



Rancho Santiago Community College District

July | 2024

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). Aetna, CVS Pharmacy® and MinuteClinic®, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health family of companies

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858454-01-03 (10/23)



Healthier happens together[®]

With your needs in mind, we create meaningful connections and a personalized health experience for every member, on every journey — one that's simple, seamless and easy to access.



Engagement



Simplicity



Value

Let's get personal

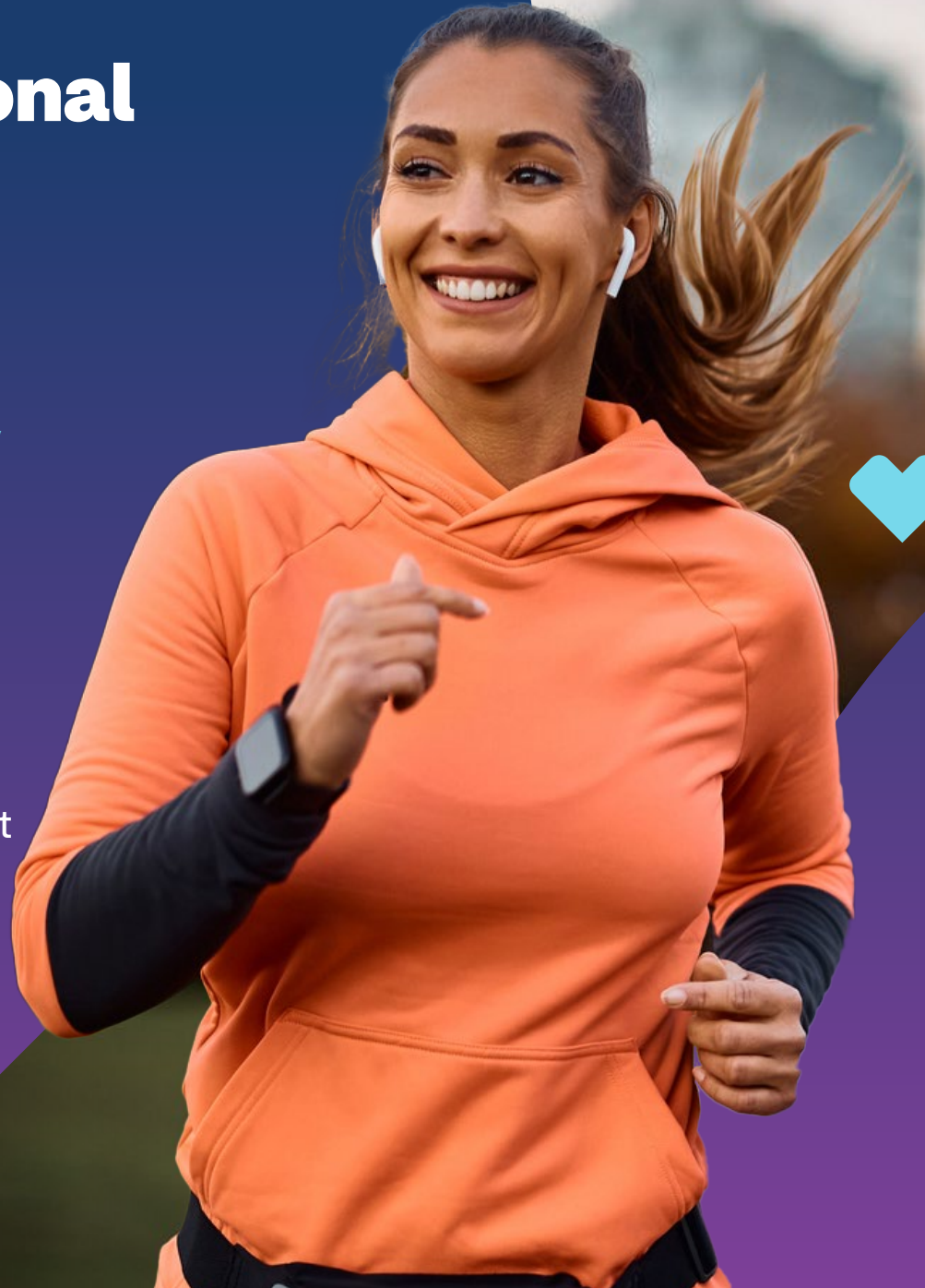
Focused on the questions that *truly matter* to you

Rancho Santiago Community College District

Will Aetna support me on my journey to better health?

If I need help, will I have a direct line to someone at Aetna?

Will I have access to 24/7 support?

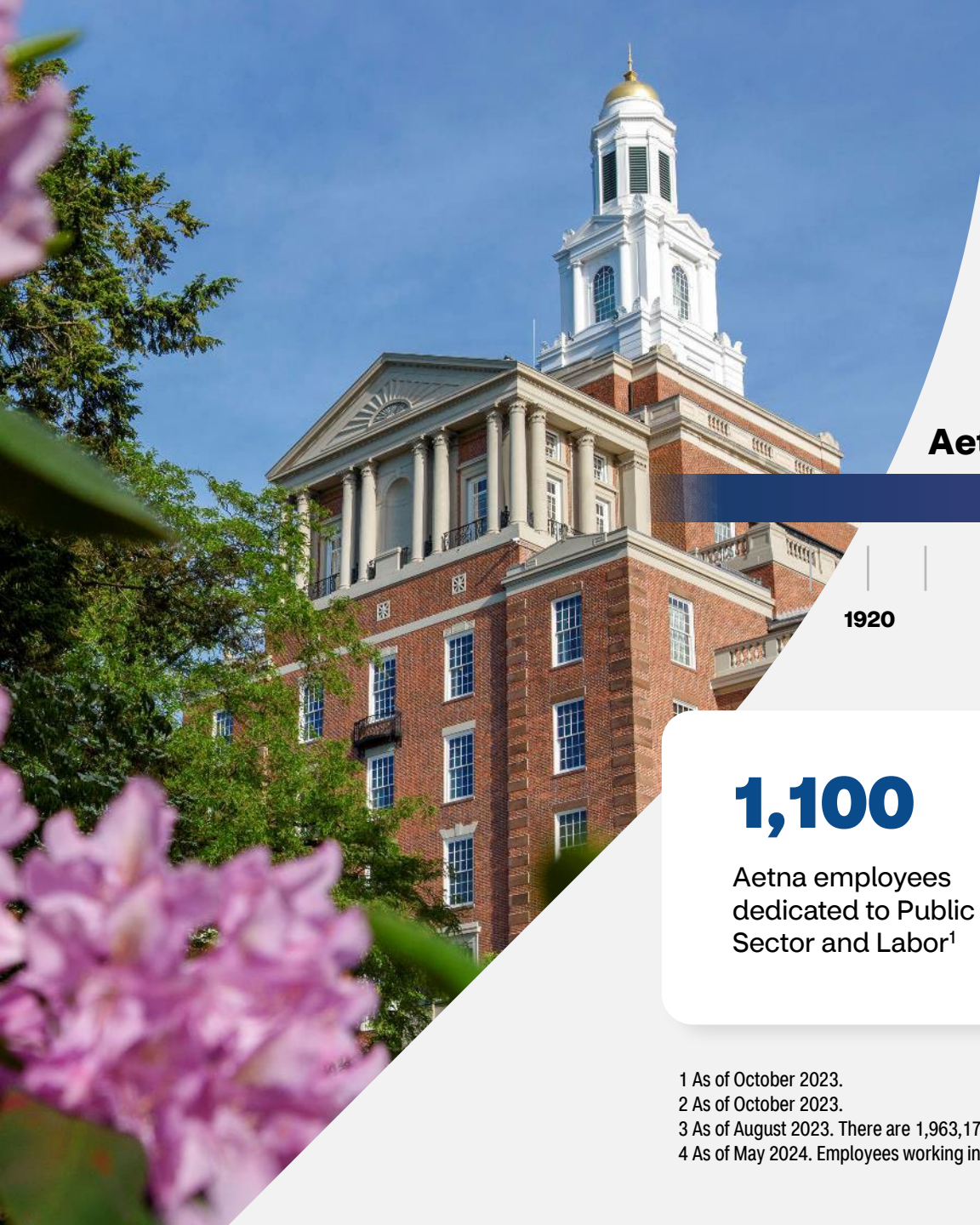


Can I keep my doctors?

Will my medications be covered?

What if I'm in the middle of treatment?

History and experience coming together to benefit you



Aetna®

CVS Health®

1920

1940

1960

1980

2000

2018

2020

CVS Health
acquires Aetna

1,100

Aetna employees
dedicated to Public
Sector and Labor¹

3.7M+

Aetna Public
Sector and Labor
members³

532K+

Aetna Members in
Education (Public and
Higher Education)⁴

1 As of October 2023.

2 As of October 2023.

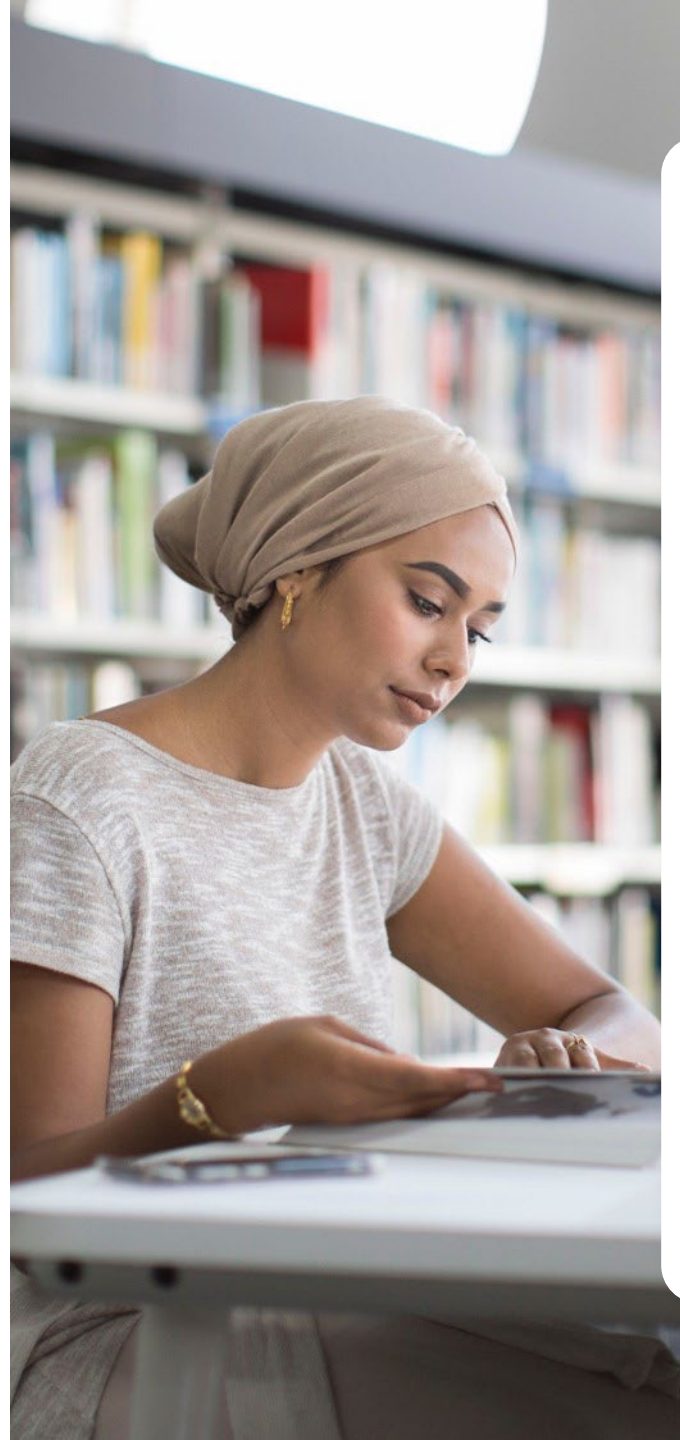
3 As of August 2023. There are 1,963,178 public sector and labor medical members; 1,782,776 public sector and labor dental members.

4 As of May 2024. Employees working in Education and their families enrolled in Aetna benefits.

A commitment to colleges and universities

Scholarship and internship programs benefit students and their schools. CVS Health® and Aetna® give resources and financial support.

- **Internship programs for health care and business students**
- **Scholarship funding**
- **Support for diversity**



We have programs with

200+

Public colleges and universities

300+

Private colleges and universities

READY FOR WHAT'S NEXT?

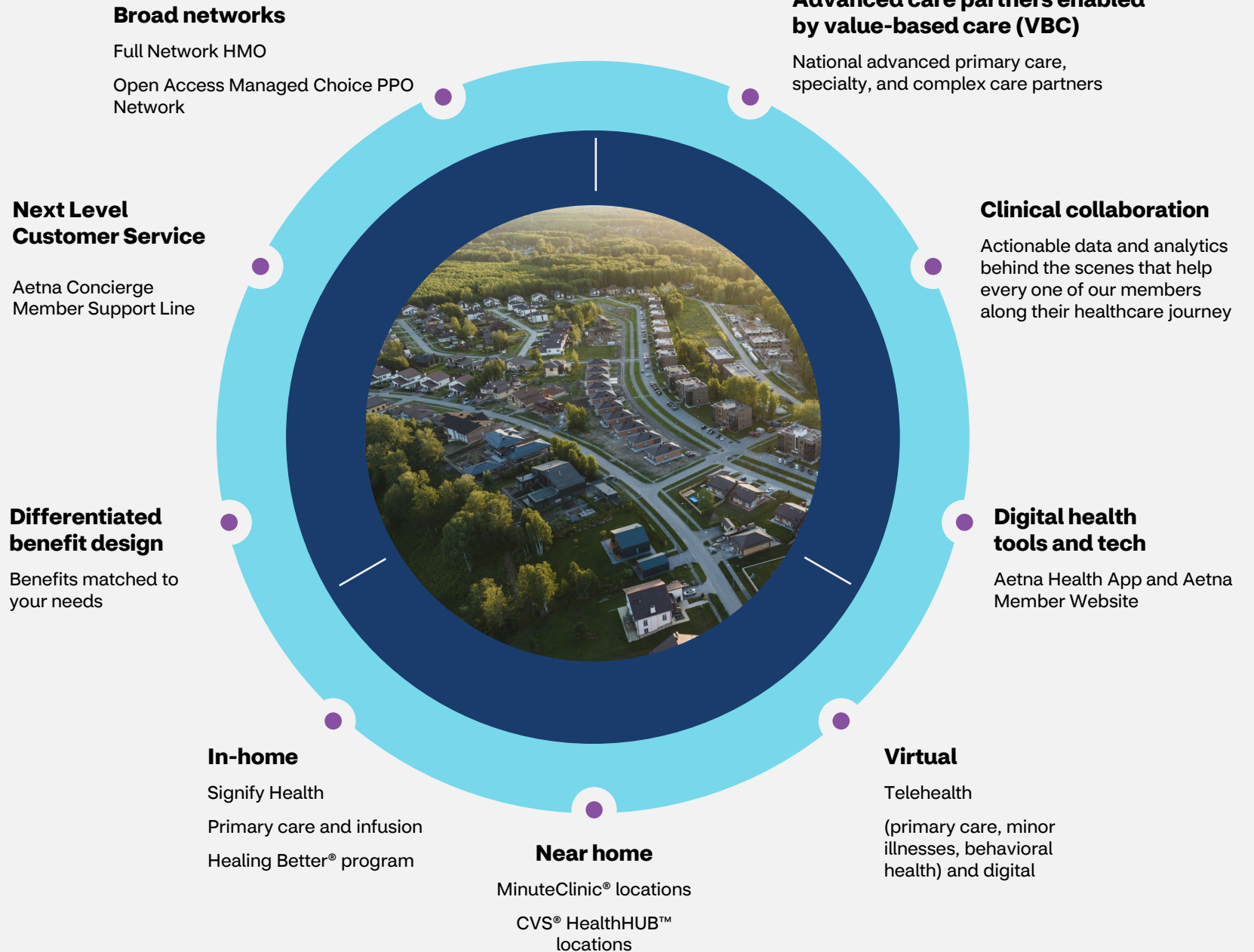
Local Access

Together we ensure value by offering access to care when, where and how you need it.



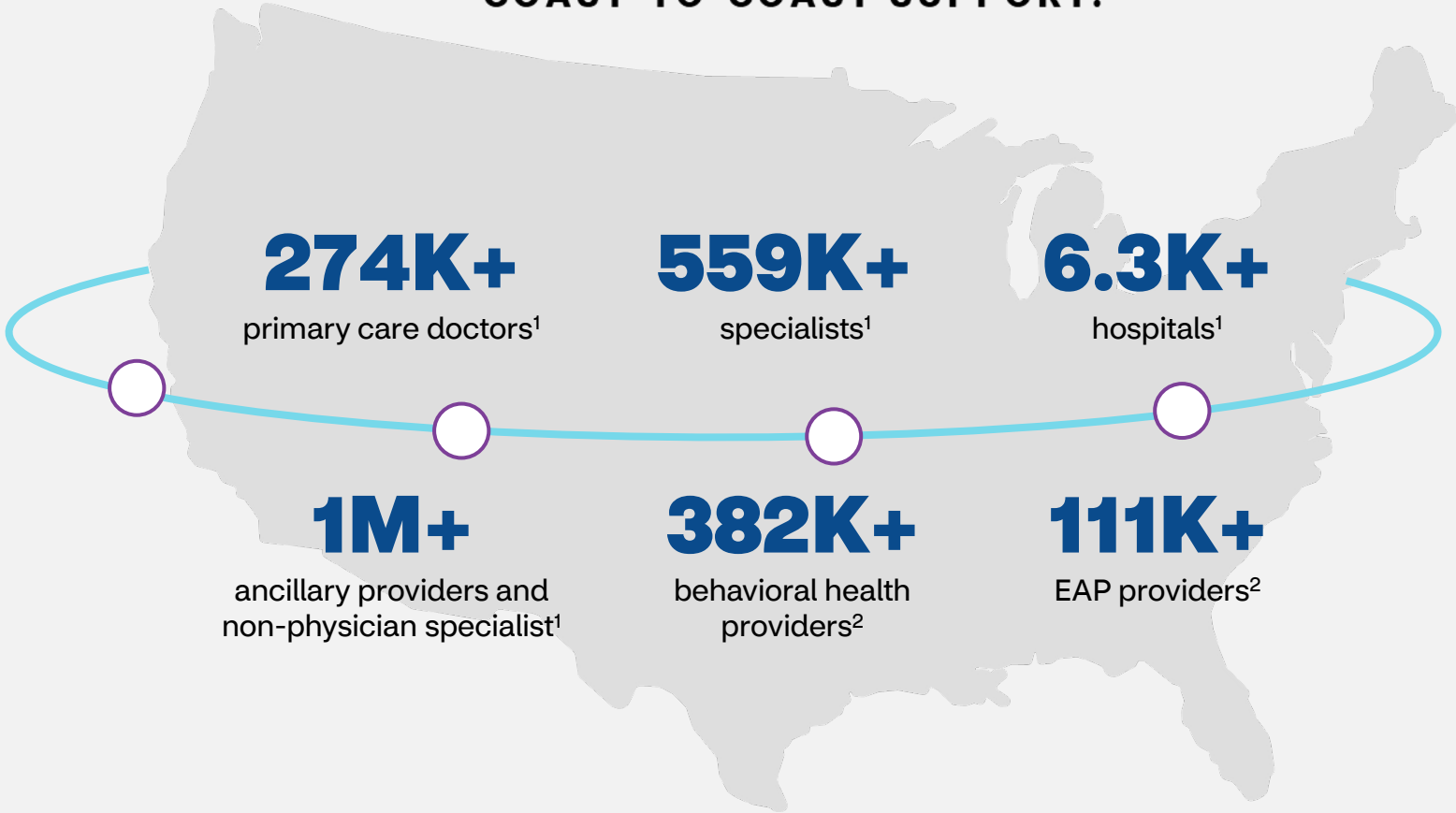
Access to care where you are

Affordable, quality care for every person



Choice and flexibility with our national network

COAST-TO-COAST SUPPORT:

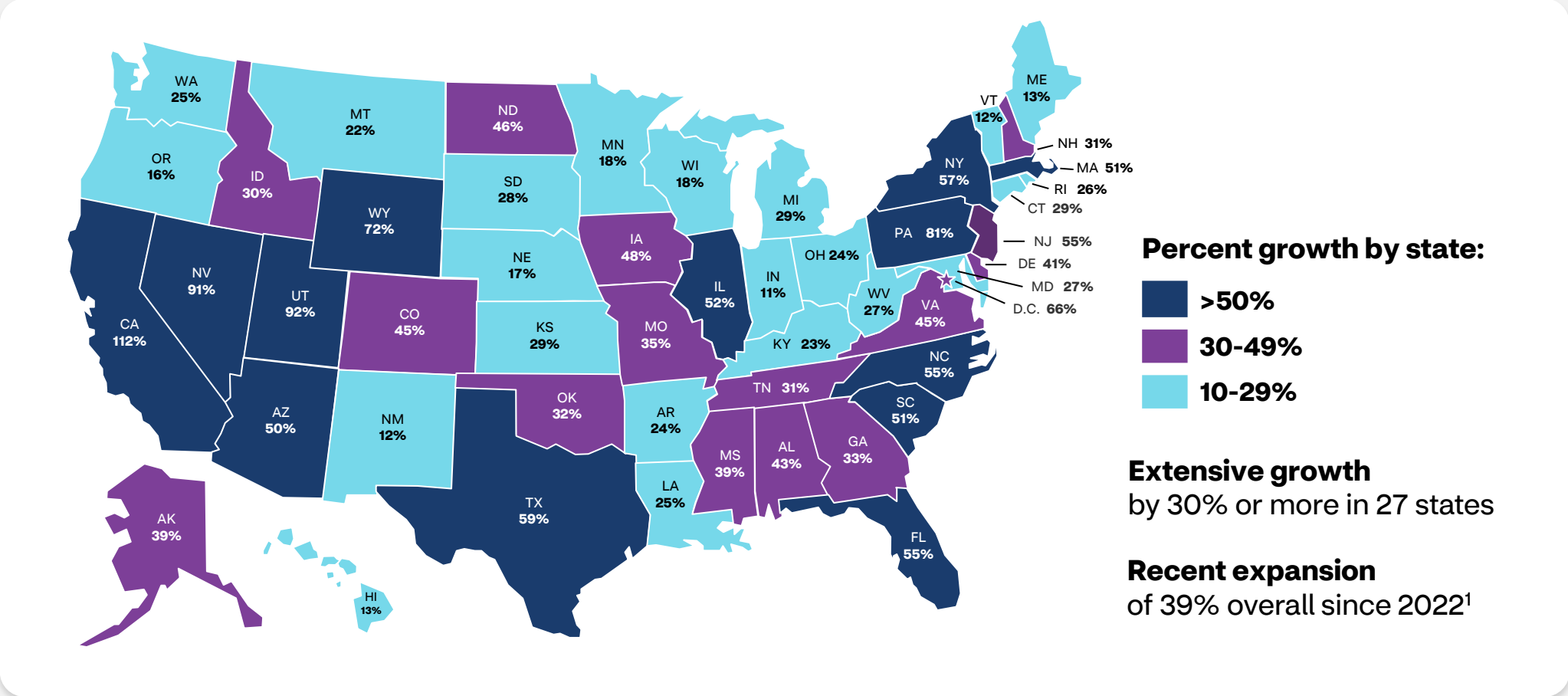


Open Access
Managed Choice
OAMC
PPO Network

¹ Based on physician head count for Aetna Open Access® Managed Choice. Primary care doctors includes pediatric PCPs. Specialists include Ob/Gyn and Physician Specialists. Aetna® Executive Level Provider Counts (ELPC) monthly and commercial reporting sourced March 2024.
² Aetna internal behavioral health and EAP reporting. Sourced February 2024.
³ Based on Aetna insured pricing and claims analysis and in conjunction with the latest available external consultant benchmarking. Sourced October 2023.

A growing behavioral health network

Aetna has one of the largest and fastest growing behavioral health networks in the country with over 382,000 individual providers*



*Data as of February 2024

¹ Aetna network provider counts based on growth of Commercial PPO and EAP network of participating individual providers from 1/1/2022 to 7/1/2023.

Open Access[®] Managed Choice in California

Also referred to as the OAMC network, this is our PPO network where enrolled members have access to BOTH in and out of network options.

Members are NOT required to elect a PCP and do NOT need referrals to see a specialist.

12K+

Primary Care
Physicians

59K+

Specialists

258

Hospitals
(600+ Hospital like
facilities)

2.6K+

Other Facilities and
Surgical Centers



Data on physician head count for Aetna Open Access[®] Managed Choice. Primary care doctors includes pediatric PCPs. Specialists include Ob/Gyn and Physician Specialists. Aetna[®] Executive Level Provider Counts (ELPC) monthly and commercial reporting sourced May 2024.

Getting To Know Your HMO Network



96%
of your current
doctors are in our
network

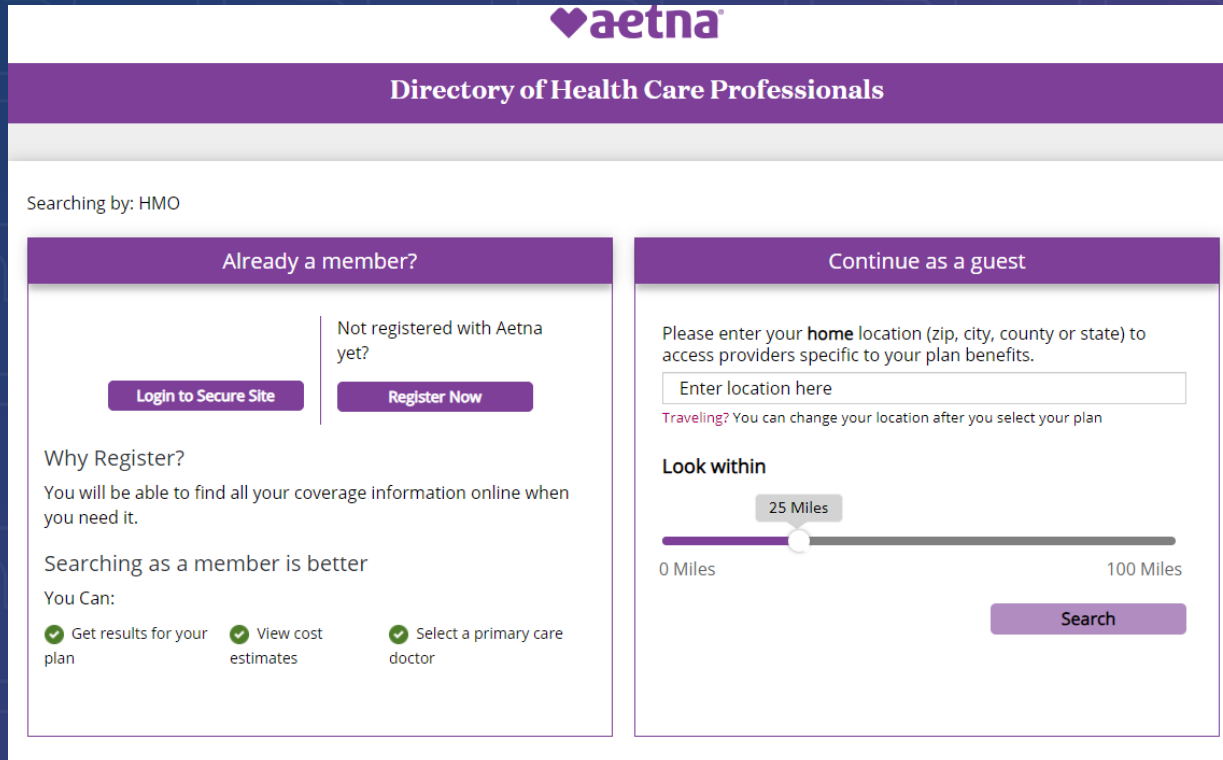
Broad HMO network

- Providence Affiliated Physicians
- St. Joseph
- St. Jude
- Optum Care Network
- Hoag Medical Group
- Greater Newport Physicians
- Heritage Provider Network
- Memorial Care
- UCLA
- Cedars-Sinai
- Facey Medical Foundation
- Torrance Health IPA
- Regal Medical Group
- And more

Finding your providers on Aetna's Network

Aetna's DocFind website is a resource for you to search for your current provider, find new providers and print provider directories based on your location

RSCCDProviderSearch@Aetna.com



The screenshot shows the Aetna DocFind website interface. At the top, the Aetna logo is displayed. Below it, the heading "Directory of Health Care Professionals" is shown. The page indicates the search is for "HMO". There are two main sections: "Already a member?" and "Continue as a guest".

Already a member?

- Not registered with Aetna yet?
- Buttons: [Login to Secure Site](#) and [Register Now](#)
- Why Register? You will be able to find all your coverage information online when you need it.
- Searching as a member is better
- You Can:
 - ✓ Get results for your plan
 - ✓ View cost estimates
 - ✓ Select a primary care doctor

Continue as a guest

- Please enter your **home** location (zip, city, county or state) to access providers specific to your plan benefits.
- Input field: Enter location here
- Traveling? You can change your location after you select your plan
- Look within: 25 Miles (slider range from 0 to 100 Miles)
- Search button



How are my medications covered with Aetna?

Aetna's Formulary
Advanced Control Plan – Aetna CA

- View full Formulary online
- Search for your medications
- View FAQs



Is my medicine covered?

Search for generic and brand-name drugs to check if they're covered.

[Find medicine](#)



Pharmacy drug guide

Find a list of commonly used prescription drugs covered by this plan.

[2024 Advanced Control Plan - Aetna: California drug guide \(PDF\)](#)

[Drug guide changes](#) ▼



Questions about pharmacy coverage?

Find answers to your questions about drug coverage, costs, plan guidelines, home delivery and more.

[Visit our FAQ page](#) >



READY FOR WHAT'S NEXT?

Personal support

The “how” is just as important as the “why.” You deserve proactive support that’s with you at home and on the go, on your terms.



Support when and where you need it most

LIVE CONTACT



Personal

Live interaction with Aetna®
Concierge by phone, web chat,
email and informational
outbound text messaging

SELF-SERVICE



Mobile

24/7 personalized access
through the Aetna HealthSM app



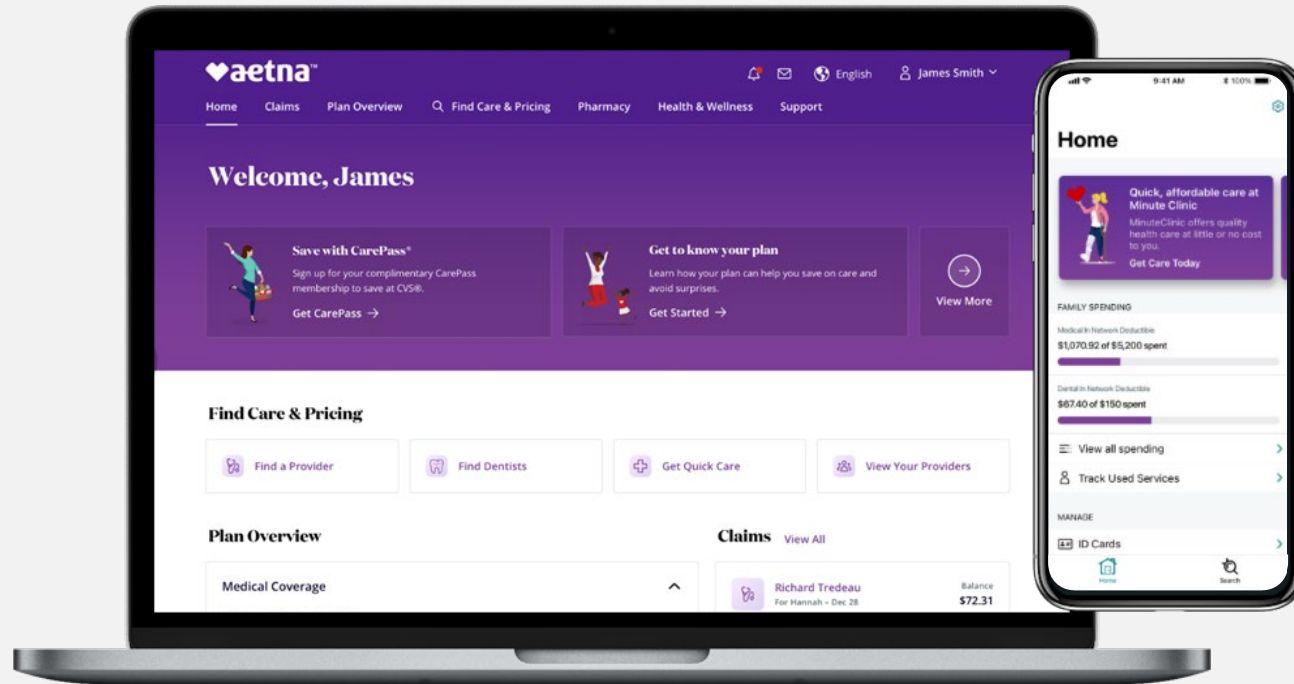
Digital

Digital tools, programs and
resources in one comprehensive
online experience

And, for you, we offer comprehensive reporting
on how and when members use these resources.

Staying on top of health

Aetna® member website and Aetna HealthSM app



An easy way for members to:

Understand and manage benefits

- Review plan benefits and coverage details
- See health care costs and track progress towards deductible
- Access digital ID card
- View claims

Connect to care and stay healthy

- Find in-network providers, including those offering telehealth services, as well as walk-in clinics and urgent care centers
- Get cost estimates for visits and procedures before an appointment*
- View ratings and reviews of providers
- Receive personalized status updates on coverage requests as well as real-time alerts to track health care-related service approvals

*Estimated costs are not available in all markets or for all services. We provide an estimate for the amount you would owe for a particular service based on your plan at that very point in time. It is not a guarantee. Actual costs may differ from an estimate for various reasons including claims processing times for other services, providers joining or leaving our network or changes to your plan. Health maintenance organization (HMO) members can only get estimated costs for doctor and outpatient facility services. All names and other identifying information are fictional.

Elevating your service experience

Customer service

Our core commitment to every member

Locates providers

Estimates costs

Provides benefits education

Shares clinical alerts

Offers real-time claims assistance

Uses predictive analytics to reach out to members proactively



Aetna[®] Concierge

Our core commitment *plus* personal member connections

Completes extensive training including soft skills and motivational interviewing

Offers welcome and overview of services for first-time callers

Makes warm transfers

Communicates key customer initiatives

Engages in customer culture training

Helps schedule doctor visits

Participates via webchat

Shares direct phone number with members

Dedicated toll-free number

97%
call
quality¹

94%
of questions
resolved
on the first call¹

Transition of care (TOC)

Available for those in active course of treatment

TOC is temporary, usually for 90 days, as we transfer services from a nonparticipating provider or primary care physician to a participating provider.

You can visit the Aetna® microsite or call the Concierge team to:

- Get a TOC form
- Get help completing and submitting the form



READY FOR WHAT'S NEXT?

Quality care

From physical health to mental well-being, chronic condition support to everyday wellness, we create seamless connections and simplify the journey.



Our holistic approach to personalized care

Aetna Health Your Way™ well-being platform

Motivates health engagement with a personalized experience, self-directed coaching, activity tracking, challenges and incentives

Lifestyle and Condition Coaching (LCC)

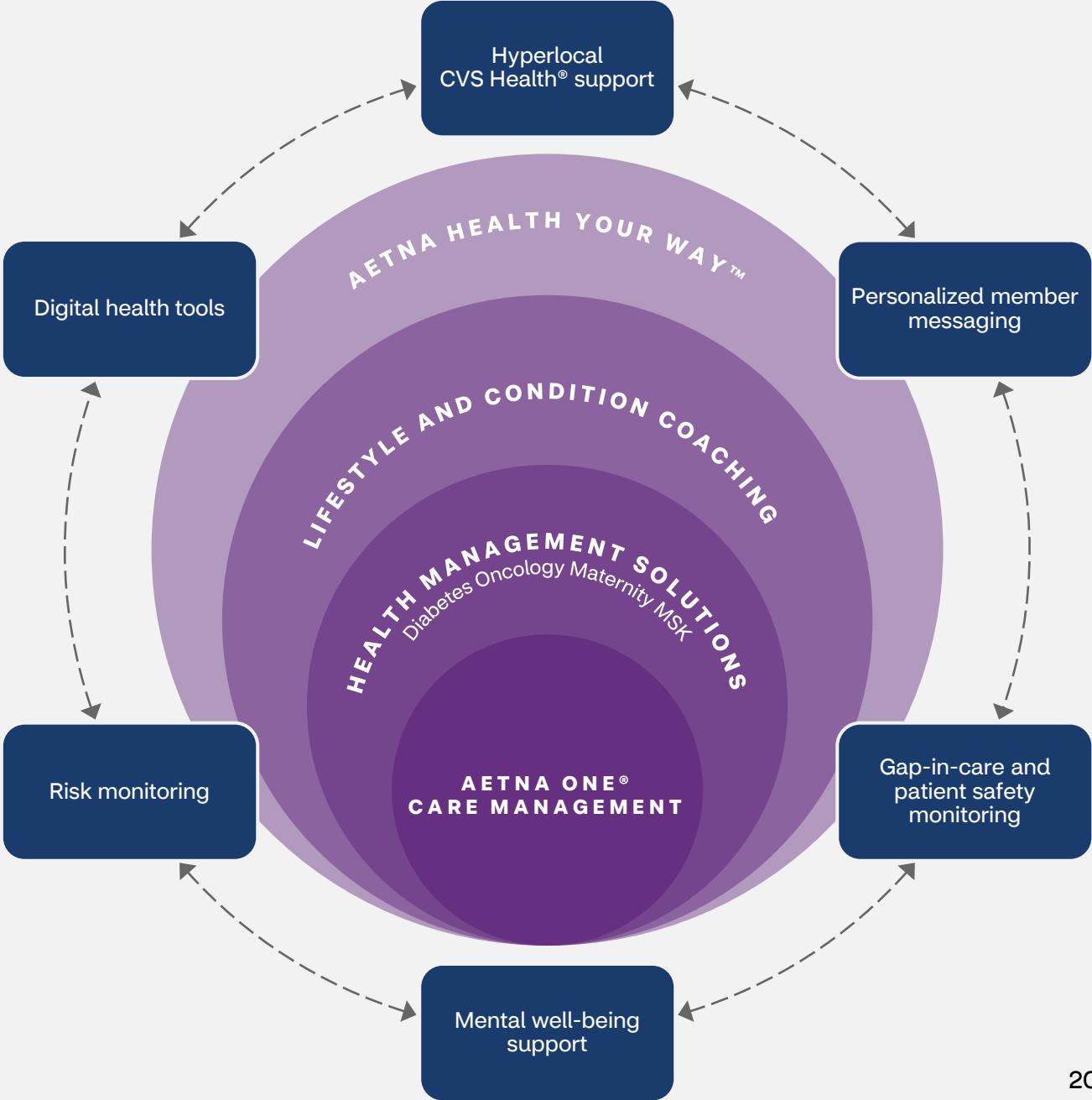
Provides phone and group coaching across a range of lifestyle and condition factors for members with rising risks

Health management solutions

Increases focus with condition-specific programs to support members with health challenges

Aetna One® Care management

Focuses on members with complex chronic conditions, so critical members get the care they need



Next step? **Better health**

Aetna One® Flex



1:1 nurse support
Behavioral health specialist
Registered dietician
Social worker
Transgender and Gender-Diverse Advocate

Hyperlocal CVS Health® support

24-Hour Nurse Line*
Aetna Compassionate CareSM program

Aetna Advice®
Surgery education and recovery kits
Health concierge

Aetna HealthSM app

Readmission prevention through CVS Health

The Road to Better Health

*While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line can provide information on a variety of health topics.



**What's important to you,
is important to us**

Together we're focused on providing exceptional support, easy-to-use resources and a holistic approach to the health and well-being for you and your families.

Engagement  **Simplicity**  **Value**



**Healthier
happens
together[®]**

Legal disclaimer

Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna® plans. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional.

For a complete list of other participating pharmacies, log in to [Aetna.com](https://www.aetna.com) and use our provider search tool.