

**aetna**<sup>®</sup>

*Memorial Hermann  
Accountable Care Network*

# Getting access to personalized health care just got easier



# The health system can be hard to navigate

## Luckily, you have the Memorial Hermann Accountable Care Network plan

- It's a whole new way of looking at health care
- With this plan, you'll get access to a health care team that includes doctors, nurses, therapists and other health care professionals
- Their goal is to work together, and with you, to meet your unique needs and help keep you healthy

**And, the network for the plan is called an accountable care network because they are accountable for cost, quality and member experience**

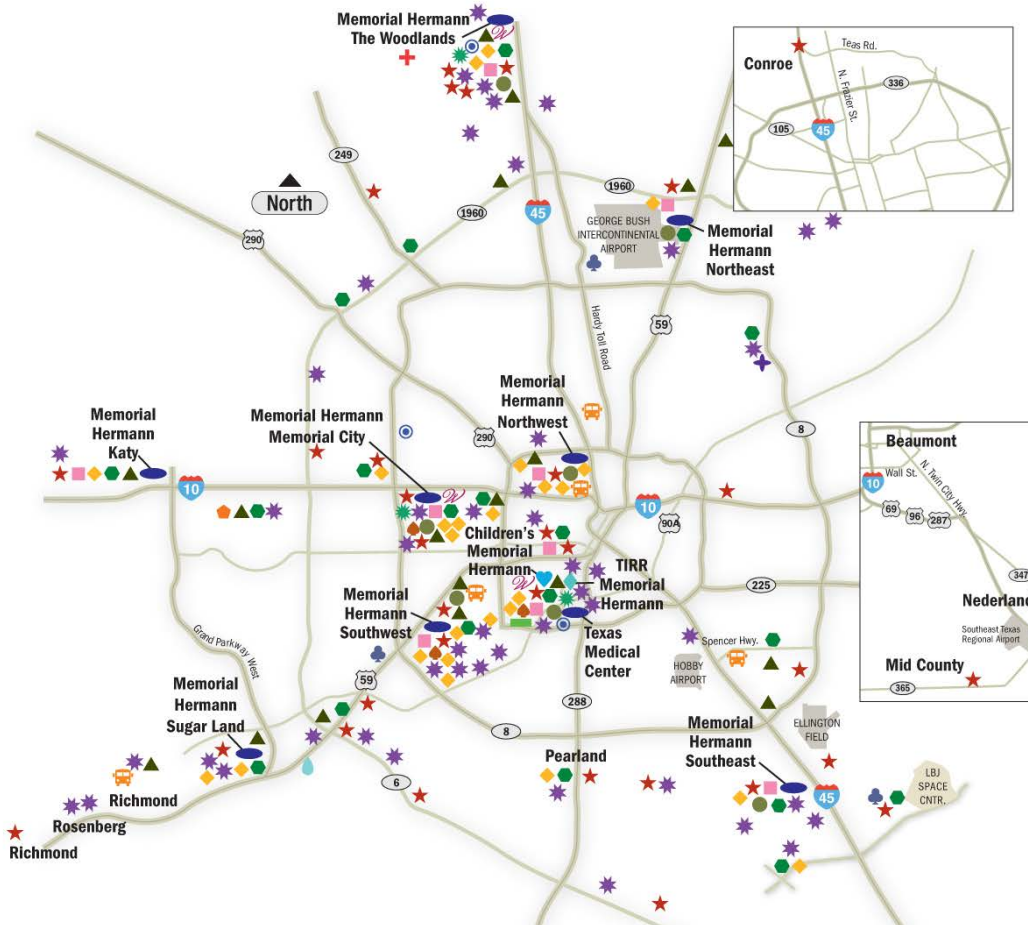
# Better health, better care, better cost

## That's what the Memorial Hermann Accountable Care Network is all about.

**It's a member-centered approach that may differ from care you had before:**

- Your care team's goal is to keep you healthy or improve your health, not just treat you when you're sick or injured.
- Your team can better coordinate your care because they can see how other doctors are treating you, what medicine you are taking, your lab results, your health history, and more.
- Your team is up-to-date on medical guidelines and clinical information. This helps them to spot problems early and develop personalized care plans for you.
- Your team wants you to take an active and informed role in your health and health care decisions.

# Network Coverage Map



- 1 Convenient Care Center
  - 3 Sports Medicine Institutes
  - 3 Women's Memorial Hermann Hospitals
  - 1 Mischer Neuroscience Institute
  - 3 Prevention & Recovery Centers (PaRC)
  - 58 Medical Group Locations
  - 1 Rehabilitation Katy
  - 9 Acute-Care Hospitals
  - 1 Children's Memorial Hermann Hospital
  - 1 TIRR Memorial Hermann
  - 21 Imaging Centers
  - 9 Breast Care Centers
  - 32 Sports Medicine & Rehabilitation
  - 25 Diagnostic Laboratories
  - 18 Surgery Centers
  - 1 24 Hr Emergency Center
  - 3 Home Health
  - 7 Cancer Centers
  - 3 Heart & Vascular Institutes
  - 1 Physicians at Sugar Creek
  - 5 School-Based Health Centers
- 
- 206 Memorial Hermann Facilities**

# How Your New Program Works

## Two level Aetna Select plan

### Maximum savings

Tier 1:

**Memorial Hermann  
Accountable Care Network**

- **Memorial Hermann network-designated physicians & facilities**
- **Other providers necessary to meet access standards (i.e. mental health)**

### Maximum out-of-pocket

Tier 2:

**Broader Aetna Select network**

- **Any other Aetna Select network providers**

- Emergency services are always covered at Tier 1 benefits regardless of the provider
- **PCP selection is Required**
- **Referrals are Required to access specialty care**
- There are no out-of-network benefits with this plan, other than emergency room services
- **Reminder:** Diabetes America has no copayment and no referral required
- **Good news!** Preventative Care is now covered at 100%

# Conroe ISD Plan Designs 2014/2015 Plan Year - Medical

Memorial Hermann ACN/Aetna Select Plan		
Aetna Whole Health <sup>SM</sup> - Memorial Hermann Accountable Care Network	Aetna Memorial Hermann ACN Tier 1 (gatekeeper plan)	Aetna Select Tier 2 (gatekeeper plan)
Individual Annual Deductible	\$1,000	\$1,200
Family Annual Deductible	\$2,000	\$2,400
Office Visit Copay (PCP Required)	\$30	\$45
Specialist Copay (Referral from PCP Required)	\$45	\$75
Co-Insurance	90% <sup>1</sup> (10% Member Payment)	65% <sup>1</sup> (35% Member Payment)
Walk In Clinics	\$45	\$45
Urgent Care	\$75	\$75
Emergency Room	\$350	\$350
Diagnostic Lab & X-Ray	\$45	\$45
Diagnostic X-Ray for Complex Services (MRI, CAT Scan, PET Scan, Sleep Study, Etc.)	\$100	\$100
Short-Term Rehabilitation (Eff 09/01/2014: Includes Speech, Physical, Occupational Therapy and Autism Spectrum Disorder for a combined 60 visit per calendar limit)	\$45	\$45
Out-of-Pocket Maximum (eff. 09/01/2014: includes Deductibles, Coinsurance and Medical Office Visit Copayments. No RX copayments will apply)		
Individual	\$5,000	\$6,350
Family	\$10,000	\$12,700
Lifetime Maximum	Unlimited	Unlimited

<sup>1</sup> % cost after deductible is met

# Conroe ISD Plan Designs 2014/2015 Plan Year – Prescription Drugs

Memorial Hermann ACN/Aetna Select Plan		
Aetna Whole Health <sup>SM</sup> - Memorial Hermann Accountable Care Network	Aetna Memorial Hermann ACN Tier 1 (gatekeeper plan)	Aetna Select Tier 2 (gatekeeper plan)
<b>Prescriptions</b>		
<i>Deductible (per person)</i>	None	None
<i>Generic</i>	\$15	\$15
<i>Brand copay - formulary</i>	\$45	\$45
<i>Brand copay - non-formulary</i>	\$75	\$75
<i>Specialty RX (Eff 09/01/2014: 30 day after 2nd fill at Retail)</i>	\$100	\$100
<b>Mail order</b>		
<i>Generic</i>	\$30	\$30
<i>Brand copay - formulary</i>	\$90	\$90
<i>Brand copay - non-formulary</i>	\$150	\$150

Per HCR effective 01/01/2014 cross application of deductibles and out-of-pocket maximums will apply.  
 Family OOP maximums are limited due to HCR regulations at 2x if ee is at \$6,350.


# Lab Services

- You must obtain your lab services through an Aetna approved lab such as *Quest Diagnostics* or any other Aetna approved network lab.
- Please check Aetna Navigator to confirm you are obtaining services at an approved network lab.



# DocFind<sup>®</sup>

Visit [www.aetna.com/docfind](http://www.aetna.com/docfind)

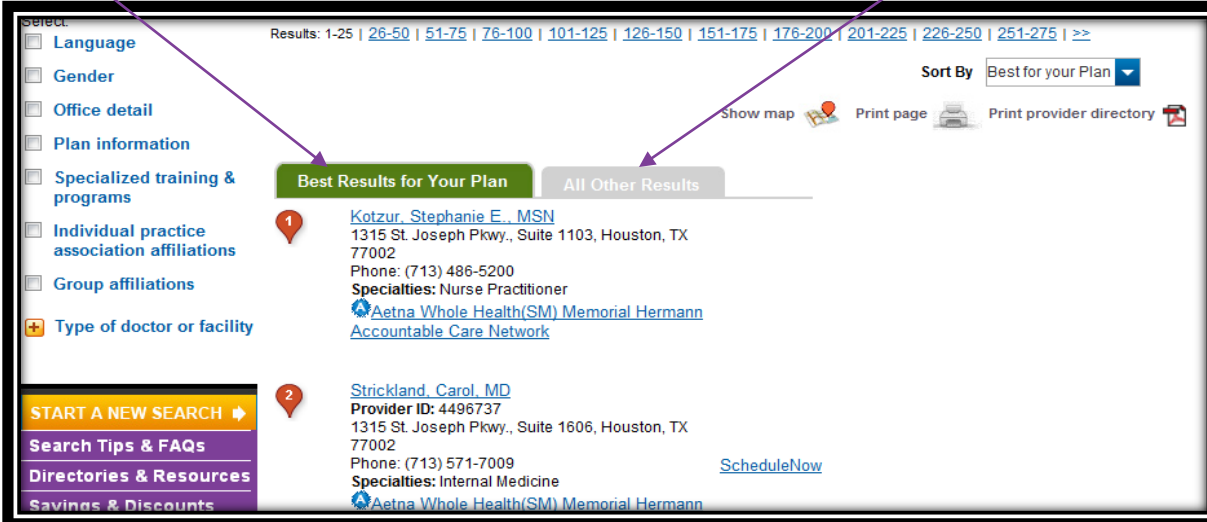
1. Type a name, specialty, procedure or condition in the “Who or what are you looking for?” box
2. Enter your zip code or city and state in the “Where?” box
3. Choose **Aetna Whole Health<sup>SM</sup> – Memorial Hermann Accountable Care Network** from the “Select a Plan” drop down menu
4. Be sure to look for this symbol  so you know who’s part of your tier 1 network (maximum savings)

**Note:** If you need assistance with Navigator passwords or if you are locked out of the system, please call the Navigator Help Desk at **1-800-225-3375**.

## Useful tip!

Tier 1 providers appear in “Best Results for your plan”

Tier 2 providers appear in “All Other Results”



The screenshot displays the DocFind search results interface. At the top, there are navigation links for results ranges (1-25, 26-50, etc.) and a 'Sort By' dropdown menu set to 'Best for your Plan'. Below the navigation, there are two tabs: 'Best Results for Your Plan' (highlighted in green) and 'All Other Results' (highlighted in grey). Under the 'Best Results for Your Plan' tab, the first provider listed is Stephanie E. Kotzur, MSN, marked with a red circle containing the number '1'. Her details include her name, address (1315 St. Joseph Pkwy., Suite 1103, Houston, TX 77002), phone number (713) 486-5200, and specialty (Nurse Practitioner). She is affiliated with Aetna Whole Health(SM) Memorial Hermann Accountable Care Network. Under the 'All Other Results' tab, the first provider listed is Carol Strickland, MD, marked with a red circle containing the number '2'. Her details include her name, address (1315 St. Joseph Pkwy., Suite 1606, Houston, TX 77002), phone number (713) 571-7009, and specialty (Internal Medicine). She is also affiliated with Aetna Whole Health(SM) Memorial Hermann. A sidebar on the left contains various filters and options, and a bottom navigation bar includes links for 'START A NEW SEARCH', 'Search Tips & FAQs', 'Directories & Resources', and 'Savings & Discounts'.

# Finding Care at the Right Price

Care Options		Your Copay
Your PCP	➔	\$30 Tier One \$45 Tier Two
Conroe On-Site Clinics (North & South)	➔	\$10
Walk In Clinics	➔	\$45
Urgent Care	➔	\$75
Emergency Room		\$350

# Walk In Clinics In Montgomery County

**MinuteClinic Diagnostic of Texas, LLC (CVS)**

3705 FM 1488 Road  
The Woodlands, TX 77384-3951  
Phone : (866) 389-2727

**MinuteClinic Diagnostic of Texas, LLC (CVS)**

25110 Grogans Mill Road Spring, TX 77380-2248  
Phone : (866) 389-2727

**Take Care Health Texas, P.C. (Walgreens)**

19710 Holzwarth Road Spring, TX 77388-6215  
Phone : (866) 825-3227

**Take Care Health Texas, P.C. (Walgreens)**

8000 Research Forest Drive  
The Woodlands, TX 77382-1504  
Phone : (866) 825-3227

**Take Care Health Texas, P.C. (Walgreens)**

24917 Fm 1314 Road Porter, TX 77365-4982  
Phone : (866) 825-3227

**RCMH LLC dba RediClinic (HEB)**

3601 FM 1488 The Woodlands,  
TX 77384-3943  
Phone : (866) 607-7334

**RCMH LLC dba RediClinic (HEB)**

130 Sawdust Road Spring,  
TX 77380-2272  
Phone : (866) 607-7334

**RCMH LLC dba RediClinic (HEB)**

10777 Kuykendahl Road Spring,  
TX 77382-2772  
Phone : (866) 607-7334

# Urgent Care Facilities in Montgomery County

## **NextCare Urgent Care**

15320 Hwy. 105 West Suite 120 Montgomery , TX 77356-2602

Phone : (800) 819-8566

## **Oaks Urgent Care, P.A.**

25410 IH 45 North Spring , TX 77386-0000

Phone : (281) 363-5600

## **Urgent Care for Kids, LLC.**

1640 Lake Woodlands Drive Suite E The Woodlands , TX 77380-3277

Phone : (281) 367-0010

# Aetna Health Connections<sup>SM</sup> Condition Management Programs

- This program is designed to help you or your eligible family member(s) learn more about your condition and work closely with your doctor to improve your health and quality of life.
- Educational information is provided and for high risk members, access to a registered nurse “Health Coach” is offered.
  - To learn more about Disease Management programs, login to [www.aetna.com](http://www.aetna.com), select “Health Programs”, then “Disease Management Program”.
  - No computer...no problem! Just call **(866) 269-4500** to get started in disease management.
- If you receive a call or letter from Aetna, please return their call or contact them as requested.



**All Information is Confidential with Aetna and Is not Shared with Conroe ISD**

# What is Case Management and Do I Really Need It?

## **Sometimes a Phone Call Makes all the Difference in the World**

And personalized help makes it easier for you to be healthy and well. That's why your Aetna program offers phone support from a caring registered nurse. When you need that support the most or when you just need a little advice, you don't have to pay a thing since it's all part of your Aetna health plan.

**For special situations we know the health care system can be complicated. Just think of the many times when speaking with someone who really knows health care issues would put your mind at ease. Times when you are:**

- Planning for or coming home from a hospital stay
- Managing a medical condition, like asthma or diabetes
- Coordinating complex medical treatment among different doctors, hospitals, labs and other health care providers or everyday well-being

## **Your Conversation is Private**

Rest assured that everything you discuss is confidential so be sure to answer the phone when Aetna calls

# Beginning Right<sup>SM</sup> Maternity Program — do it for yourself and your baby!

Every mother expects to have a healthy baby. It doesn't matter if you've been through this before—every pregnancy is different. Enrolling in the Beginning Right<sup>SM</sup> maternity program provided by Aetna gives you access to vital prenatal and postnatal information. This benefit is available for you and your covered dependents. Use it throughout the pregnancy and after your baby is born.

## Learn what's best for a healthy pregnancy

- Receive materials on prenatal care, labor and delivery, newborn care, and more.
- Get information for Dad or partner.
- To help prevent/decrease the risk of your baby's stay in a Neo-natal Intensive Care Unit (NICU), take the pregnancy risk survey and find out if you have any issues or risk factors that could affect your pregnancy and/or your baby's health. Also, you'll receive a small gift if you take the survey by your 16th week of pregnancy.

Get special attention when you need it most! If you have issues or risk factors that need special attention, Aetna nurses will provide you with personal case management and find ways to lower your risks.

## If you or a covered member of your family is pregnant contact:

Aetna to pre-certify the pregnancy at **1-800-CRADLE-1 (1-800-272-3531)**

# Be Sure to Check Your Mailbox for Aetna and Conroe ISD communications!

Look for your new Conroe ISD Employee Benefits Guide with additional information to be delivered in June.

Look for your new Aetna ID card to be delivered in late August or early September. You can always print a temporary ID card from Aetna Navigator on or after September 1, 2014 for the new plan.





# Thank you

**Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including 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. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. The Aetna Personal Health Record should not be used as the sole source of information about the member's medical history. Health benefits and health insurance plans contain exclusions and limitations. An application must be completed to obtain coverage. 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](http://www.aetna.com).