

## Take advantage of your benefits today



Dental



Over-the-counter  
products



Hearing



Vision



Meals



Transportation



Prescription drug  
coverage



A personal care  
team

Let's get started. Call your care team today.

**1-800-241-9379 (TTY: 711)**

8:30 AM - 5:00 PM EST, Monday through Friday

 **aetna**<sup>™</sup>  
medicare solutions

Aetna Medicare is a HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

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# Looking ahead

 **aetna**<sup>™</sup>  
medicare solutions

# Welcome to Aetna® Medicare Advantage DSNP

## What to expect:

Now that you're an Aetna member, here are the next steps on your path to better health



## 1 Welcome call

- We want to give you a warm welcome
- We'll call you within a few days of enrollment to confirm your plan
- We can answer any questions you have about your coverage

## 2 ID card

- Your ID card will arrive in the mail
- It will include your member ID, your primary care doctor (PCP), and other important information
- Bring your ID with you when visiting doctors and pharmacies

## 3 Welcome Kit

- Your kit will arrive in the mail
- It contains a member handbook on how to get the most of your benefits and information on how to find what doctors and drugs are covered with your plan
- Make sure to review this important plan information

## 4 Health survey

**Your care coordinator will call** you within 90 days to complete your **health survey**.

**Be sure to take the call.** The health survey is an important step in getting the most from your benefits.



## Your personal care team:

- » Care coordinator
- » Nurse care manager
- » Social worker

## Get to know your personal care team

You can also reach out to your care team. They are here to help.

They will learn about your health and wellness needs and create a care plan just for you.

## The health survey will help your care team learn your health needs so they can:

- Schedule appointments
- Arrange for transportation
- Find doctors in the network
- Create a care plan with your doctor
- Find social services and programs in your community

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