



Welcome to your new Aetna Medicare Advantage plan

Genesee County and Aetna teamed up to design a medical plan just for Genesee County retirees.

You'll be automatically enrolled in the Aetna MedicareSM Plan (PPO) with Extended Service Area (ESA), starting January 1, 2021. This is a type of Medicare Advantage plan. It will replace the current Genesee County retiree medical health plan. You don't have to do anything to be enrolled. You will continue to be covered by ESI for your prescription drug benefits.

96% of members surveyed are satisfied overall with their Aetna Medicare Advantage plan*

How the Aetna Medicare Advantage plan offers value



Keep your doctors: You have the freedom to see any provider as long as they are eligible to receive Medicare payment and accept your plan.



Enjoy comprehensive coverage: Get medical benefits you have today, and more.



Stay healthy: Access additional wellness programs at no extra cost such as a Healthy Home Visit, Telehealth, Resources For Living[®] community referral program and a 24-hour nurse line.

Taking care of the whole you

You can count on us for quality health coverage in your retirement years, with benefits that go beyond Original Medicare. We look forward to helping you reach your health goals, big and small.

Richard A. Frommeyer
Senior Vice President
Head of Group Retiree Solutions, Aetna



How to enroll or to request information

If you want to opt out of the new plan, you would need to do so by November 23, 2020. Just call Aetna at **1-800-307-4830**, 8:00 AM– 9:00 PM Monday–Friday.

Keep in mind: If you opt out of the new plan, you'll be able to enroll next open enrollment.



Look over the enclosed information

It contains information on the benefits, programs and services available to you. You can also join a WebEx presentation or conference call to learn more.

You get more with Genesee County Aetna Medicare Advantage plan

With the Aetna Medicare Advantage plan, you don't lose your Original Medicare coverage. In fact, you must have Original Medicare in order to be enrolled in a Medicare Advantage plan. Enjoy the comprehensive coverage you get today, plus extra benefits.

Benefits included with Aetna Medicare Advantage plan (PPO with ESA)	Description of these benefits
Medical coverage	One ID card or all medical needs.
Enhanced benefits	Enhanced chiropractic services and hearing aid coverage.
Resources For Living	Can't make it into the doctor's office? You can meet virtually with a primary care physician (PCP) or urgent care center by phone, video or mobile app. Check with your PCP or urgent care center to see if they offer telehealth services.
Telehealth	With just one call, a life consultant can help you find the most reliable and cost-effective services and support in your area. And the phone call doesn't cost you anything. You'd only pay the cost of any services you decide to use.
Healthy Home Visit	If you choose to participate, a licensed health practitioner will come to your home to review your health needs. You can also connect with a licensed health practitioner virtually by web or phone.
Nurse care managers	Talk with a nurse to help you manage chronic conditions, ensure you're taking your medications, answer your questions and more.
24-hour nurse line	Connect with our nurses about your questions after hours.
Compassionate care program	We can help you and your loved ones if you have an advanced illness.

Freedom of doctor access

Though your plan is changing, you may be able to continue seeing your doctors. The Aetna Medicare Plan (PPO) with ESA gives you access to any doctor or hospital, as long as they are eligible to receive Medicare payment and accept your plan. You pay the same cost for any doctor or hospital, according to the costs listed on your plan benefits summary.

Over **850,000** network doctors and specialists, and over **3,500** network hospitals accept the Aetna Medicare Advantage plan.

If you need help finding out if your doctor accepts the plan, just call us at **1-800-307-4830 (TTY: 711)**, Monday through Friday, 8 AM to 9 PM ET. We'll contact your doctor and confirm for you or can help you find other nearby doctors or hospitals to meet your needs.



What happens next

What	When	How
 Step 1: Enrollment guide Look over the enclosed brochure for more plan details.	Today	
 Step 2: Help and support Chat with an Aetna plan specialist for answers to your questions by calling 1-800-307-4830 (TTY: 711) .	Monday through Friday, 8 AM to 9 PM ET.	
 Step 3: Virtual meetings and conference calls Learn more about the plan on a virtual web meeting or teleconference call. See below for details	See below for details	
 Step 4: Plan start date Begin using your new member ID card on this date.	January 1, 2021	

Learn how to get the most from your new plan

Learn about the Aetna Medicare Advantage plan from the comfort of your home. While we would like to offer in-person meetings in key retiree locations, the current COVID-19 situation raises health and safety concerns, so we are instead offering a live web conference presentation and live teleconference calls. These virtual meetings will include a benefit discussion and moderated Q&A session. Here are some reasons to attend:

- Get more details about medical coverage through the Aetna Medicare Advantage plan
- Have your questions answered by an Aetna plan specialist
- Hear helpful questions from other Genesee County retirees



Live web conference meeting

Date	Time	Web Address
Thursday, November 12	10:00 AM ET	www.aetnaretireemeeting.com/genesee



Live teleconference calls

Date	Time	Phone Number
Thursday, November 12	10:00 AM ET	1-800-937-5271
Monday, November 16	11:00 AM ET	
Monday, November 16	2:00 PM ET	
Tuesday, November 17	4:00 PM ET	

For accommodation of persons with special needs at meetings, call **1-800-937-5271 (TTY:711)**.

We're here for you

Aetna is committed to providing Genesee County retirees with support and resources during the COVID-19 pandemic. The health and well-being of our members is our top priority. So we're offering additional support to help you stay protected. Just visit **AetnaRetireePlans.com**. Or call us at **1-800-307-4830 (TTY: 711)**, 8:00 AM- 9:00 PM ET.

Important phone numbers

Aetna Member Services	Genesee County Human Resources
1-800-307-4830 (TTY: 711) 8:00 AM- 9:00 PM ET, Monday - Friday AetnaRetireePlans.com • Aetna Medicare Advantage plan medical coverage details • Questions or concerns about doctors and verifying that they accept your new plan	1-810-237-6120 (TTY: 711) 8:00 AM–5:00 PM, Monday–Friday hr@co.genesee.mi.us • General enrollment and eligibility • Update your personal information

Visit **AetnaRetireePlans.com** to learn more about how Medicare works and to view Aetna's educational video.

Aetna Medicare is a HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. See Evidence of Coverage (EOC) for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. Out-of-network/non-contracted providers are under no obligation to treat members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.