

Aetna Whole HealthSM — Memorial Hermann Accountable Care Network

Q: What's Aetna Whole Health – Memorial Hermann Accountable Care Network?

A: It's the name of the medical plan Conroe ISD will be offering employees beginning September 1, 2014. With this plan we think you'll receive better coordinated, higher quality health care. It may even cost you less.

Q: How is this different than the plans you've offered us in the past?

A: You'll have a care team that includes doctors, nurses, therapists and other health care providers. They'll work together—and with you—to help keep you healthy or improve your health. But, you'll need to stay within the Aetna Whole Health—Memorial Hermann Accountable Care Network to save the most money and get the most coordinated care.

Q: How does it work?

A: Electronic health records and other tools help keep you and your care team on the same page. That's because your doctors can see how other doctors are treating you, what medications you're taking, your health history and your test results in real time. This also helps your doctors spot any gaps in your care. And, if they find that you're at risk for certain conditions, they can develop a personalized care plan to get you back on track.

So that's why it's so important to choose an Aetna Whole Health—Memorial Hermann Accountable Care Network primary care doctor to lead your care team. Also keep in mind that you'll save the most money and get the most coordinated care when you visit doctors and facilities within the Memorial Hermann Accountable Care Network, also known as your tier one provider network.

If you'd like, you may also use hospitals and doctors outside of the Aetna Whole Health – Memorial Hermann Accountable Care Network but still part of Aetna's larger Select network. (This is your tier two provider network.) Just know that when you do, you'll pay more and your care may be less coordinated.

Q: How many doctors and hospitals are part of my Aetna Whole Health—Memorial Hermann Accountable Care Network?

A: Your network includes:

- 2,700 total doctors – 2,100 Memorial Hermann Medical Group (MHMD) clinically integrated doctors and 600 specialists from UTHHealth
- 550+ primary care doctors

- 13 hospitals
- 40+ urgent care centers
- 18 RediClinics in H.E.B. Grocery stores

Q: What if I'm not at home and need care?

A: If your health or life is in serious danger, call 911 or go to the closest emergency room. Even if you're outside of Houston, you'll receive the highest level of benefits.

If it's not an emergency, call your primary care doctor. Or search DocFind for an urgent care center or walk-in clinic (like RediClinic) in the Aetna Whole Health—Memorial Hermann Accountable Care Network.

Q: How do I find doctors that are part of my care team?

A: Before you enroll, you can visit www.aetna.com/docfind and:

- Type a name, specialty, procedure or condition in the "Who or what are you looking for?" box.
- Enter your zip code in the "Where?" box.
- Choose **Aetna Whole Health—Memorial Hermann Accountable Care Network** from the "Select a Plan" drop down menu.
- Look for doctors and facilities with this symbol **A** so you'll know who's part of our special network and save the most money. All results in the "Best Results for Your Plan" tab are tier one network providers. Providers in the "All Other Results" tab are tier two network providers. Remember, if you see tier two providers, you'll pay higher out-of-pocket costs.

Tip: You can also limit your search to a city and state.

After you've enrolled, you'll use Aetna Navigator to manage your plan, your health and your budget.

After you register at your secure member site, www.aetnavigators.com, you can:

- Search **DocFind[®]**, our online provider directory, for Aetna Whole Health—Memorial Hermann Accountable Care Network doctors, hospitals, pharmacies and more in your area
- Check your health history and see reminders for important preventive screenings and tests
- Set and track your health, fitness and nutrition goals with **CarePass[®]** apps
- Use **Member Payment Estimator** to compare prices on tests and procedures, just like you'd shop for the best deals on travel or clothing online

- Get discounts on over-the-counter vitamins, herbal and nutritional supplements, massage therapy and more
- Review your claims and pay your bills
- Reset your user name or password by clicking the “Forgot User Name?” or “Forgot Password?” link. Or, call the Navigator Help Desk at 1-800-225-3375.

Tip: Always look for the **A** icon to quickly spot your tier one Aetna Whole Health—Memorial Hermann Accountable Care Network doctors and facilities. They’ll be listed on the “Best Results for Your Plan” tab in DocFind.

Q: How can the Memorial Hermann Accountable Care Network help me cope with my diabetes or asthma?

A: Whether you’re at risk, were just diagnosed or are trying to get a condition under control, your care team can help. They want you to get the right treatment and the right level of care at the right time. So, they may:

- Develop a personalized care plan to help you avoid complications
- Educate you about your condition with links to videos and articles
- Monitor your condition and adjust your treatment plan as needed
- Check in with you to be sure you’re taking your medication, refilling prescriptions on time and following your plan
- Encourage you to be actively involved in your care and call if you’re having any trouble

Q: Any other changes to my Aetna medical or prescription drug programs?

A: Yes. You can learn all about new features and changes to your plan by attending a medical plan presentation during annual enrollment in July. You may also refer to the 2014-15 Conroe ISD Employee Benefits guide, which will be mailed to you in late June.

2014-15 Medical Plan Presentation Schedule:

Monday, July 7	10:00 a.m. and 2:00 p.m. Conroe High School Library The Woodlands College Park High School Library
Monday, July 14	10:00 a.m. and 2:00 p.m. Conroe High School Library The Woodlands College Park High School Library
Wednesday, July 16	10:00 a.m. and 2:00 p.m. Conroe High School Library The Woodlands College Park High School Library
Monday, July 21	10:00 a.m. and 2:00 p.m. Conroe High School Library The Woodlands College Park High School Library
Wednesday, July 23	10:00 a.m. and 2:00 p.m. Conroe High School Library The Woodlands College Park High School Library
Monday, July 28	10:00 a.m. and 2:00 p.m. Conroe High School Library The Woodlands College Park High School Library

Health benefits and health insurance plans are offered, underwritten and/or administered by Aetna Health Inc., Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). Each insurer has sole financial responsibility for its own products.

This material is for information only and is not an offer or invitation to contract. Enrollment into the Conroe plans must be completed to obtain coverage. Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health care services. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com.