

## Important disclosure information

### For these small and large group plans:

- **Open Access Managed Plus**
- **Open Access HMO**
- **Open Access HMO Option**
- **PPO**

**Banner|Aetna is the brand name for products and services provided by Banner Health and Aetna Health Insurance Company and Banner Health and Aetna Health Plan Inc. Health benefit and health insurance plans are offered and/or insured by Banner Health and Aetna Health Insurance Company and/or Banner Health and Aetna Health Plan Inc. (Banner|Aetna).**

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**Here is important disclosure information about our plans. It's followed by required content that varies by state.**

## We offer quality health plans

By following health plan accreditation standards of the National Committee for Quality Assurance (NCQA), we offer you quality health plans. Visit <https://www.aetna.com/content/dam/aetna/pdfs/aetna.com/individuals-families-health-insurance/document-library/documents/plan-disclosures/NCQA-MED-Dsclsr-FI-SI.pdf> to learn more about how we meet the NCQA accreditation and standards. You can also call us at the number on your member ID card to ask for a printed copy.

This document details how to:

### **Understand your health plan**

- Benefits and services included in, and excluded from, your coverage
- Prescription drug benefit
- Mental health and addiction benefits
- Care after office hours, urgent care, and emergency care

### **Get plan information online and by phone**

- How you can reach us
- Help for those who speak another language and for the hearing impaired
- Get information about how to file a claim
- Search our network for doctors, hospitals and other health care providers
- Accountable care organizations (ACOs)
- Our quality management programs, including goals and outcomes

### **Know the costs and rules for using your plan**

- What you'll pay
- Your costs when you go outside the network
- Precertification: getting approvals for services
- We study the latest medical technology

- How we make coverage decisions
- Complaints, appeals and external reviews

### **Understand your rights and responsibilities**

- Member rights and responsibilities
- Notice of Privacy Practices

## Features of a traditional or preferred provider organization (PPO)-based plan

If you're a member, not all of the information in this document applies to your specific traditional or PPO-based plan. Most information applies to all plans, but some does not. For example, not all plans have prescription drug or behavioral health benefits. There's also information that may only apply to a handful of states and plans. To be sure about which plan features apply to you, check your Summary of Benefits and Coverage plan documents. Can't find them? Ask your benefits administrator or call Member Services to have a copy of your plan documents mailed to you.

### **How some plans pay**

Providers set the rates to charge you. It may be higher (sometimes, much higher) than what your Aetna® plan allows. For some plans, your doctor may bill you for the dollar amount that the plan doesn't allow and no dollar amount above the allowed charge will count toward your deductible or out-of-pocket limits. This means you're fully responsible for paying everything above the amount the plan allows for a service or procedure. However, emergency care is always covered by your plan, and you don't have to get prior approval.

Plans pay for your health care depending on the plan that you, or your employer, chooses. Some plans pay for services by looking at what Medicare would pay and adjusting that amount up or down. Plans range from paying 90% of Medicare (that is 10% less than Medicare would pay) up to 300% of Medicare (the Medicare rate multiplied by three). Some plans pay for services based on what is called the “usual and customary” charge. These plans use information from FAIR Health, Inc., a not-for-profit company that reports how much providers charge for services in any ZIP code. You can call Member Services at the number on your member ID card to find out the method your plan uses to pay providers.

### **Not yet a member?**

For help understanding how a certain medical plan works, review the plan’s Summary of Benefits and Coverage document.

### **Avoid unexpected bills**

To avoid a surprise bill, make sure you check your plan documents to see what’s covered before you get health care. Also, make sure you get care from a provider who is part of your plan’s network. This just makes sense because:

- We have negotiated lower rates for you
- Network doctors and hospitals won’t bill you above our negotiated rates for covered services
- You have access to quality care from our national network

To find a network provider, sign in to [BannerAetna.com](https://BannerAetna.com) and select “Find a Doctor” from the top menu bar to start your search.

### **Get a free printed directory**

To get a free printed list of doctors and hospitals, call the toll-free number on your member ID card. If you’re not yet a member, call [1-844-365-7374](tel:1-844-365-7374) (TTY: [711](tel:711)).

### **Choose a primary care physician (PCP)**

Most traditional or PPO-based plans don’t require you to select a PCP. However, some employers may require you to do so. We strongly encourage you to choose one because your PCP can help coordinate your care and order tests and screenings. If it’s an emergency, you don’t have to call your PCP first. You may change your PCP at any time.

Members may choose an Ob/Gyn as their PCP. Ob/Gyns acting as your PCP will provide the same services and follow the same guidelines as any other PCP. You may also be able to choose a pediatrician for your child(ren)’s PCP. See your plan documents for details.

### **Getting approval for some services**

Usually, we will pay for care only if we have given an approval before you get it. Your plan documents list all the services that require you to get prior approval.

First, we check to see that you’re still a member. And we make sure the service is medically necessary for your condition. We also make sure the service and place requested to perform the service are cost effective. Our decisions are based solely on the existence of coverage and the appropriateness of care and service, using nationally recognized guidelines. We may suggest a different treatment or place of service that is just as effective but costs less. We also look to see if you qualify for one of our care management programs. If so, one of our nurses may contact you. Precertification doesn’t verify whether you have reached any plan dollar limits or visit maximums for the service requested. So, even if you get approval, the service may not be covered.

## No coverage, based on U.S. trade sanctions

If U.S. trade sanctions consider you a “blocked person,” the plan can’t provide benefits or coverage to you. If you travel to a country sanctioned by the United States, the plan, in most cases, can’t provide benefits or coverage to you. Also, if your health care provider is a blocked person or is in a sanctioned country, we can’t pay for services from that provider. For example, if you receive care while traveling in another country and the health care provider is a blocked person or is in a sanctioned country, the plan can’t pay for those services. For more information, visit [Treasury.gov/resource-center/sanctions/pages/default.aspx](https://www.treasury.gov/resource-center/sanctions/pages/default.aspx) to read about U.S. trade sanctions.

## Coverage for transplants and other complex conditions

Our National Medical Excellence Program® (NME) is for members who need a transplant or have a condition that can only be treated at a certain hospital. You may need to visit an Aetna Institutes of Excellence™ hospital to get coverage for the treatment. Some plans won’t cover the service if you don’t. We choose hospitals for the NME program based on their expertise and experience with these services. We also follow any state rules when choosing these hospitals.

## What does “medically necessary” mean?

It means your doctor ordered a product or service for an important medical reason. It might be to help prevent a disease or condition, or to check to see if you have one. It might also be to treat an injury or illness. The product or service must be ordered by your doctor and:

- Must meet a normal standard for doctors
- Must be the right type, in the right amount, for the right length of time and for the right body part
- Must be known to help the symptom
- Can’t be just for the member’s or the doctor’s convenience
- Can’t cost more than another service or product that is just as effective

Only medical professionals can decide if a treatment or service isn’t medically necessary. We don’t reward our employees for denying coverage. If we deny coverage, we’ll send you and your doctor a letter. It’ll explain why we denied treatment and how you can appeal the denial.

## Clinical policy bulletins

We write a report about a product or service when we decide if it’s medically necessary. We call the report a clinical policy bulletin (CPB). CPBs guide us in deciding whether to approve a coverage request. Your plan may not cover everything our CPBs say is medically necessary. Each plan is different, so check your plan documents. CPBs are not meant to advise you or your doctor on your care. Only your doctor can give you advice and treatment. Talk to your doctor about any CPB related to your coverage or condition.

You and your doctor can visit [Aetna.com/health-care-professionals/clinical-policy-bulletins.html](https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html) to read CPBs. No internet? Call the number on your Aetna member ID card and ask for a copy of a CPB for any product or service.

## What to do if you disagree with us

If you disagree with something we’ve done, you can talk to us on the phone. Or you can mail us a written complaint. The phone number is on your member ID card. The mailing address is:

Aetna  
PO Box 14079  
Lexington, KY 40512-4079

Still not satisfied?

## You can file an appeal

Did we deny your claim? Directions on how to appeal our decision are in:

- The letter we sent you
- The Explanation of Benefits statement that says your claim was denied
- The Arizona Appeals packet, included with this plan disclosure

The letter we sent you tells you:

- What we need from you
- How soon we will respond

If a denial is based on a medical judgment, you may be able to get an external review if you're not satisfied with your appeal. Some states have their own external review process, and you may need to pay a small filing fee to your state. In other states, external review is available but follows federal rules.

For help or to learn more:

- Go to [USA.gov/state-tribal-governments](https://www.usa.gov/state-tribal-governments) and select your state's website.
- Call the phone number on your member ID card.

## You can contact an independent review organization (IRO)

An IRO will assign your case to one of its experts. The expert will be a doctor or other professional who specializes in the area referred to in your case or in your type of appeal. You should have a decision within 45 calendar days of the request. The IRO's decision is final and binding; we will follow its decision and you won't have to pay anything, unless there was a filing fee.

## You can get a rush review

If your doctor thinks you cannot wait 45 days, ask for an expedited review. That means we will make our decision as soon as possible.

## Member rights and responsibilities

We don't consider race, disability, religion, sex, sexual orientation, health, ethnicity, creed, age or national origin when giving you access to care. Federal law requires network providers to do the same.

### Nondiscrimination policy for genetic testing

We don't use the results of genetic testing to discriminate, in any way, against applicants or enrollees. Also, you choose if you want to tell us your race or ethnicity and preferred language. We'll keep that information private. We use it to help us improve your access to health care and to serve you better.

### Women's Health and Cancer Rights Act of 1998 (WHCRA)

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under WHCRA. For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy was performed
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Prostheses
- Treatment of physical complications of the mastectomy, including lymphedema

Benefits will be provided to a person who has already undergone a mastectomy as a result of breast cancer while covered under a different health plan. Coverage is provided according to your plan design and is subject to plan limitations, copays, deductibles, coinsurance and referral requirements, if any, as outlined in your plan documents.

Please contact Member Services for more information.

Or follow these links to learn more.

Fact sheet from the U.S. Department of Health and

Human Services: <https://www.cms.gov/CCIIO/>

[Programs-and-Initiatives/](#)

[Other-Insurance-Protections/whcra\\_factsheet.html](#)

Pamphlet from the U.S. Department of Labor: <https://>

[www.dol.gov/sites/default/files/ebsa/about-ebsa/](https://www.dol.gov/sites/default/files/ebsa/about-ebsa/)

[our-activities/resource-center/publications/](#)

[your-rights-after-a-mastectomy.pdf](#)

### **Your right to enroll later**

You might choose not to enroll now because you already have health insurance. You may be able to enroll later if you lose that other coverage or if your employer stops contributing to the cost. This includes enrolling your spouse or children and other dependents. If that happens, you must apply within 31 days after your coverage ends (or after the employer stops contributing to the other coverage).

### **When you have a new dependent**

Getting married? Having a baby? If you chose not to enroll during the normal open enrollment period, you may enroll within 31 days after a life event. Examples of life events are marriage, divorce, birth, adoption, and placement for adoption. Talk to your benefits administrator for more information or to request special enrollment.

### **Important information for Arizona**

Currently, Arizona does not have any state-specific pre-enrollment disclosure requirements.

We are committed to Accreditation by the National Committee for Quality Assurance (NCQA) as a means of demonstrating a commitment to continuous quality improvement and meeting customer expectations. A complete list of health plans and their NCQA status can be found on the NCQA website located at <http://reportcard.ncqa.org>. To refine your search, we suggest you search these areas:

1. Health Plans – for HMO and PPO health plans
2. Health Care Providers – for physicians recognized by NCQA in the areas of Physician Practice Connections, Physician Practice Connections-Patient Centered Medical Home, Patient Centered Medical Home, Heart/Stroke, Diabetes, and Patient Center Specialty Practice. Providers, in all settings, achieve recognition by submitting data that demonstrate they are providing quality care. The program constantly assesses key measures that were carefully defined and tested for their relationship to improved care; therefore, NCQA provider recognition is subject to change.
3. Other Health Care Organizations –
  - Filter your search by “Managed Behavioral Healthcare Organizations” - for behavior health accreditation
  - Filter your search by “Credentials” - for credentialing certification

**If you need this material translated into another language, please call Member Services at [1-800-381-6789](tel:1-800-381-6789).**

**Si usted necesita este material en otro lenguaje, por favor llame a Servicios al Miembro al [1-800-381-6789](tel:1-800-381-6789).**

Banner|Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation Banner|Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator, P.O. Box 14462, Lexington, KY 40512,

**[1-800-648-7817](tel:1-800-648-7817), TTY: [711](tel:711),**

Fax: **[859-425-3379](tel:859-425-3379), [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com).**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at **[1-800-368-1019](tel:1-800-368-1019), [800-537-7697](tel:800-537-7697) (TDD).**

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TTY: 711

To access language services at no cost to you, call 1-888-982-3862 .

Para acceder a los servicios de idiomas sin costo, llame al 1-888-982-3862. (Spanish)

如欲使用免費語言服務，請致電 1-888-982-3862。 (Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 1-888-982-3862. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-888-982-3862 . (Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-888-982-3862 an. (German)

(Arabic) . 1-888-982-3862 للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم

Pou jwenn sèvis lang gratis, rele 1-888-982-3862 . (French Creole-Haitian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-888-982-3862. (Italian)

言語サービスを無料でご利用いただくには、1-888-982-3862 までお電話ください。 (Japanese)

무료 언어 서비스를 이용하려면 1-888-982-3862 번으로 전화해 주십시오. (Korean)

(Persian-Farsi) برای دسترسی به خدمات زبان به طور رایگان، با شماره 1-888-982-3862 تماس بگیرید.

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć 1-888-982-3862 . (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 1-888-982-3862. (Portuguese)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-888-982-3862 . (Russian)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-888-982-3862 . (Vietnamese)