particular service based on your plan at that point in time. Actual costs may differ from the estimate if, for example, claims for other services are processed after you get your estimate but before the claim for this service is submitted, or if the doctor or facility performs a different service at the time of your visit.



Providing support for employers with 2–100 employees

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.](#)



Virtual open enrollment

For Aetna Funding Advantage plans, the Springboard Marketplace® tool offers online enrollment and benefits administration. It also offers an employee-facing enrollment platform that provides capabilities like side-by-side comparisons and direct provider lookup. New trainings are available to help you and your employees better navigate virtual enrollment:

- [Employee Enrollment Experience](#)
- [Supporting Employee Enrollment](#)
- [Plan Sponsor 1:1](#)



Aetna AnswerSM Team

Access dedicated live resources for all stages of your customer's life cycle, from new business quoting, onboarding and account maintenance to renewal release and support. You'll also receive 24/7 online account management service.



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