

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions



# Welcome to Aetna International

July 1, 2018



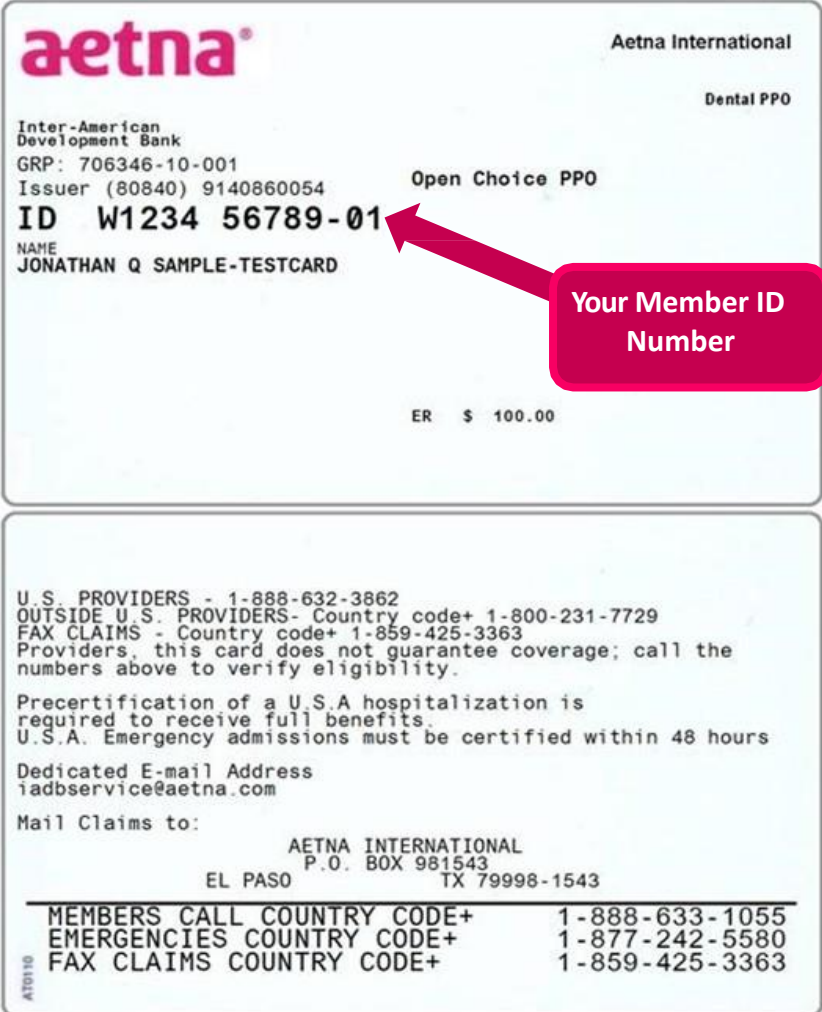
# Contents

- Your Member ID Card
- Medical Plan Overview
- Dental Plan Overview
- Vision Plan Overview
- How we can help—tools and resources
- Q&A



# Your member ID card

- Your Member ID card is your key to both medical and dental care. Make sure you keep the card in a safe place — you'll be asked to present it whenever you receive care.
- You may also need to have it handy when registering for the website or calling the Member Service Center.
- On the back of your ID card you will find the IDB Dedicated phone number and email address.
- If you're currently covered under Medicare, we have received your information from IDB and we will coordinate with Medicare on your behalf. Just show your provider your new ID card.



The image shows a sample Aetna International Member ID Card. The card is divided into two main sections. The top section contains the Aetna logo, the plan name 'Aetna International Dental PPO', and the member's ID number 'W1234 56789-01'. A red arrow points from a red box labeled 'Your Member ID Number' to the ID number. The bottom section contains contact information for U.S. and outside U.S. providers, a dedicated email address, and a table of emergency contact numbers.

**aetna®** Aetna International  
Dental PPO

Inter-American Development Bank  
GRP: 706346-10-001  
Issuer (80840) 9140860054  
**ID W1234 56789-01**  
NAME  
JONATHAN Q SAMPLE-TESTCARD

Open Choice PPO

ER \$ 100.00

U.S. PROVIDERS - 1-888-632-3862  
OUTSIDE U.S. PROVIDERS- Country code+ 1-800-231-7729  
FAX CLAIMS - Country code+ 1-859-425-3363  
Providers, this card does not guarantee coverage; call the numbers above to verify eligibility.

Precertification of a U.S.A hospitalization is required to receive full benefits.  
U.S.A. Emergency admissions must be certified within 48 hours

Dedicated E-mail Address  
iadb-service@aetna.com

Mail Claims to:  
AETNA INTERNATIONAL  
P.O. BOX 981543  
EL PASO TX 79998-1543

MEMBERS CALL COUNTRY CODE+	1-888-633-1055
EMERGENCIES COUNTRY CODE+	1-877-242-5580
FAX CLAIMS COUNTRY CODE+	1-859-425-3363

AT0110

It's time to put your  
benefits to work.



It's **your** plan.  
Make it work for **you**.

**aetna**<sup>®</sup>

# Your IDB Medical Plan

Plan Features	Internationals In-network	Internationals Out-of-network	Nationals
Deductible	None	\$500 per calendar year (2x for family)	None
Out of Pocket Max	\$1,000 per calendar year (2x for family)	\$2,000 per calendar year (2x for family)	10% of member's salary
Physician Office Visit	90% coinsurance	80% coinsurance of R&C	80% coinsurance
Inpatient Hospital Visit	No Charge	80% after the deductible at the R&C	No Charge
Lifetime Maximum	Unlimited	Unlimited	Unlimited

# Your IDB Dental Plan

Plan Features	Internationals In-network	Internationals Out-of-network	Nationals
Deductible	None	None	None
Diagnostic & Preventative	No Charge	No Charge	80% coinsurance
Basic Restorative	80% coinsurance	80% coinsurance	80% coinsurance
Major Restorative	50% coinsurance	50% coinsurance	50% coinsurance
Calendar Year Maximum	\$2,000 (1 <sup>st</sup> 2 years) \$4,000 (After 3 years)	\$2,000 (1 <sup>st</sup> 2 years) \$4,000 (After 3 years)	\$1,500
Orthodontic Treatment <i>Coverage for Adults and Dependents</i>	50% coinsurance	50% coinsurance	50% coinsurance
Orthodontic Lifetime Maximum	\$2,500	\$2,500	\$2,500
Requirements and Limits during 1st year	N/a	N/A	Must incur and submit a claim during first year. Reimbursement of 50% during first 12 months
		Aetna International	

# Your IDB Vision Plan

Plan Features	Frequency Period	In-network US	Out-of-network US
<b>Exam</b> <i>(once per calendar year)</i>	Calendar year	\$10 copay	70% coinsurance
<b>Eyeglass Lenses Allowances</b> <i>(one pair per calendar year)</i>	Calendar year	\$20 copay	Single Vision Up to \$40 Bifocal Up to \$65 Trifocal Up to \$75 Progressive Up to \$75 Lenticular Up to \$100
<b>Contact Lenses Allowances</b> <i>(one pair or single purchase per calendar year)</i>	Calendar year	Elective \$250 Therapeutic Covered 100%	Elective Up to \$176 Therapeutic Covered Up to \$210
<b>Frame Retail Allowance</b> <i>(one per calendar)</i>	Calendar year	Up to \$250	Up to \$120

# HOW WE CAN HELP



Member Tools and Resources

**aetna<sup>®</sup>**



# International Member Service Center



## The International Member Service Center is 24x7x365 to support you:

- Dedicated resources in our Sunrise, FL location working specifically for Inter-American Development Bank
- Assistance with locating care, claims and much more
- Speak to a live person every time — no recordings
- First call resolution



## Our member service representatives are:

- Experienced. Over 10 years of service.



# International Member Services

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## Accessible 24 hours a day/365 days a year

**Telephone:** 1-888-633-1055 (IDB Dedicated Line)  
1-877-973-3238 (Vision Line: Mon-Sat  
7:30 AM EST- 11:00 PM EST, Sun 11:00  
AM EST- 8:00 PM EST)

**Email:** [iadbservice@aetna.com](mailto:iadbservice@aetna.com)

**Fax:** 1-859-425-3363 (IDB Dedicated Fax Line)

**Website:** [www.AetnaInternational.com](http://www.AetnaInternational.com)

**Mailing address:** Aetna International  
P.O. Box 981543  
El Paso, Texas USA 79998-1543



# Health Hub

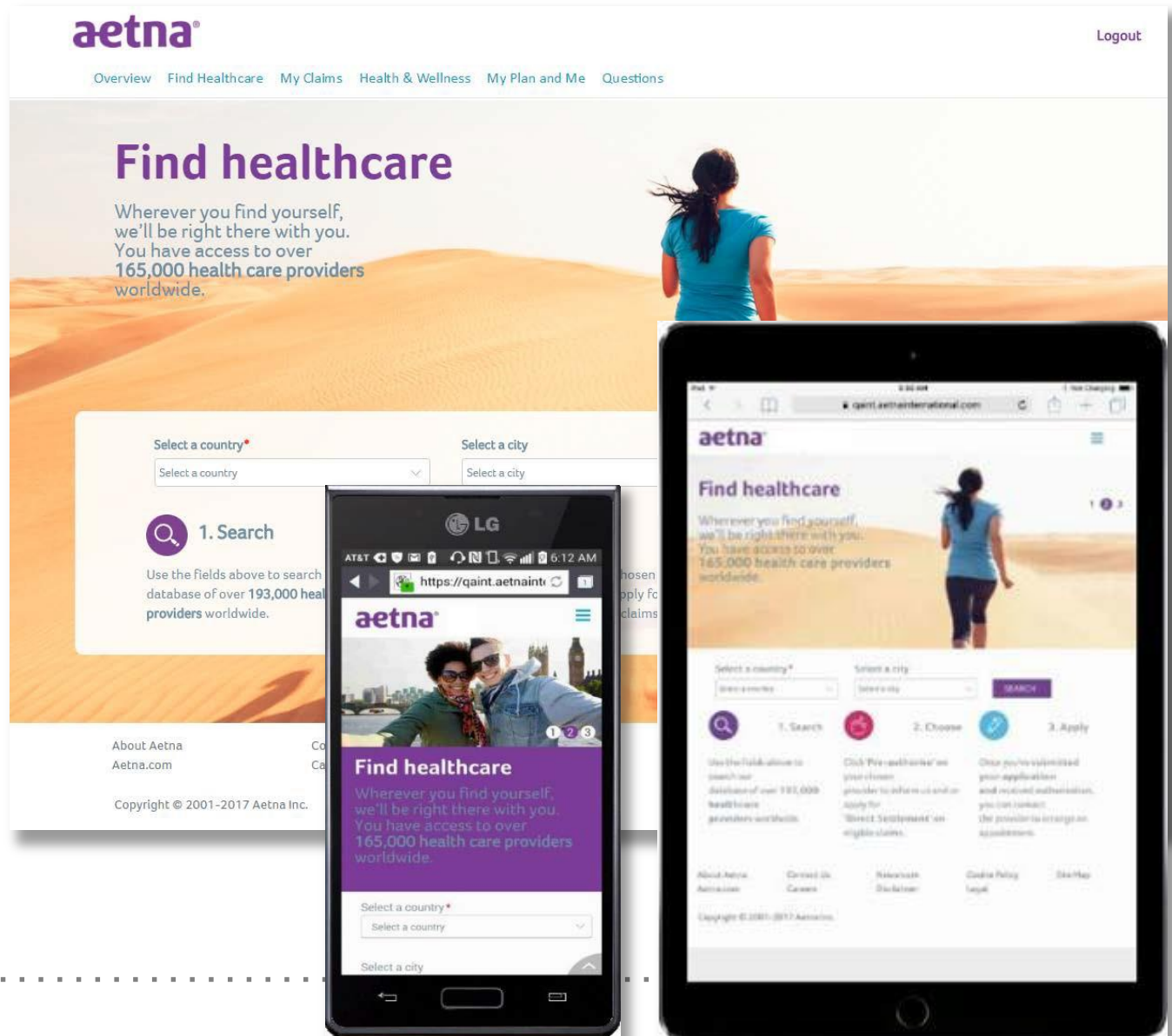
The new member experience

A great  
member  
experience ...  
on every  
device.

Find what you  
need anytime,  
anywhere.

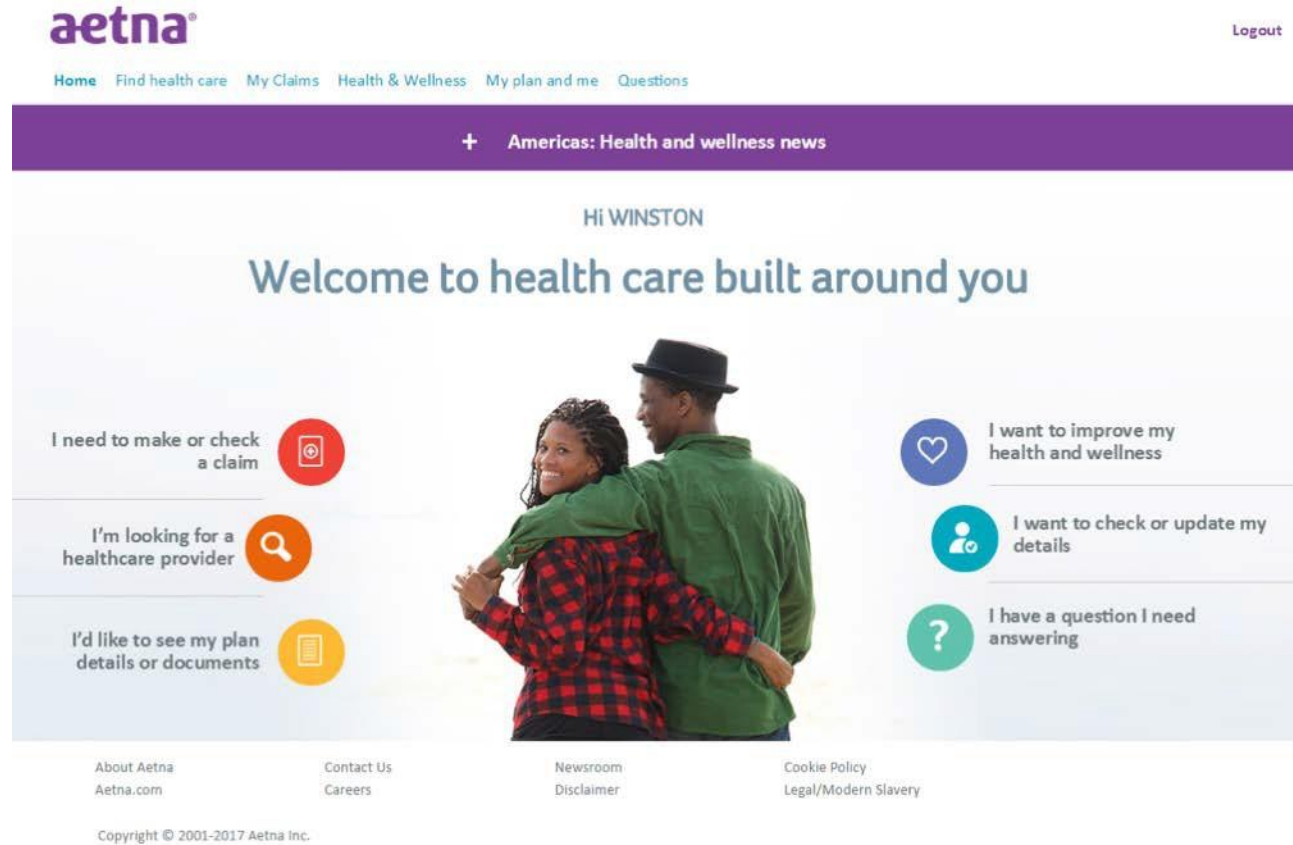
In the App Store  
or Google Play  
search and  
download the  
Aetna  
International  
Mobile  
Assistant App

# Find Healthcare



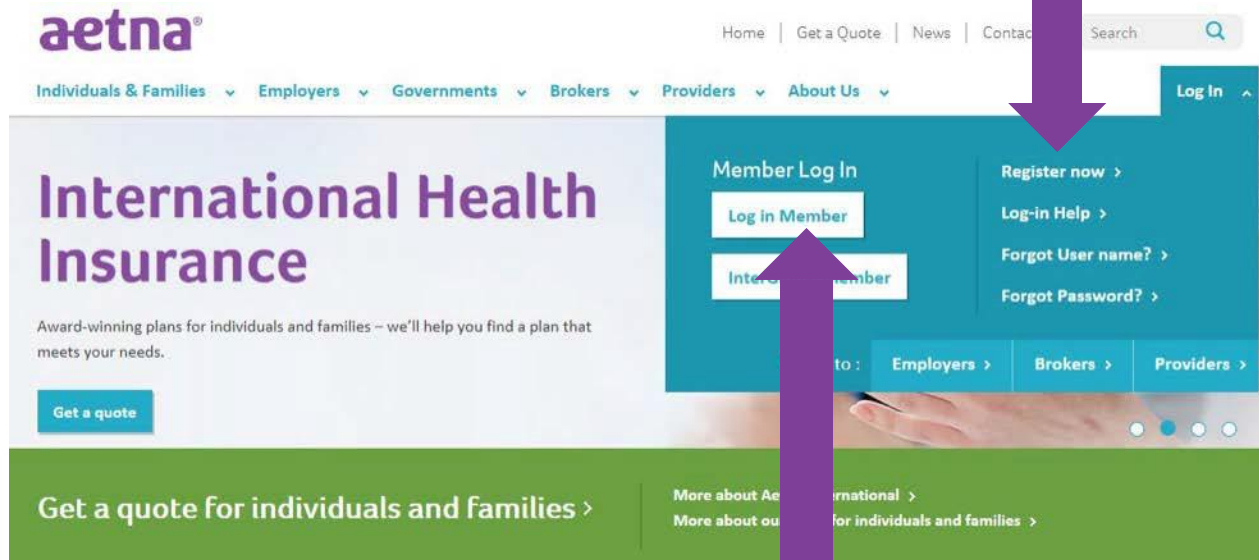
# Table of contents

1. Registration
2. Home page
3. Find health care
4. My claims
5. Health and wellness
6. My plan and me



# Health Hub – Registration

If you are a new member or have not yet registered, please click the “Register now” button and follow the instructions.

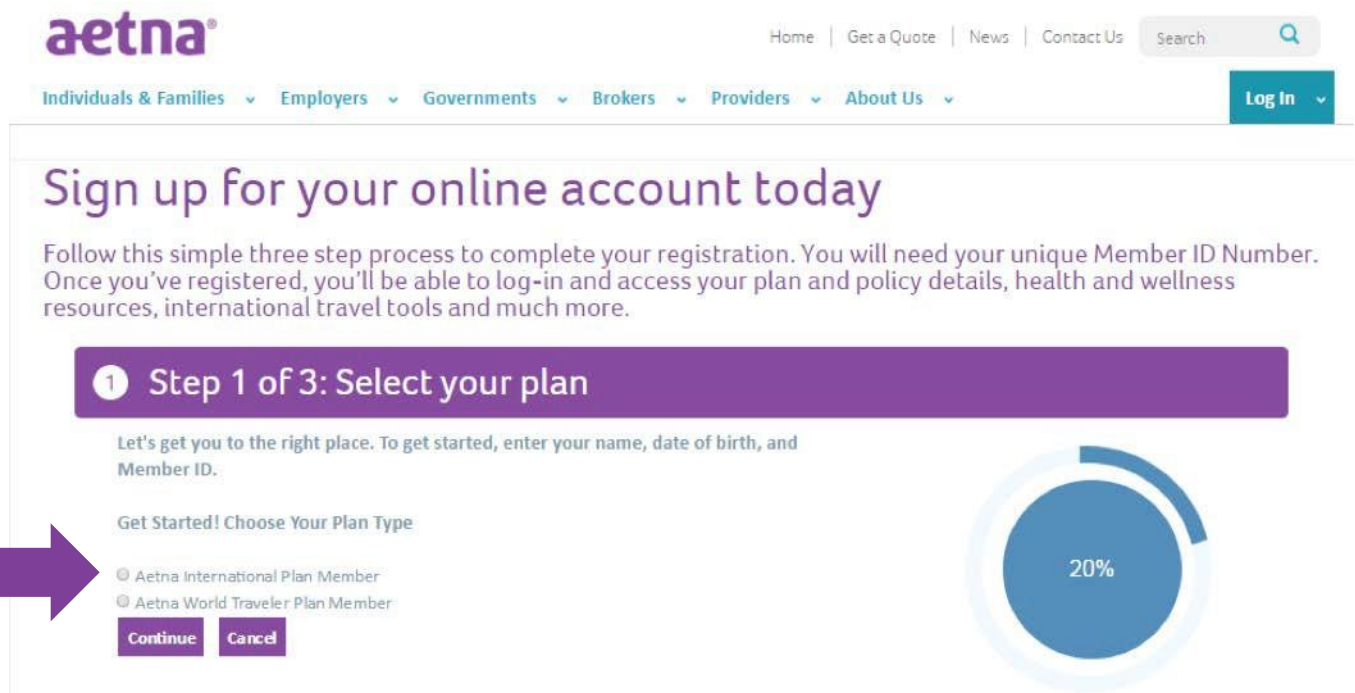


If you have already registered, you can simply click “Log in Member.”



# Health Hub – Register step 1

Select Aetna International Plan Member



The image shows the Aetna Health Hub registration page. At the top, the Aetna logo is on the left, and navigation links for Home, Get a Quote, News, and Contact Us are on the right. Below these are dropdown menus for Individuals & Families, Employers, Governments, Brokers, Providers, and About Us. A Log In button is also present. The main heading is "Sign up for your online account today". Below this is a paragraph explaining the three-step registration process. A purple banner indicates "Step 1 of 3: Select your plan". The instructions state: "Let's get you to the right place. To get started, enter your name, date of birth, and Member ID." Below this is a section titled "Get Started! Choose Your Plan Type" with two radio button options: "Aetna International Plan Member" and "Aetna World Traveler Plan Member". There are "Continue" and "Cancel" buttons. A large purple arrow points to the "Aetna International Plan Member" option. On the right, a circular progress indicator shows 20% completion.

**aetna®**

Home | Get a Quote | News | Contact Us | Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us | Log In

## Sign up for your online account today

Follow this simple three step process to complete your registration. You will need your unique Member ID Number. Once you've registered, you'll be able to log-in and access your plan and policy details, health and wellness resources, international travel tools and much more.

### 1 Step 1 of 3: Select your plan

Let's get you to the right place. To get started, enter your name, date of birth, and Member ID.

Get Started! Choose Your Plan Type


☒ Aetna International Plan Member  
☐ Aetna World Traveler Plan Member

Continue Cancel

20%

# Health Hub – Register step 2

Once you have selected your plan type, you will need to fill in these boxes with a few personal details.



Home | Get a Quote | News | Contact Us

Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us

Log In

resources, international travel tools and much more.

✓ Step 1 of 3: Select your plan

2 Step 2 of 3: Member verification

Found on front of your ID Card

Member ID

Member ID

Your Member ID can be found on your membership card. [Can't find it?](#)

☐ What if I only have one name (first name or last name)?

First Name

First Name

Last Name

Last Name



Please enter your first and last names as they are shown on your membership card.

Date of Birth

Where do I find my Member ID?

Aetna International Plan Member ID

As an Aetna International Plan Member, your 'Member ID' is the subscriber (or plan holder) ID number. It's located on the front of your ID card.



Can I register if I lost my card?

50%



# Health Hub – Register step 3

## 3 Step 3 of 3: Set up your account

Enter your email address, destination and language preference. Then create a username and password. Please remember to keep your username and password in a safe place.  
*Unless specified all fields are required*

### Account Information

Email Address \*

Confirm Email Address \*

Destination Country \*

Destination City

Country of Citizenship \*

Language Preference \*

### Security Information

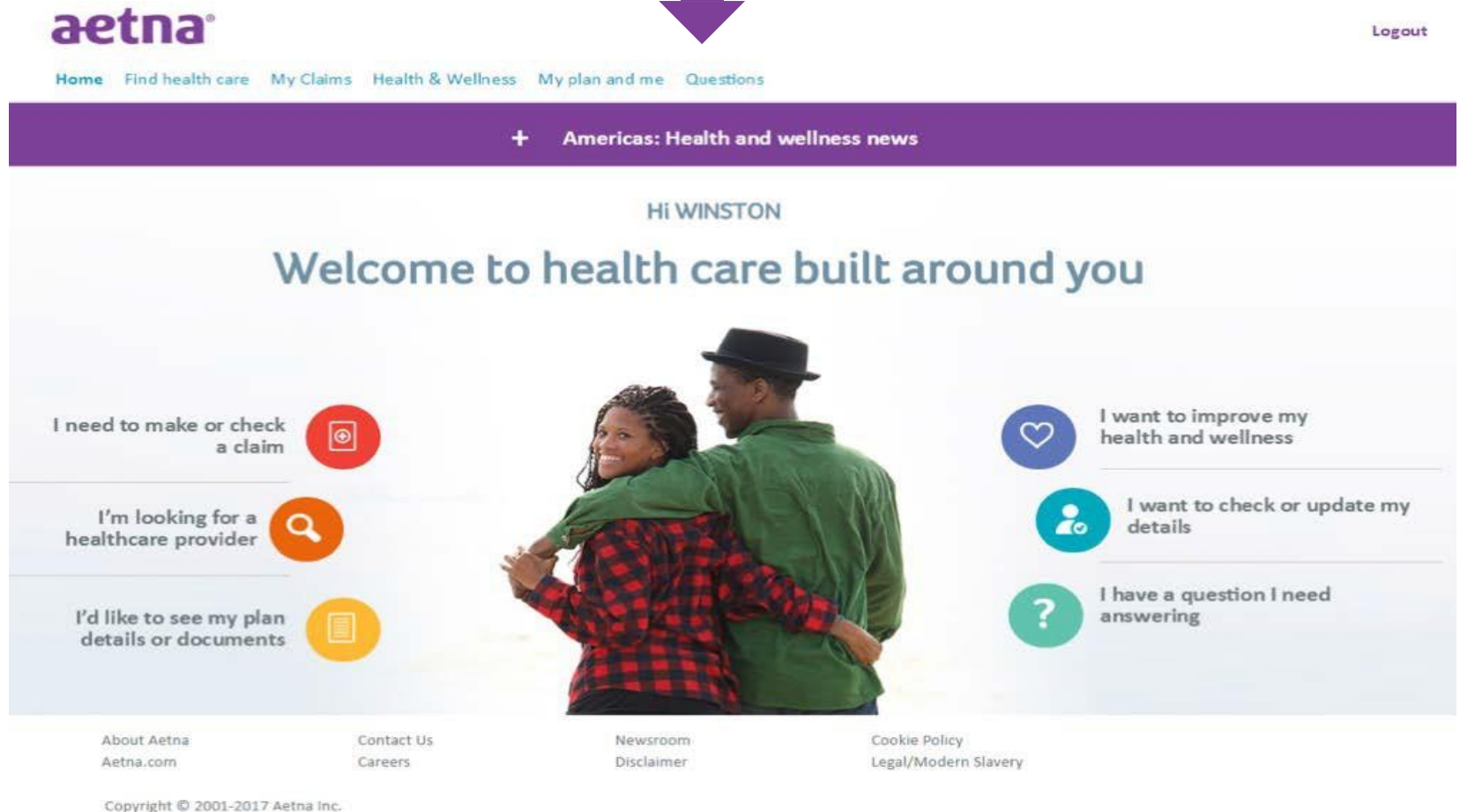
Create a username \*

Please enter your email address, current residential country, country of citizenship, and language preference.

Create your username and password, and answer one security question.

# Health Hub – Home page

Main navigation located at the top of the page.



# Find health care – Care within the U.S.

If you are located in the U.S. and choose “United States of America” in the country field, upon searching you will be forwarded to DocFind, Aetna’s US-based provider search tool.

# DocFind – Care within the U.S.

Search for doctors inside the U.S. based on:

- Name
- Specialty
- Language
- Gender
- Hospital affiliation
- Individual/Group PIN

You can also search vision providers by selecting "vision routine eyewear and exam"



## Directory of health care professionals

for plans purchased through an employer or organization. [View other directories](#)

[Contact Us](#) [En español](#) [Sign in](#)

Need Help? **Ask Ann**  
Our Virtual Assistant  
is ready to help you.  
[Ask a question](#)



Aetna members, [sign in](#) to Secure DocFind to get personalized results based on your plan.

Want to print a provider directory? [Click here](#)

### Find a Doctor, Dentist, or Facility

Search for  in  [Zip code or city, state](#) [SEARCH](#)

#### [Search Tips & FAQs](#)

#### [Directories & Resources](#)

#### [Savings & Discounts](#)

#### [Quality & Cost Information](#)

## Common Searches

### PROVIDER TYPES

#### Healthcare Professionals

[Doctors \(Primary Care\)](#)

[Pediatrics](#)

[Medical Specialist](#)

[Medical Therapists](#)

[Dentists \(Primary Care\)](#)

[Dentists \(Primary Care Mexico\)](#)

[Dental Specialists](#)

[Natural Therapy Professionals](#)

[All Medical Professionals](#)

[All Dental Professionals](#)

[Pharmacies](#)

[Vision routine eyewear and exam](#)

#### Behavioral Health

[Behavioral Health Professionals](#)

[Behavioral Health Televideo](#)

### CONDITIONS

[Acid Reflux](#)

[Acne](#)

[Addiction](#)

[Alcohol abuse](#)

[Allergy Symptoms](#)

[Alzheimer's Disease](#)

[Angina](#)

[Anxiety or Panic Disorder](#)

[Arthritis](#)

[Asthma](#)

[Attention Deficit Disorder](#)

[Autism Spectrum Disorders](#)

[+](#) [More](#)

### PROCEDURES

[Find a Flu Shot/Vaccine Provider](#)

[Allergy Shots](#)

[Artificial Insemination](#)

[Back Care](#)

[Bariatric Surgery](#)

[Behavioral Therapy](#)

[Biofeedback](#)

[Biopsy](#)

[Bone Density Scan](#)

[Breast Care](#)

[Cardiac Catheterization](#)

[Cardiac Angioplasty](#)

[Cardiac Stents](#)

[Carpal Tunnel Release](#)

[Colonoscopy](#)

[Coronary Artery Bypass Graft](#)

# DocFind – Care within the U.S.

Search for doctors inside the U.S. based on:

- Name
- Specialty
- Language
- Gender
- Hospital affiliation
- Individual/Group PIN


Find a Doctor, Dentist, or Facility


Search for  in  [SEARCH](#)


[See Important Notice About Participating Providers below](#)


**Selected Plan:** Choice POS II [Change](#)





Results: 1-25 | [26-50](#) | [51-75](#) | [76-100](#) | [101-125](#) | [126-127](#) | [>>](#)

Sort By  

 [Show map](#)

 [Print this page](#)

 [Report Incorrect Information](#)

Distance	Name	Plan Information	Other
 5.97mi	<a href="#">Abeles, Aryeh M., MD</a> 816 Broad Street, Suite 14, Meriden, CT 06450 Phone: (203) 235-6402 <b>Specialties:</b> Rheumatology ★★★★★ <a href="#">10 rating(s)</a>	 In network <a href="#">See Accepted Plans</a>	
 5.97mi	<a href="#">Abeles, Micha, MD</a> 816 Broad Street, Suite 14, Meriden, CT 06450 Phone: (203) 235-6402 <b>Specialties:</b> Rheumatology	 In network <a href="#">See Accepted Plans</a>	



# Find health care – Care outside the U.S.

aetna®

[Home](#) [Find health care](#) [My Claims](#) [Health & Wellness](#) [My plan and me](#) [Questions](#)

## Find health care

Wherever you find yourself,  
we'll be right there with you.  
You have access to over  
**193,000 health care providers**  
worldwide.

Select a country\*

Select a country

Select a city

Select a city

Search



### 1. Search

Use the fields above to search our  
database of over 193,000 health care



### 2. Choose

Click 'Pre-authorise' on your chosen  
provider to inform us, or apply for



### 3. Apply

Once you've submitted your  
application you can contact the

Search our international doctor  
and direct settlement directory  
to find providers across Latin  
America and the Caribbean.

Helpful tips and overview  
simplifies the process.

# Find health care – Care outside of the U.S.

[Home](#) [Find health care](#) [My Claims](#) [Health & Wellness](#) [My plan and me](#) [Questions](#)

Click “Print results”  
to create a PDF of  
the full results.

Showing 1 - 9 of 9 Providers

[First](#) | [Previous](#) [Next](#) | [Last](#)

[Print results](#)

Note : Print Results will display all the provider details of country/city chosen..

## How it works



### 1. Search

Use the fields above to search  
193,000 health care provide



### 2. Choose



### 3. Apply

**aetna**

## Provider Results

Wherever you find yourself, we'll be right there with you

Country : Costa Rica

City : Any

Provider	Address	Details	Contact
Blue Medical/Clinicas Escazu	De la Rotonda de Multiplaza Escazu 300 Mts Sur C Comercial, Plaza Blvd Escazu Costa Rica	Type: Hospital Speciality: Emergency Medicine In patient Direct Settlement: Yes Out patient Direct Settlement: Yes	54.11.5217.5841
Tropical Oasis Treatment Center	Esterillos Oeste, 175 Metros Este de la estacion de servicios, La Cruz del Sur Parritas Costa Rica	Type: Hospital In patient Direct Settlement: No Out patient Direct Settlement: Yes	866.921.3778

Depending on your browser you can save/  
download the results to your computer or  
device.

# Find health care - Care outside the U.S.

Home Find health care My Claims Health & Wellness My plan and me Questions

All our contracted providers accept direct settlement. You do not have to use a direct settlement provider. However, selecting a participating provider can help reduce your out-of-pocket expenses. To submit a direct settlement request for a provider that isn't listed, please [click here](#)

Note: By clicking the + sign you will see further details if applicable  
Fields marked with an asterisk (\*) are required.

Select a country\* Hong Kong Select a city Any Search + Show advanced filter options

**Your results**

Provider	Address	Details	Contact
+ FAWWAZ, Mustafa	Unit 504-505, 5/F, Tower 1, Admiralty Centre, 18 Harcourt Road Admiralty Hong Kong	Type: Physician Specialty: Family Practice Language: English In patient Direct Settlement: No Out patient Direct Settlement: No	57845795
+ TAMILSK REHABILITERINGS ORGANISASJON	Room 1408, Melbourne Plaza 33 Queens' Road Central Central Hong Kong	Type: Clinic 24 Hrs Language: English In patient Direct Settlement: No Out patient Direct Settlement: No	

Apply for direct settlement

Select a country\* AUSTRALIA Select a city Any Search Hide advanced filter options

Advanced filter options

Search by provider name Filter by specialty Filter by facility type

Filter by tier

Update

Results displayed with the option to expand and view more details.

Request direct settlement directly from result.

You can show or hide advanced filtering options. They include provider name, specialty, facility or tier.



# Health Hub – My claims

**My Claims**

We'll help you spend less time managing your claims, and more time living your life.

[New claim](#)

Go to Aetna Navigator to search claims, view the status of your claims, and view related Explanation of Benefits (EOB) [GO TO AETNA NAVIGATOR](#)

[Show advanced filtering options](#)

Member	Reference	Claim type	Date	Attachment count
+ WINSTON STANFORD	UA00007813	Medical	04-10-2017	1

# My claims

The claims submission process is simpler and consolidated into one experience on Health Hub:

1. Patient Details

2. Claim Details

3. Payment Details

4. Upload your documents

5. Confirmation!

The image illustrates the Aetna Health Hub claims submission process through a series of overlapping screenshots and a flowchart. The flowchart on the left lists five steps: 1. Patient Details, 2. Claim Details, 3. Payment Details, 4. Upload your documents, and 5. Confirmation!. The screenshots show the corresponding steps in the Aetna Health Hub interface. Step 1, 'About the patient', includes fields for 'Your Name' and 'Your date of birth'. Step 2, 'About the claim', includes a section for 'Your Details' and a 'Patient Details' section. Step 3, 'Payment and declaration', includes a section for 'We will only issue payment to:' and a 'Payment and declaration' section. Step 4, 'Upload documents, declaration and submit', includes a section for 'Upload documents' and a 'Choose File' button. Step 5, 'Confirmation!', is represented by a large blue circular progress indicator showing 75% completion. The Aetna logo is visible in the top left corner of the screenshots.

**1 About the patient**

**Your Details**

Your Name

Wilma

Your date of birth

20

**2 About the claim**

This is where we ask you for all the medical information we need in order to process your claim, including the reason for your visit, your medical condition and the treatment you received. We may still need to contact you for further information. Additional documents are needed to support the following types of claims: vision claims, dental claims, prosthetic services, periodontal services, orthodontic services, services relating to an accident or injury. If you are claiming for more than one medical visit, please list the symptoms, treatment and diagnosis for each visit. You will be able to add services and supporting documents as a final step before submitting your claim.

**3 Payment and declaration**

We will only issue payment to:

- The patient if they are 18 or over, or to
- The planholder if they are under 18 and named on the planholder's policy.

The IBAN is mandatory for bank transfer claim payment transactions in certain countries, such as:

**4 Upload documents, declaration and submit**

**Upload documents**

For all claims, we need a detailed invoice or receipt for the service or treatment provided. For certain types of claims, additional information is required.

- A copy of your prescription, if you are claiming for medication.
- An admission and discharge report, if you are claiming for hospital cash benefits.
- An optometric prescription and the itemised invoice for the prescription spectacle lenses, prescription spectacle frames and prescription contact lenses, for vision claims.
- A copy of the referral, for physiotherapy, osteopathy, chiropractic, or other complementary treatment.
- When any additional medical information is needed about your claim, we will contact you and your treatment provider.

Upload documents from your computer

Choose File No file chosen

+ Upload

Language: English

Overview Find health care My Claims Health & Wellness My plan and me Questions

contact details for the patient, as well as the policy number and Member ID

provider details as well as the patient's symptoms or medical condition

claim you'll need to upload digital copy of the treatment invoice or receipt

provider directly, so make sure you have the right details to hand

Start a brand new claim Copy a prior claim for the same medical condition

20%

25%

Edit Details

Edit details

Edit Details

75%

# Health Hub – My claims

## My Claims

We'll help you spend less time managing your claims, and more time living your life.

New claim

Go to Aetna Navigator to search claims, view the status of your claims, and view your related Explanation of Benefits (EOB)

GO TO AETNA NAVIGATOR

You can view the status of your claims and your Explanation of Benefits by clicking "Go to Aetna Navigator." This will open up a new tab in your browser.

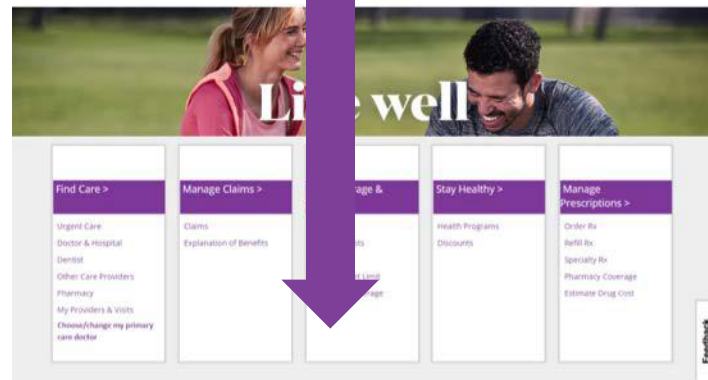


All

Show advanced filtering options

Member	Reference	Claim type	Date	Attachment
+ WINSTON STANFORD	UA G00007813	Medical	04-10-2017	1


Filter your claims by member name, provider name, etc.



# Aetna – Claims

Once a member has submitted a claim on the Health Hub, he or she will be able to view and track the status by selecting "Go to Aetna Navigator" on their "My Claims" page

[Messages](#) | [Forms](#) | [ID Card](#) | [Profile](#) | [Contact Us](#) | [Log Out](#)

 Welcome SUBSCRIBER

[Home](#) | [Find Care](#) | [Manage Claims](#) | [See Coverage & Costs](#) | [Stay Healthy](#) | [Manage Prescriptions](#)

Manage Claims

## Manage Claims

Claims

Explanation of Benefits


To view other claims, change the selections below and click "Apply".


Member:  
SUBSCRIBER (You)


Claim Type:  
Medical

Dates:  
Last 90 days

Apply

 **Submit a claim**  
Download, complete, and mail us the claim

 Download claim(s)

 Print claim(s)

Date	Member	Provider	Bill Amount	Plan Paid	Your Responsibility
10/27/18	SUBSCRIBER (You)	PARKWAYHEALTH SHANGHAI CENTRE MEDICAL	\$302.53	\$50.56	\$222.73 <a href="#">View claim details »</a>

Medical Balance »  
Information about Subscriber

In-network

**Deductible**

You paid  
\$ 200.00 of \$ 200.00

Remaining \$ 0.00

Claims applied »

In-network out-of-pocket limit

**Coinurance**

You paid  
\$ 12.64 of \$ 1,000.00

Remaining \$ 987.36

<https://member.aetna.com/secure/member/7v32#/contentPage?page=claimListing>

# Health Hub – Health and wellness

## Health and Wellness

A wealth of tools and resources designed to make health and wellness a breeze



### Health library

Browse health and wellness topics on everything from fitness to nutrition. Stay up to date with the latest tips on how to stay well or manage a condition.

Explore the library

Access easier health and wellness information by clicking "Health and Wellness" on your Health Hub Home Page.

Take your personalized health assessment.

Take your assessment today



### Contact the CARE team

At the heart of our service is the CARE team - your point of contact for accessing a higher standard of CARE anytime, anywhere. We offer a global service for pre-trip planning, world coordination of care, finding specialist providers and coordination of evacuations and emergency assistance.

Need to find a provider?

Question about your plan or a claim?

Contact the CARE team

Contact our CARE team for any number of queries including pre-trip planning, getting a second opinion, and guidance in seeking care.



# Health Hub – My plan and me



[Home](#) [Find health care](#) [My Claims](#) [Health & Wellness](#) **[My plan and me](#)** [Questions](#)

Members have in-depth information about their plan and member details.

## My plan and me



### Member details

Check member details and amend your personal details



### Online enrollment

Manage coverage options for family members, view benefits summaries, and more.



### View documents

View Member Handbooks, the legal details and other plan documents



### Repeat repayment details

Also known as Recurring Reimbursement Election or RRE. Set up your preferred method of repayment for regular, eligible treatment or service claims

1. View Documents

2. Repeat Payment Details

# Health Hub – My plan and me

## View documents

“View ID cards” will take you to Aetna Navigator where you can view and print your ID cards.

My Plan and Me > View documents



View ID cards

## ID Card

Select member, card type, and click view ID card

Member name

SUBSCRIBER (You)

Card type

☒ Medical ☐ Dental

View ID Card

To make the most of your health plan, be sure your doctor is in the network.

To make the most of your health plan, be sure your doctor is in network.  
[Check in Provider Search](#)

### More about your ID card

You don't need a separate card for all products. For example, your card may include your pharmacy (Rx) info.

If you've lost your ID card and need to show it for care, bring it up on a device such as your cellphone. You can also show your doctor a printed copy.

### What if the information on your card is wrong?

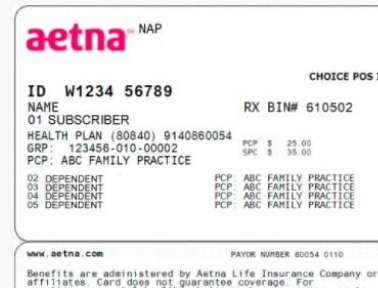
If there is incorrect member name or plan information on your member ID card, and you signed up for insurance through your workplace, contact your employer's HR/benefits department and they can give us the change.

If you didn't sign up through work, just call the member services number on your card.

View ID Card: SUBSCRIBER

Print/Download ID Card

Your last ID card was mailed on 1/1/2017



# Mobile app

## Aetna International Mobile Assistant app



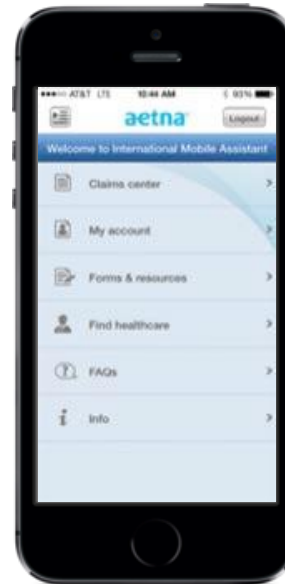
- Submit claims
- Find nearby doctors and hospitals
- Find forms and resources

## Aetna Mobile app



- Track claims
- Search U.S. providers
- View and request an ID card

You're mobile.  
So are we.



Information  
Hub



Claims  
Center



# Vision Member welcome kits & ID cards

As an IDB member we will be mailing each household a welcome package.

## Members receive:

- Separate vision Member ID card
- Insurance plan information
- List of local vision providers
- National discounts for being a member.

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions

**aetna**

Accessing Your Vision Care Program is Easy  
**Aetna Vision<sup>SM</sup> Preferred**

With an Aetna Vision<sup>SM</sup> Preferred plan you can choose from a diverse network of thousands of private practice and optical retail locations, including LensCrafters<sup>®</sup>, Sears Optical<sup>®</sup>, Target Optical<sup>®</sup>, Zenni Optical<sup>®</sup> and most Aetna Vision<sup>SM</sup> locations.

At home or on the road, find a provider with convenient hours and locations:

- Visit an Aetna Vision Preferred network participating provider. Visit [www.aetnavision.com](http://www.aetnavision.com) or call the number on the front of your ID card.
- Call the provider and schedule your appointment. Many of the members and network appointments, so you can arrange your visit to fit your schedule.
- Present the attached ID card when you arrive at the provider's office or location.
- The Aetna Vision Preferred provider will take care of it. For out of network services you will need to pay full service or full then submit a claim form and receive eligible reimbursements. Claim forms can be found at [www.aetnavision.com](http://www.aetnavision.com).

**Continued eyewear savings**

Your plan may include discounts up to 40 percent on additional complete eyewear purchases from a network provider once the funded benefit has been used. Check your plan design on the reverse side for more information.

**Contact lenses by mail**

You can also order replacement contact lenses at [www.aetnavision.com](http://www.aetnavision.com) with valid prescriptions, at competitive prices and have them mailed directly to your home. Your in-network plan allowance and discounts do not apply to this service.

**Professional Providers Near You**

<p><b>MARC G. RUBINSTEIN M.D.</b> UNOPTICAL 800 2ND AVE STE 900 NEW YORK NY 10017 (212) 991-9991</p>	<p><b>ROBERT G. LOEBBERG D.O.</b> LESCRAFTERS 425 LEXINGTON AVE NEW YORK NY 10017 (212) 922-3529</p>
<p><b>SCOTT S. WEISSMAN M.D.</b> UNOPTICAL 340 E 40TH ST NEW YORK NY 10017 (212) 592-8890</p>	<p><b>SEAN C. FEIN D.O.</b> LARA R. MENDOLISSOHN D.O. LESCRAFTERS 777 114TH AVE NEW YORK NY 10017 (212) 571-2583</p>
<p><b>ALAN E. KURFEST D.O.</b> PAUL J. KANTROWICH D.O. MAXSON AVE EYE CARE LTD 405 LEXINGTON AVE ARCADE LEVEL NEW YORK NY 10017 (212) 682-2054</p>	<p><b>NANCY H. SUEN D.O.*</b> MIRIAM S. LEE D.O.* NACHA A. KASOP D.O.* LESCRAFTERS 1342 SECOND AVE NEW YORK NY 10022 (212) 759-7550</p>
<p><b>DENISE M. WHITTAM D.O.</b> COHEN'S FASHION OPTICAL 800 LEXINGTON AVE CORNER OF NEW YORK NY 10017</p>	<p><b>DAKLEY 3TH AVENUE</b> 300 15TH AVE NEW YORK NY 10036</p>

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**Member/Patient Services: 1-877-973-3238**  
**AETNA VISION NETWORK**  
AVP STANDARD - SERIES 1

SUSAN SAMPLE  
Member ID: W12345678901  
Group #: 9818188  
Effective: 01/01/2014

Underwritten by Aetna Life Insurance Company.

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Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions

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**Aetna Vision Preferred**  
**Save \$20 in addition to your vision benefit**

[www.aetnavision.com](http://www.aetnavision.com)



**Important Information about your cards:** Your member cards contain the subscriber's name only; enrolled dependents can also use these cards for identification purposes. Detach and carry your card with you and protect it as you would any important piece of identification.

# U.S. Members Enroll for the Aetna Vision Member Site at [www.aetnavision.com](http://www.aetnavision.com)

To register for the Aetna Vision Portal, please select "Member Login" on the top right corner of the page. From there, select "Create an account." You will be asked to enter your First and Last Name as it appears on your ID Card, your Date of Birth, and your Member ID found on your ID card.



## Demo the member portal!

Visit [www.aetnavision.com](http://www.aetnavision.com) and log in with the following credentials:

- **Username:** [aetnavisionpreferred@aetna.com](mailto:aetnavisionpreferred@aetna.com)
- **Password:** @Aetnademo



## Welcome to Aetna Vision Preferred

We have all the tools you'll need to manage your vision benefits online, including:

- [Print your ID card](#)
- [Find a provider](#)
- [See your benefit coverage](#)
- [Find useful wellness information](#)
- [View the progress of your claim](#)
- [Update personal information](#)

Spouses and children 18 years old and older must register for their own aetnavision.com account.

## Go practically anywhere for eye care

You can see any provider you want. But remember: in-network providers will save you more. [Locate a provider >](#)



### Order contacts online

Use your in-network benefits to shop online at [ContactsDirect](#). Enter code AETNA for free express shipping.

### Free mobile app

Access your vision benefit information and find a provider on-the-go with our free Aetna Vision Preferred mobile app - available in the [Apple App Store](#).

### Additional savings

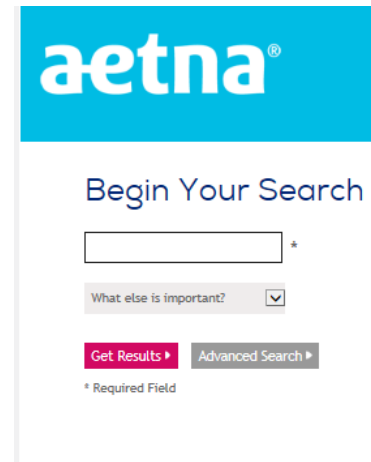
Take an extra \$20 off your next eyewear purchase at [LensCrafters](#). [Learn more.](#)

# Locating a U.S. vision provider

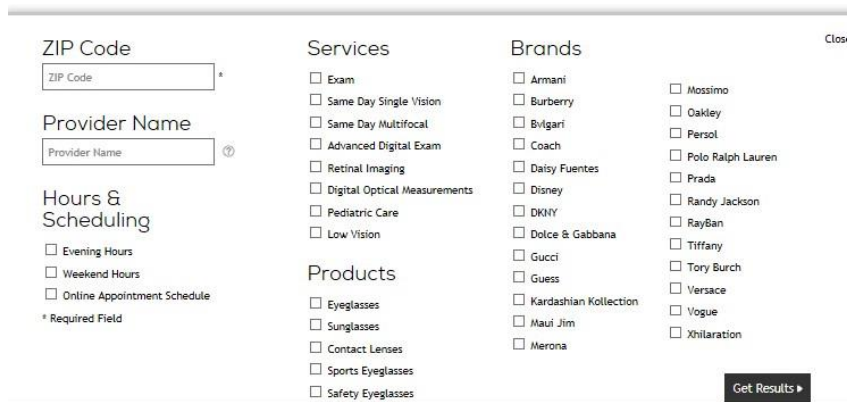
## 1. Go to [www.aetnavision.com](http://www.aetnavision.com) and click on find a provider



## 2. Enter the zip code

The image shows the Aetna search interface. It features the Aetna logo at the top. Below the logo, there's a section titled "Begin Your Search". There's a text input field for a zip code, followed by a dropdown menu labeled "What else is important?". Below these are two buttons: "Get Results" and "Advanced Search". At the bottom, there's a note: "\* Required Field".

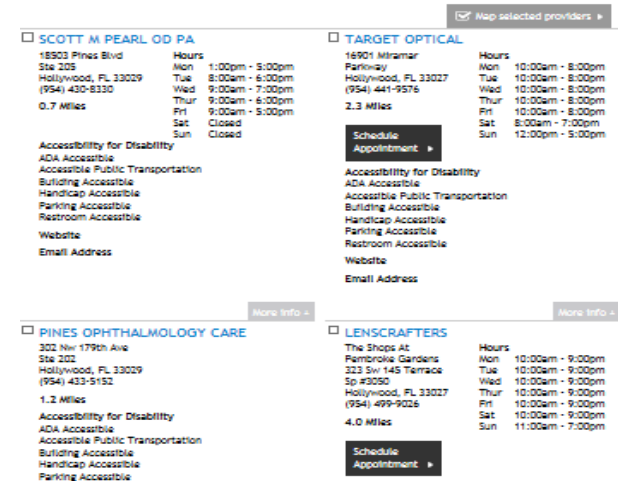
## 3. Advanced search allows more search options

The image shows the advanced search options on the Aetna website. It's divided into four columns: "ZIP Code", "Provider Name", "Hours & Scheduling", and "Services". The "ZIP Code" column has a text input field. The "Provider Name" column has a text input field. The "Hours & Scheduling" column has checkboxes for "Evening Hours", "Weekend Hours", and "Online Appointment Schedule". The "Services" column has checkboxes for "Exam", "Same Day Single Vision", "Same Day Multifocal", "Advanced Digital Exam", "Retinal Imaging", "Digital Optical Measurements", "Pediatric Care", and "Low Vision". There are also checkboxes for "Brands" and "Products". At the bottom right, there's a "Get Results" button.

## 4. Nearest provider results

### Provider Search Results

The provider list does not include options for utilizing your benefits online or laser vision correction surgeons:  
To use your in-network benefits to purchase contact lenses online, visit [www.aetna.com](http://www.aetna.com).  
To use your in-network benefits to purchase glasses online, visit [www.aetna.com](http://www.aetna.com).  
To locate laser vision correction providers, please call 1-877-5A-SEEN or visit [www.eyemedical.com](http://www.eyemedical.com).

The image shows the nearest provider results. It lists four providers: "SCOTT M PEARL OD PA", "TARGET OPTICAL", "PINES OPHTHALMOLOGY CARE", and "LENSCRAFTERS". Each provider listing includes their address, phone number, hours of operation, and a "Schedule Appointment" button. There are also checkboxes for "Map selected providers" and "More Info" for each provider.

# Questions?

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**Thank you!**

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