

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



# Welcome to Aetna International

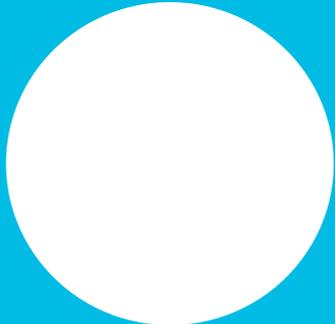
July 1, 2018



Aetna International

# Contents

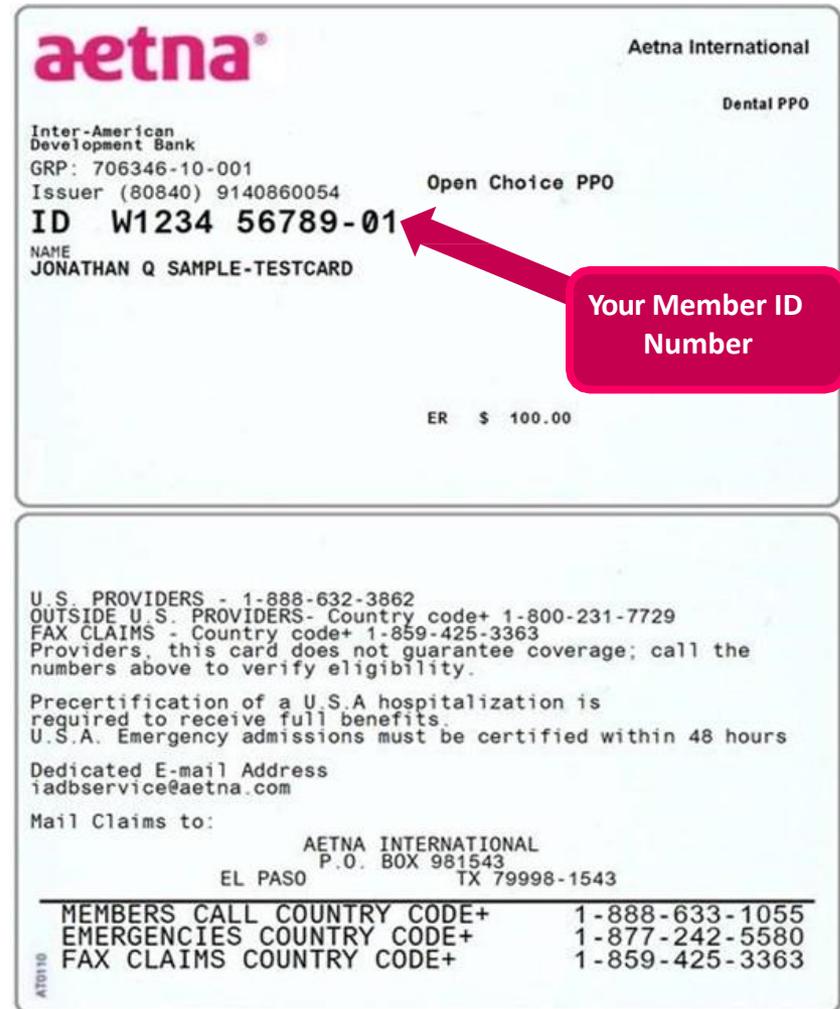
- Your Member ID Card
- Medical Plan Overview
- Dental Plan Overview
- Vision Plan Overview
- How we can help—tools and resources
- Q&A



**aetna**<sup>®</sup>

# 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.



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
<b>Deductible</b>	None	\$500 per calendar year (2x for family)	None
<b>Out of Pocket Max</b>	\$1,000 per calendar year (2x for family)	\$2,000 per calendar year (2x for family)	10% of member's salary
<b>Physician Office Visit</b>	90% coinsurance	80% coinsurance of R&C	80% coinsurance
<b>Inpatient Hospital Visit</b>	No Charge	80% after the deductible at the R&C	No Charge
<b>Lifetime Maximum</b>	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

---

## 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

The image displays the Aetna website and its mobile application interface. The website header features the Aetna logo, a navigation menu with links for Overview, Find Healthcare, My Claims, Health & Wellness, My Plan and Me, and Questions, and a Logout button. The main content area is titled "Find healthcare" and includes the text: "Wherever you find yourself, we'll be right there with you. You have access to over 165,000 health care providers worldwide." Below this text are two dropdown menus for "Select a country\*" and "Select a city". A search button is visible. The mobile app interface, shown on a smartphone and a tablet, mirrors the website's design, featuring the same header, navigation, and search functionality. The smartphone screen also shows a "1. Search" step in a process flow. The background of the website and app interface is a photograph of a woman in a blue shirt standing in a desert landscape with sand dunes.

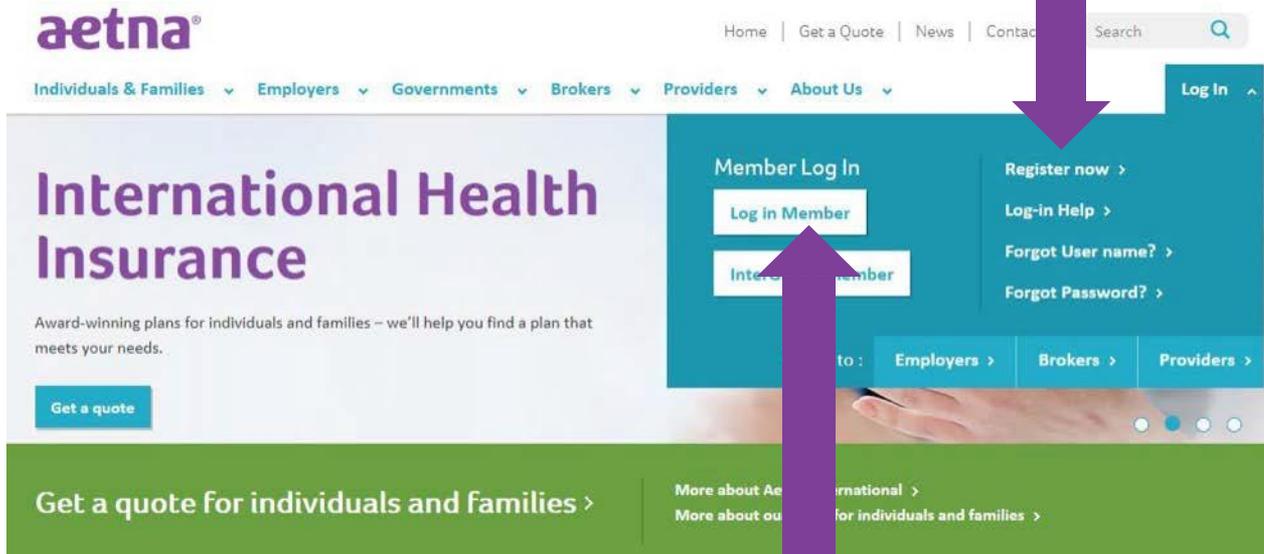
# Table of contents

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

The screenshot shows the Aetna website interface. At the top left is the Aetna logo. To its right is a navigation menu with links for Home, Find health care, My Claims, Health & Wellness, My plan and me, and Questions. In the top right corner, there is a Logout link. Below the navigation is a purple banner with a plus sign and the text "Americas: Health and wellness news". The main content area features a personalized greeting "HI WINSTON" and a large heading "Welcome to health care built around you". A central image shows a man in a green jacket and hat embracing a woman in a red and black plaid shirt. On the left side of the main area, there are three interactive buttons: "I need to make or check a claim" with a red icon, "I'm looking for a healthcare provider" with an orange icon, and "I'd like to see my plan details or documents" with a yellow icon. On the right side, there are three more buttons: "I want to improve my health and wellness" with a blue heart icon, "I want to check or update my details" with a blue person icon, and "I have a question I need answering" with a green question mark icon. At the bottom of the page, there are four columns of links: "About Aetna" and "Aetna.com"; "Contact Us" and "Careers"; "Newsroom" and "Disclaimer"; and "Cookie Policy" and "Legal/Modern Slavery". A copyright notice "Copyright © 2001-2017 Aetna Inc." is located at the bottom center.

# Health Hub – Registration

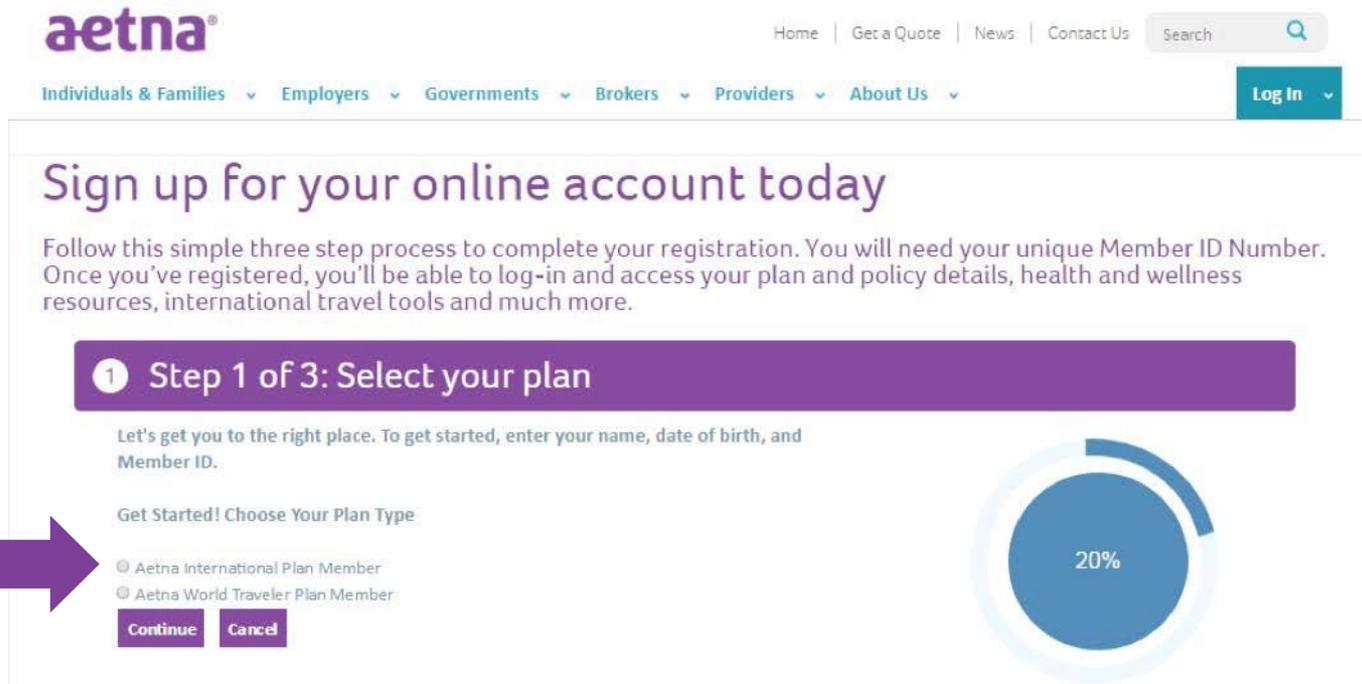
If you are a new member or have not yet registered, please click the “Register now” button and follow the instructions.



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

# Health Hub – Register step 1

Select Aetna International Plan Member



The screenshot shows the Aetna website's registration process. 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. A search bar is also present. Below the navigation, there are dropdown menus for Individuals & Families, Employers, Governments, Brokers, Providers, and About Us. A Log In button is in the top right corner. The main heading is "Sign up for your online account today". Below this, a paragraph explains 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." Underneath, there is a section titled "Get Started! Choose Your Plan Type" with two radio button options: "Aetna International Plan Member" (which is selected) and "Aetna World Traveler Plan Member". There are "Continue" and "Cancel" buttons below the options. A large purple arrow points from the left towards the "Aetna International Plan Member" option. On the right side of the page, there is a circular progress indicator showing 20% completion.

**aetna**<sup>®</sup> 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.

**aetna** 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

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?



Found on front of your ID Card

First as shown on your ID Card

Last as shown on your ID Card

# 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.



**aetna** Logout

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

+ **Americas: Health and wellness news**

Hi WINSTON

## Welcome to health care built around you

I need to make or check a claim

I'm looking for a healthcare provider

I'd like to see my plan details or documents

I want to improve my health and wellness

I want to check or update my details

I have a question I need answering

About Aetna  
Aetna.com

Contact Us  
Careers

Newsroom  
Disclaimer

Cookie Policy  
Legal/Modern Slavery

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

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\*  
United States of America

Select a city

Search

Please proceed to [DocFind](#). After selecting the provider type and location choose "Open Choice PPO" from the Select a Plan menu.

- 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

[Ask a question](#)

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

Find a Doctor, Dentist, or Facility

Search for  in  Zip code or city, state

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

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.

#### [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 \(Primary Care Mexico\)](#)  
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[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](#)  
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[Angina](#)  
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[+ 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

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

**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

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[Anxiety or Panic Disorder](#)

[Arthritis](#)

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[Autism Spectrum Disorders](#)

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

### PROCEDURES

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

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[Back Care](#)

[Bariatric Surgery](#)

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[Biofeedback](#)

[Biopsy](#)

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[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



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 ★★★★★ 10 rating(s)	 In network  <a href="#">See Accepted Plans</a>	
 5.07mi	<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.



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

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

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\*  Select a city   [+ 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	

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.

Select a country\*  Select a city   [Hide advanced filter options](#)

Advanced filter options

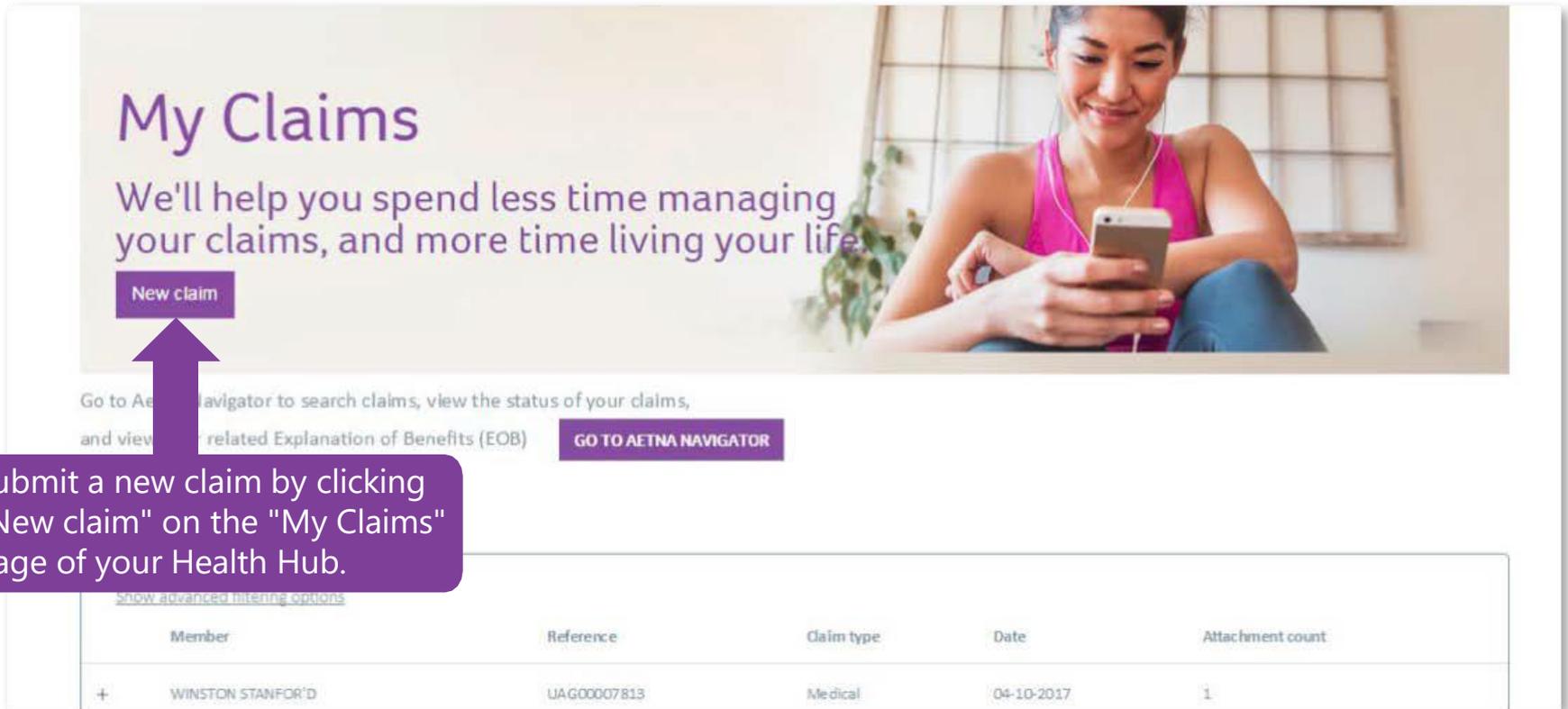
Search by provider name

Filter by specialty

Filter by facility type

Filter by 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

Submit a new claim by clicking "New claim" on the "My Claims" page of your Health Hub.

# 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 displays a multi-step Aetna Health Hub claims submission process. The steps are: 1. About the patient (20% progress), 2. About the claim (25% progress), 3. Payment and declaration (75% progress), and 4. Upload documents, declaration and submit. A progress bar on the right side of the interface shows the current step and the overall progress. The 'About the patient' step includes fields for 'Your Name' (with 'Whitney' entered) and 'Your date of birth' (with '20' entered). The 'About the claim' step includes a text area for 'Patient Details' and a 'Start a brand new claim' button. The 'Payment and declaration' step includes a 'Payment and declaration' section with a list of items to be provided, such as 'A copy of your prescription, if you are claiming for medication' and 'An admission and discharge report, if you are claiming for hospital cash benefits'. The 'Upload documents' step includes a 'Choose File' button and an 'Upload' button.

aetna® 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

1 About the patient

Your Details

Your Name

Whitney

Your date of birth

20

Your member ID

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 record invoices and supporting documents as you file your claim.

25%

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 are named on the planholder's policy.

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

- Spain
- France
- Germany
- Italy
- UK
- Switzerland
- Belgium
- Spain
- France
- Germany
- Italy
- UK
- Switzerland
- Belgium

75%

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

# 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.

Life well

- Find Care >
  - Urgent Care
  - Doctor & Hospital
  - Dentist
  - Other Care Providers
  - Pharmacy
  - My Providers & Visits
  - Choose/change my primary care doctor
- Manage Claims >
  - Claims
  - Explanation of Benefits
- Stay Healthy >
  - Health Programs
  - Discounts
- Manage Prescriptions >
  - Order Rx
  - Refill Rx
  - Specialty Rx
  - Pharmacy Coverage
  - Estimate Drug Cost

# 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

**aetna**® Welcome SUBSCRIBER

Home | Find Care | Manage Claims | See Coverage & Costs | Stay Healthy | Manage Prescriptions

**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  
**Coinsurance**  
You paid \$ 12.64 of \$ 1,000.00  
Remaining **\$ 987.36**

<https://member.aetna.com/secure/member/7v32#/contentPage?paqe=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

 <b>Member details</b> Check member details and amend your personal details	 <b>Online enrollment</b> Manage coverage options for family members, view benefits summaries, and more.	 <b>View documents</b> View Member Handbooks, the legal details and other plan documents	 <b>Repeat repayment details</b> Also known as Recurring Reimbursement Election or RRE. Set up your preferred method of repayment for regular, eligible treatment or service claims
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1. View Documents

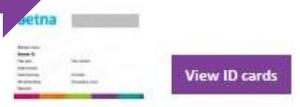
2. Repeat Payment Details

# 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



### 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.

**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.

[Print/Download ID Card](#)

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

**aetna** NAP

CHOICE POS II

**ID W1234 56789**

NAME: 01 SUBSCRIBER RX BIN# 610502

HEALTH PLAN (80840) 9140860054 PCP \$ 25.00

GRP: 123456-010-00002 SPC \$ 35.00

PCP: ABC FAMILY PRACTICE

02 DEPENDENT PCP: ABC FAMILY PRACTICE

03 DEPENDENT PCP: ABC FAMILY PRACTICE

04 DEPENDENT PCP: ABC FAMILY PRACTICE

05 DEPENDENT PCP: ABC FAMILY PRACTICE

www.aetna.com PAYOR NUMBER 80054 0110

Benefits are administered by Aetna Life Insurance Company or affiliates. Card does not guarantee coverage. For questions on mental health, substance abuse coverage, or to...

# Mobile app

## Aetna International Mobile Assistant app



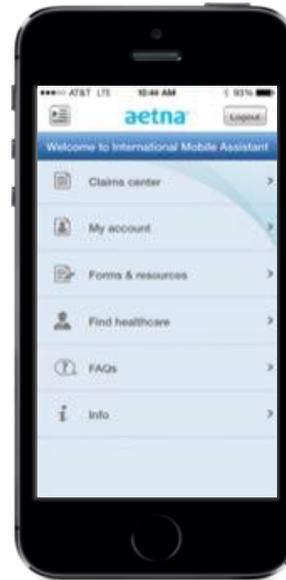
- Submit claims
- Find nearby doctors and hospitals
- Find forms and resources

## 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.

**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 offer evening and weekend 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 a fee-out-of-network services, you will need to pay 50 percent in full. Then submit a claim form and receipt. (Some forms can be found [www.aetnavision.com](http://www.aetnavision.com).)

Underwritten by Aetna Life Insurance Company.

**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 O.D.</b> LESCRAFTERS 428 LEXINGTON AVE NEW YORK NY 10017 (212) 922-3232</p>
<p><b>SCOTT S WEISSMAN M.D.</b> UNOPTICAL 340 E 47TH ST NEW YORK NY 10017 (212) 532-8830</p>	<p><b>SEAN C FEIN O.D.</b> LARA R MENDLSSOHN O.D. RICKY F G JOPKASAD O.D. LESCRAFTERS 777 14TH AVE NEW YORK NY 10017 (212) 527-2363</p>
<p><b>ALAN E KURFFRST O.D.</b> PAUL J KANTROWICH O.D. MADISON AVE EYE CARE LTD NEW YORK NY 10014 (212) 682-2054</p>	<p><b>NANCY H SUEW O.D.*</b> MIRIAM S LEE O.D.* NACHA A KLOPP O.D.* LESCRAFTERS 1342 52ND AVE NEW YORK NY 10022 (212) 759-7550</p>
<p><b>DENSE M WHITTAM O.D.</b> COHEN S FASHION OPTICAL 800 LEXINGTON AVE CORNER OF NEW YORK NY 10017</p>	<p><b>DANLEY STR AVENUE</b> 250 57TH AVE NEW YORK NY 10036</p>

**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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Group #: 9818188  
Effective: 01/01/2014

Underwritten by Aetna Life Insurance Company.

**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.

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

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

# 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.



## 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](#) >



## 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

## 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

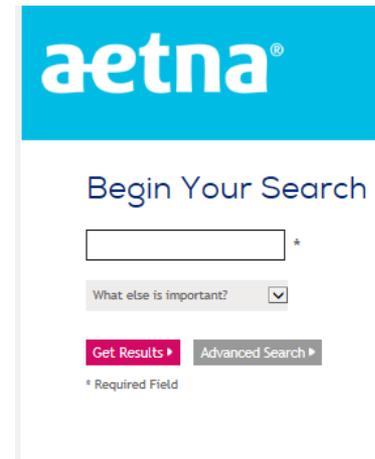
Take an extra \$20 off your next eyewear purchase at [LensCrafters](#). [Learn more.](#)

# Locating a U.S. vision provider

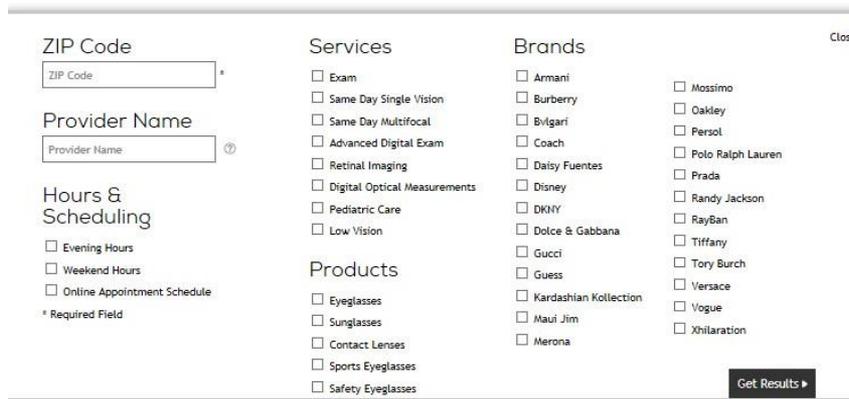
1. Go to [www.aetnavision.com](http://www.aetnavision.com) and click on find a provider



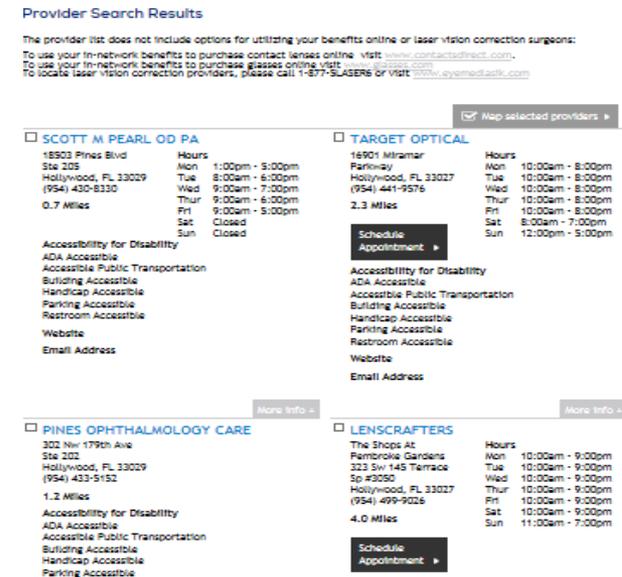
2. Enter the zip code



3. Advanced search allows more search options



4. Nearest provider results



# Questions?

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Thank you!

**aetna**<sup>®</sup>