



WELCOME
We're glad you're here.

**Find out more about your Aetna MedicareSM Plan
(PPO) ESA offered through MTA New York City Transit**

MTANYCT.AetnaMedicare.com

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You've got added benefits

This brochure highlights some of the key programs included with your Aetna Medicare Advantage PPO ESA plan at no additional cost to you.

Take some time to review this material. These added wellness benefits were designed with your whole health in mind.

If you have questions, you can speak with an Aetna® Member Services representative over the phone. They can be reached at **1-877-603-2058 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET.

With over 35 years of Medicare experience, you can have peace of mind knowing that we've got you covered.

We look forward to speaking with you.



As Aetna celebrates 170 years, our heart fills with pride for the past and excitement for the future. Count on us to always be there for you. Bringing together what matters most to your health. Now, as part of CVS Health®, we're committed to doing more for all those we serve. With expert care. Extra support. Simple navigation. From your home front to the CVS® storefront. From community events to affordable housing. In line or online. We'll continue to be here for you. Because **healthier happens together™**.

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Health care that meets you where you are

Flexibility and confidence to choose your doctors

The Aetna Medicare Advantage PPO ESA plan is different than many other PPO plans.

It allows you to see any provider (whether in the network or not), and you pay the same out-of-pocket cost for both covered in-network and out-of-network medical benefits, as long as the provider is:

- Eligible to receive payment under Medicare
- Willing to bill and accept payment from Aetna®

Plus, you'll never need a referral to see a specialist, and your coverage follows you wherever you travel, nationwide.



Your doctor is your best health partner

Your Aetna Medicare Advantage PPO ESA plan does not require you to choose a primary care physician (PCP). But it is highly recommended. You and your PCP can develop a long-term relationship, helping you stay healthy or get better when you're sick. Your PCP will be your partner, sharing the responsibility for your physical and mental health and well-being.

With regular visits such as annual health checkups, your PCP will get to know your current health, your medical history and your personality and lifestyle. If you don't have a PCP and would like help finding one, just call us at **1-877-603-2058 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET.



Count on your Aetna care team

You can get personalized nurse support to help you manage chronic conditions. We'll work with you to:

- Ensure that you're taking your medications as prescribed
- Help you make healthy lifestyle choices
- Answer questions you may have about your condition

In some cases, you may benefit from having a nurse case manager assigned to help you coordinate care with your doctor. This service is included in your plan benefits and won't cost you extra.

If you'd like to learn more, just call us at **1-877-603-2058 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET.



Benefit spotlight

Over-the-counter (OTC)

Spend up to **\$30** per quarter, up to **\$120** per year on approved health and wellness products without spending money out of pocket. To request a catalog or place an order call **1-833-331-1573 (TTY:711)**, Monday–Friday, 9 AM–8 PM local time.

Vision and hearing reimbursement

You are eligible for a vision reimbursement of **\$70** every **24 months** and hearing aids **\$500** every **36 months**. For details contact Aetna Member Services, **1-877-603-2058 (TTY:711)**, Monday–Friday, 8 AM–9 PM ET.



Get care from anywhere

Access quality care at home with telehealth services, available through your Aetna Medicare Advantage PPO ESA plan

Can't make it to your doctor's office, or prefer to meet with a provider virtually from the comfort of your home? Your Aetna Medicare Advantage PPO ESA plan includes the convenience of telehealth benefits.

With telehealth, you can get nonemergency virtual care by phone, video or mobile app, anywhere you are, including after hours or on the weekend.

Many services are covered, including:

- Routine care
- Sick visits
- Urgent care (walk-in clinics)
- Behavioral health services (individual and group sessions)

If you need emergency care, call **911** or go to the nearest emergency room immediately.



Teladoc® Health

Teladoc Health is a convenient and quality alternative to emergency room and urgent care visits for nonemergency medical care. Teladoc Health physicians can diagnose, treat and write short-term prescriptions for health issues like allergies, rash cold or flu. Connect with a licensed physician by web, phone or mobile app 24/7 — usually within 15 minutes.

Just call **1-855-835-2632** or visit [Teladoc.com/Aetna](https://www.teladoc.com/Aetna) to learn more.



MDLIVE®

Get fast, affordable and convenient access to virtual behavioral health services. You can confidentially meet with an MDLIVE licensed therapist or board-certified psychiatrist by phone or video appointment.

- You have access to over 1,000 behavioral health professionals.
- There are no limits.
- The copay is \$0.
- Appointments are available 24/7.

MDLIVE providers include therapists, psychiatrists, social workers, couples counselors and more. They are specially trained in issues that are common with older adults, like depression, anxiety, trauma and loss. They can diagnose conditions, provide therapy and prescribe medicines.

Just call **1-888-865-0729 (TTY: 1-800-770-5531)** or visit [MDLIVE.com/AetnaMedicareBH](https://www.mdlive.com/AetnaMedicareBH) to learn more.

If you or a loved one need immediate help, the National Suicide Prevention Lifeline provides 24/7 free and confidential support and prevention and crisis resources for people in distress. Dial **988**.



Talk with a nurse, day or night

The Informed Health® Line gives you toll-free, 24-hour access to nurses who can help answer your health questions. Just call the nurse line at **1-800-556-1555 (TTY: 711)**. This service doesn't replace care from your regular doctor, but it can help you get the information you need after hours.



Invite us for a Healthy Home Visit

Every year, we'll ask you to participate in our Healthy Home Visit program

During a Healthy Home Visit, an Aetna® health professional comes to your home. They'll listen to your history and health goals and do a safety check. This doesn't take the place of a physical exam from your own doctor. But it can be a critical part of managing your health at home.

Why participate?

We want you to be happy and healthy. That's why we offer this program at no extra cost to you each year to help you reach your health goals. We use the results of the Healthy Home Visit to help us work with you and your doctors. The results can help us see if additional Aetna resources and support may help you achieve your health goals.

What to expect during a Healthy Home Visit

From the privacy and convenience of your home, a licensed and board-certified nurse practitioner or doctor will:

- Answer your health questions
- Talk with you about your medical history
- Suggest ways to improve your health
- Review your medications
- Provide any needed health screenings
- Connect you with community resources



Resources For Living® referral program

Make life easier and more enjoyable

Health isn't just physical. Happiness and peace of mind play an important role in living your best life. The Resources For Living program may help you achieve that. With just one call, a consultant can help you find services and support in your area. There's no extra cost to call Resources For Living. And, we don't get paid to refer you to any services. If you use services that have costs, you'll need to pay those fees. This may include:

Help at home

- Cleaning
- Cooking
- Grocery shopping
- Home and auto care and maintenance
- Pet care
- Lawn and landscape

Out and about

- Classes to learn skills and explore personal interests
- Transportation
- Social and recreational activities

Help for your caregivers

- Caregiver support groups
- Respite facilities for short-term care to relieve caregivers
- Life assistance to manage everyday issues



It's easy to set up an appointment

Online

Schedule.MatrixForME.com

By phone

Call Matrix Medical Network at **1-855-254-9125 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET.

Learn more

Call us at **1-866-370-4842 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET.



SilverSneakers® fitness program

Access to fitness benefits from anywhere

SilverSneakers is more than a fitness program. It's an opportunity to improve your health, gain confidence and connect with your community. Plus, it's included at no additional cost in your health plan.

With SilverSneakers, you're free to move in the ways that work for you.

In participating fitness locations

- Thousands of participating locations* with various amenities
- Ability to enroll at multiple locations at any time
- SilverSneakers classes** designed for all levels

In your community

- Group activities and classes** offered outside the gym
- Events, including shared meals, holiday celebrations and class socials

At home or on the go

- SilverSneakers LIVE™ virtual classes and workshops throughout the week
- SilverSneakers On-Demand™ fitness classes available 24/7
- SilverSneakers GO™ mobile app with adjustable workout plans and more



Get started today

[SilverSneakers.com/StartHere](https://www.silversneakers.com/starthere)

Questions? Call us.

**1-888-423-4632 (TTY: 711),
Monday–Friday, 8 AM–8 PM ET.**



New! Apple Fitness+SM

Move how you want, when you want

Apple Fitness+ is now included with your Aetna Medicare Advantage plan.***

Activate your Apple Fitness+ account using your Apple iPhone, for no additional cost, and enjoy access to workouts from anywhere, anytime, with no special equipment necessary.†

You'll find workout types from Yoga to Strength, and meditations that can be accessed any time of day, inside or outside of the home, as your daily workout routine, or as a supplement to your regular gym routine.

Get connected through the Fitness app on iPhone, iPad and Apple TV, with easy, no-cost account activation through your SilverSneakers member account or SilverSneakers Go app. Learn more at **[SilverSneakers.com/AppleFitness](https://www.silversneakers.com/applefitness)**

*Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

**Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

***Apple Fitness+ is a third-party service provider and not owned or operated by Tivity® Health, Inc. or its affiliates. Users must have Internet service to access Apple Fitness+. Internet service charges are the responsibility of the user.

†Apple Fitness+ account may be activated at no cost in 3-month increments and can be renewed at no extra cost every 3 months through the SilverSneakers member account dashboard or the SilverSneakers GO app.

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Meal delivery

Get home-delivered meals after leaving the hospital or skilled nursing facility

With your Aetna Medicare Advantage PPO ESA plan, you can get **14 meals, for 2 meals a day**, lasting up to 7 days of healthy, precooked meals delivered to your home after an inpatient hospital stay or skilled nursing facility stay—at no extra cost.

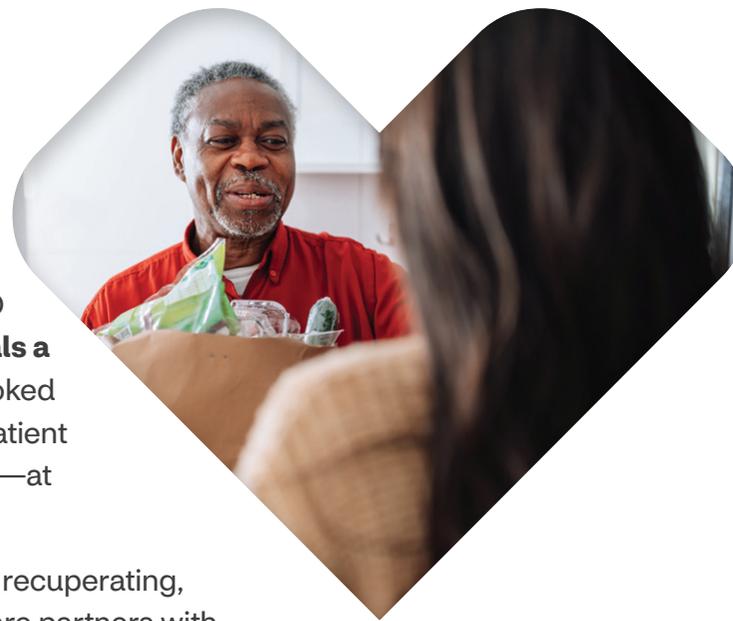
This meal benefit lets you stay focused on recuperating, while getting good nutrition. Aetna Medicare partners with NationsMarket to coordinate this benefit.

After you're discharged to your home from an inpatient hospital or skilled nursing facility stay, you'll get a call from NationsMarket to schedule your meal delivery.

Your always fresh, never frozen meals are:

- Made fresh daily with high-quality ingredients
- Nutritionally balanced with protein, carbohydrates, and fats
- Ready to heat and eat

These FDA certified meals will be delivered in insulated cooler box with ice packs via overnight delivery.



Transportation

Safe, comfortable transportation to your appointments

We don't want you to worry about how you'll get to your medical appointments. Instead, we want you to focus on what matters, like your health and treatment plans. Access nonemergency transportation to your medical appointments including 24 one-way trips per year with 60 miles allowed per trip.

What's great about the transportation benefit?

- Convenience — You can schedule rides for medical appointments.
- Save money — These rides are included with your plan at no extra cost.
- Safety — Professional drivers will bring you comfortably and safely to your destination. And in a vehicle that suits your needs.
- Improved health — When you have an easy, reliable way to get to appointments, you're more likely to get the health services you need. This can help you stay active and healthy longer.



Schedule a ride

Call Access2Care at **1-855-814-1699 (TTY: 711)**, Monday–Friday, 7 AM–8 PM for all time zones.



Helpful resources

MTA Business Service Center

Eligibility and enrollment

646-376-0123

Monday–Friday, 8:30 AM–5:00 PM ET

My MTA Portal: **MyMTA.Info**

Aetna® Member Services

For help with your plan

1-877-603-2058 (TTY: 711)

Monday–Friday, 8 AM–9 PM ET

MTANYCT.AetnaMedicare.com

Aetna member website

View your ID card, find providers,
manage claims

Aet.na/MemberWebsite

Over-the-counter (OTC)

To request a catalog or place an order

1-833-331-1573 (TTY:711)

Monday–Friday, 9 AM–8 PM local time

SilverSneakers®

Fitness benefit

1-888-423-4632 (TTY: 711)

Monday–Friday, 7 AM–7 PM CT

SilverSneakers.com

Healthy Home Visit

Schedule your visit today

Online: **Schedule.matrixforme.com**

By phone: **1-855-254-9125 (TTY: 711)**

Monday–Friday, 8 AM–9 PM ET

Teladoc® Health

Virtual health care

1-855-835-2362

24 hours a day, 7 days a week

Teladoc.com/Aetna

MDLIVE®

Virtual behavioral health support

1-888-865-0729

24 hours a day, 7 days a week

MDLIVE.com/AetnaMedicareBH

Aetna 24-Hour Nurse Line

Speak with a registered nurse

1-800-556-1555

24 hours/day, 7 days/week

Resources For Living®

Find resources in your community

1-866-370-4842 (TTY: 711)

Monday–Friday, 8 AM–6 PM

all time zones

Aetna Medicare is a PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations, and conditions of coverage. Plan features and availability may vary by service area. Participating 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. Out-of-network/non-contracted providers are under no obligation to treat plan 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. Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies. SilverSneakers is a registered trademark of Tivity Health, Inc. © 023 Tivity Health, Inc. All rights reserved.. Apple, the Apple logo, and Apple Fitness+ are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. To send a complaint to Aetna, call the Plan or the number on your member ID card. To send a complaint to Medicare, call 1-800-MEDICARE (TTY users should call 1-877-486-2048), 24 hours a day/7 days a week. If your complaint involves a broker or agent, be sure to include the name of the person when filing your grievance.

Aetna and CVS Pharmacy® are part of the CVS Health® family of companies.