

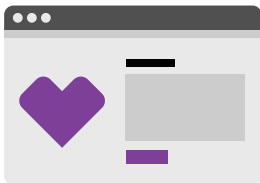


We're here for you

COVID-19 resources for when you need it most

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.

Rest assured, we are ready and able to take care of you 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 you

Your health and well-being are our top priority.
So we're offering extra benefits to help you stay protected.



Free COVID-19 testing*

We're waiving member cost-sharing for diagnostic testing related to COVID-19. We're covering the cost of a physician-ordered test and the office, clinic or emergency room visit that results in the administration of or order for a COVID-19 test.



Free crisis support

To help you get through this, we've opened crisis response lines. You can call **1-833-327-AETNA (2386) (TTY: 711)**. You also have access to the Aetna Nurse Medical Line at **1-800-556-1555 (TTY: 711)**.



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.



Member resources

We'll keep you updated with the evolving ways we're providing support during the COVID-19 pandemic. **Visit our COVID-19 resource center to learn more.**



Free Rx delivery***

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



Resources For Living® program

Feeling anxious about COVID-19? The Resources For Living program is now available for all members and non-members. It provides confidential and timely connection to support resources in local communities. You can call **1-833-327-2386 (TTY: 711)** to speak with a consultant.



Free behavioral and mental health telemedicine†

We offer no-cost telemedicine visits through December 31, 2020, for all in-network outpatient visits. Self-funded plan sponsors offer this program at their discretion.



Stay safe at home

Limit your exposure by having essential items delivered. Visit **CVS.com/shop**

*The test can be done by any approved laboratory. This member cost-sharing waiver applies to all commercial, Medicare and Medicaid lines of business.

**This policy applies to all Aetna-insured commercial plans (including Aetna Funding AdvantageSM plans) and Medicare Advantage plans and is effective immediately through December 31, 2020. Self-funded plan sponsors offer this program at their discretion. There may be a cost to some employers.

***Free one- to two-day prescription shipping applies to orders from March 9, 2020, to December 31, 2020. Aetna Funding Advantage plan members will continue to receive free one- to two-day prescription shipping as part of their standard health care benefits. There may be a cost to some employers.

†Aetna Funding Advantage plans are included. 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).

Aetna and CVS Pharmacy® are part of the CVS Health® family of companies. For a complete list of other participating pharmacies, log in to **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.

[Aetna.com](https://www.aetna.com)

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