

Your health care:
the simple answers.

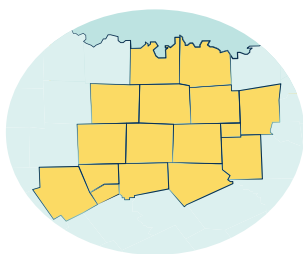
Hello. Thanks for checking us out.

We all know health insurance and getting care can be confusing — and costly. That's why at Texas Health Aetna we're committed to finding new and better ways to help make health care simpler, more personal and convenient for you, while lowering your costs.

With 98% member satisfaction, we're already making a big difference in North Texas, and we look forward to helping you with your health needs.

As a start, here are some quick answers to some common questions.

1. How large is the provider network?



Texas Health Aetna offers a comprehensive local network, so you'll always have easy access to great care. Our network spans the 16 major counties of North Texas, offering all the resources of Texas Health as well as UT Southwestern, Cook Children's Hospital, Children's Medical Center of Dallas and Methodist Health.

2,860 primary care doctors,
17,770 specialists,
2,800 behavioral health specialists,
62 hospitals.*

* Includes long-term and acute care facilities

2.

How do I find a doctor or check to see if my current doctor is in the network?

For a full listing of doctors and specialists in the Texas Health Aetna network, go to [texashealthaetna.com](https://www.texashealthaetna.com) and click on “Find a Doctor” at the top right. You can also call the 800# on the back of your member ID card and one of our team members can confirm if a doctor or specialist is in-network.

3.

What is Anytime-MD?

We know it's hard finding time to get to the doctor. That's why we created the **Anytime-MD** app, to make it easy for you to get the everyday care you need, on your time, 24/7.



Wherever you are, whatever the hour, just send a text via the app and a local in-network doctor will reply within minutes. They'll listen, diagnose, and advise on the care that's right for you. They can even help get an appointment with your doctor or send a prescription to your nearest pharmacy, if needed.

If you're feeling stressed or anxious, they'll connect you to a Texas Health Behavioral Health Specialist for a free consult as the first step to getting the care you need.

Available in English, Spanish and a variety of other languages for our members' convenience, the **Anytime-MD** app is free* to Texas Health Aetna members. That means no copays, no surprise bills* — and no time wasted waiting at urgent care.

4.

When should I use Anytime-MD?

Anytime-MD is not for emergencies, but for your everyday care needs, like:

- + Cough, cold, flu, headaches/migraines
- + Seasonal allergies
- + Urinary tract infection
- + Rashes, allergic reactions, minor insect/animal bites
- + Food poisoning or diarrhea
- + Back pain
- + Earaches, swimmer's ear, pinkeye
- + Sports injuries, strains, sprains
- + Minor burns



* Access to the Anytime-MD application is not included in all plans, deductibles may apply. Please call the Member Services number on your ID card to confirm eligibility. Prescriptions and follow-up appointments will be billed according to your health plan benefits. Anytime-MD is \$45 per virtual visit with 7 days of unlimited follow-up and treatment, prior to meeting the deductible. \$0 after the deductible.

5. What about house calls?

If you need care right away, and your regular physician isn't available, you can get a care team from **DispatchHealth** sent to you via **Anytime-MD**.

- + Local medical teams with nurses and EMTs, able to provide advanced care in your home
- + Can treat a wide range of injuries and illnesses, from common to complex
- + Available in select areas of North Texas, may be billed as an urgent care appointment, with related copay/ deductibles applying



6. Do I need a referral to see a specialist?

Most of our plans allow you to self-refer to specialists within the Texas Health Aetna network. However, if your employer offers an HMO plan, you'll need to see your primary care doctor for a referral. Either way, your primary care doctor is a great resource and can suggest an in-network specialist for you. Call the 800# on the back of your member ID card and one of our team members can verify the type of coverage offered by your employer.

7. What if I am traveling and need care?

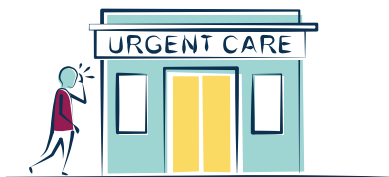


If you're ill and out of town, you still have in-network coverage: use the **Anytime-MD** app 24/7 to speak with a doctor, or for in-person care visit any **MinuteClinic**® for non-emergencies anywhere in the United States.

Genuine emergencies are also covered at the in-network benefit.

This can include chest pain, shortness of breath, weakness down one side of your body, blackouts, a bad injury or wound.

8. What urgent care and walk-in clinics are in the Texas Health Aetna network?



We have over 200 urgent care and walk-in clinics included in the Texas Health Aetna network, including:

- + MinuteClinic®
- + City Doc Urgent Care
- + Code 3 Urgent Care
- + CommunityMed Urgent Care
- + Concentra Urgent Care
- + Cook Children's Urgent Care
- + Expedian Care
- + Heal 360 Urgent Care
- + Integra Urgent Care
- + MedPost Urgent Care
- + Methodist Urgent Care
- + Pediatric Urgent Care
- + PrimaCare Medical Center
- + Texas Health Breeze Urgent Care

For a complete listing of urgent care and walk-in clinics in the Texas Health Aetna network, go to [texashealthaetna.com](https://www.texashealthaetna.com) and click on "Find a Doctor" at the top right to find a nearby urgent care center.

* Prescriptions and follow-up appointments will be billed according to your health plan's benefits.

9. What if I have a child or dependent who lives outside North Texas?

Members with dependents living outside of the Texas Health Aetna Network Service area can enroll their dependents in a Texas Health Aetna Out-of-Area Dependent PPO plan. Dependents will also have access to the **Anytime-MD** app as well as any **MinuteClinic®** across the United States.

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