



Here for you

2020 Resource Guide

The Broward Sheriff's Office





What's inside

	PAGE
Florida eligibility map	1
2020 BSO medical plans	2
Digital tools and incentives	4
Aetna® programs and resources	
Pharmacy programs	5

We're here for you

Aetna Member Services

1-855-216-3992 (TTY: 711)

8 AM to 6 PM

[aetna.com](https://www.aetna.com)

BSO onsite representatives

954-321-4329

954-321-4967

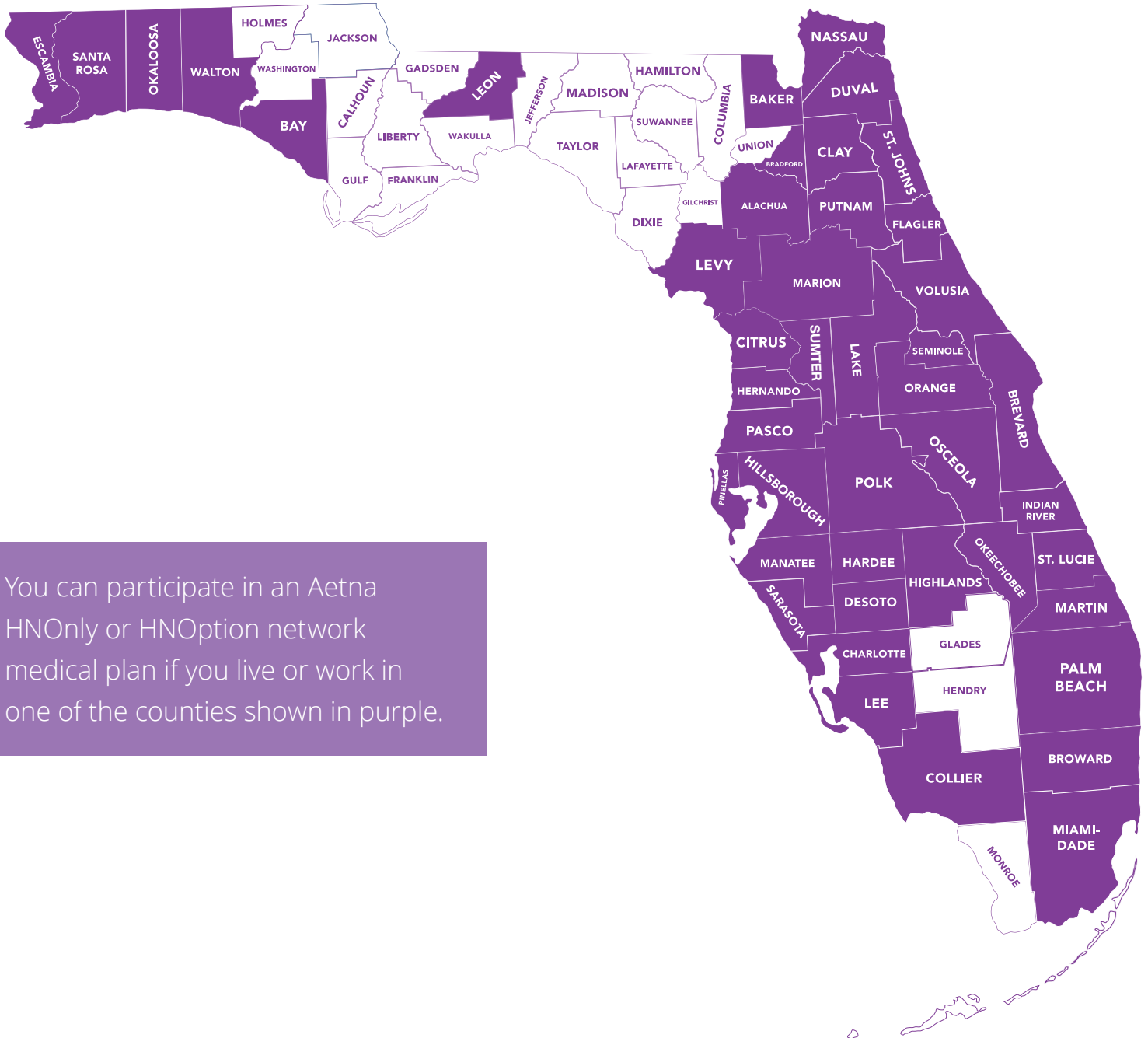
Monday – Friday
8:30 AM to 4:30 PM

Located in the BSO
Employee Benefits Office
PSB 1st Floor

Aetna Pharmacy and Mail-Order Program Customer Service

1-888-792-3862 (TTY: 711)

Florida eligibility map



You can participate in an Aetna HNO Only or HNO Option network medical plan if you live or work in one of the counties shown in purple.

2020 BSO medical plan options at a glance

Plan	HNOnly 1	HNOnly 2	HNOption	
Network name	Aetna Health Network Only SM (Open Access)		Aetna Health Network Option SM (Open Access)	
Provider search tool > "Select a Plan"	In network	In network	In network	Out of network
Deductible				
Individual	\$300	\$200	\$250	\$300
Family	\$600	\$400	\$500	\$600
Out-of-pocket maximum				
Individual	\$2,000	\$2,000	\$2,500	\$30,000
Family	\$4,000	\$4,000	\$5,000	\$90,000
Preventive care	100%	100%	100%	30%; deductible waived
Office visit	\$15	\$15	\$20	30% per visit, after deductible
Specialist visit	\$30	\$25	\$40	30% per visit, after deductible
Teladoc®	\$15	\$15	\$20	Not covered
Emergency medical care				
Urgent care	\$30	\$25	\$40	30%, after deductible
Emergency room visit*	\$200; deductible waived	\$200; deductible waived	\$200; deductible waived	\$200; deductible waived
Ambulance	100%; deductible waived	100%, after deductible	100%, after deductible	100%, after deductible
Hospital				
Inpatient	\$100 copay per day for first 5 days; thereafter 100%, after deductible	\$300 copay, after deductible	\$300 copay, after deductible	30% after \$500 per admission copay, after deductible
Inpatient maternity	\$100 copay per day for first 5 days; thereafter 100%, after deductible	\$300 copay, after deductible	100% for physician maternity services; deductible waived; \$300 copay for facility services, after deductible	30% for physician maternity services; 30% after \$500 per admission copay for facility services, after deductible
Outpatient medical care				
Diagnostic lab Quest Diagnostics® and LabCorp®**	100%; deductible waived	100%; deductible waived	100%; deductible waived	30%, after deductible
Diagnostic x-ray	100%; deductible waived	100%; deductible waived	100%; deductible waived	30%, after deductible
Diagnostics complex imaging	\$80 copay at hospital after deductible; \$30 copay at freestanding	\$75 copay at hospital after deductible; \$25 copay at freestanding	\$50 copay, after deductible	30%, after deductible
Outpatient surgery – hospital	\$150 per visit, after deductible	\$150 per visit, after deductible	\$150 per visit, after deductible	30% per visit, after deductible
Outpatient surgery – freestanding facility	\$100 per visit; deductible waived	\$100 per visit; deductible waived	\$50 per visit; deductible waived	30% per visit, after deductible
Outpatient short-term rehabilitation therapy	\$30 copay; deductible waived	\$25 copay; deductible waived	100%, after deductible	30% per visit, after deductible

(Limited to 60 visits per therapy per calendar year; includes speech, physical and occupational)

Plan	HNOnly 1	HNOnly 2	HNOption	
Network name Provider search tool > “Select a Plan”	Aetna Health Network Only (Open Access)		Aetna Health Network Option SM (Open Access)	
	In network	In network	In network	Out of network
Other services				
Skilled nursing facility	\$50 per day for first 2 days; thereafter 100%, deductible waived	100%, after deductible	100%, after deductible	30% per admission, after deductible
Home health care	100%, after deductible	100%, after deductible	100%, after deductible	30%, after deductible
Hospice – inpatient	100%; deductible waived	100%, after deductible	100%, after deductible	30%, after deductible
Hospice – outpatient	100%; deductible waived	100%, after deductible	100%, after deductible	30%, after deductible
Spinal manipulation therapy	\$30 copay; deductible waived	\$25 copay; deductible waived	\$40 copay; deductible waived	30%, after deductible
Durable medical equipment	100%; deductible waived	100%, after deductible	100%, after deductible	30%, after deductible (must precertify if over \$1,500)
Diabetic supplies	Pharmacy cost sharing applies; otherwise PCP office visit cost sharing applies	Pharmacy cost sharing applies; otherwise PCP office visit cost sharing applies	Pharmacy cost sharing applies; otherwise PCP office visit cost sharing applies	30%, after deductible
Bariatric surgery	Not covered	Not covered	Not covered	Not covered
Infertility (comprehensive infertility & ART)	Covered 100%; deductible waived. Limited to \$15,000 per calendar year.	Covered 100%; deductible waived. Limited to \$15,000 per calendar year.	Not covered	Not covered
Mental health (MA)/substance abuse (SA)				
Inpatient	\$100 copay for the first 5 days MA/2 days SA; thereafter covered 100% after deductible	\$300 copay; deductible waived	\$300 copay, after deductible	30% after \$500 admission copay, after deductible
Mental health office visits	\$30 copay; deductible waived	\$15 copay; deductible waived	100%; deductible waived	30% per visit, after deductible
Pharmacy plan type (Aetna Value Open Formulary Plus)				
Retail (up to a 30-day supply at participating pharmacies)	\$10 Tier 1 (generic) \$25 Tier 2 (preferred brand-name) \$50 Tier 3 (non preferred brand-name drugs)	\$10 Tier 1 (generic) \$25 Tier 2 (preferred brand-name) \$50 Tier 3 (non preferred brand-name drugs)	\$10 Tier 1 (generic) \$25 Tier 2 (preferred brand-name) \$50 Tier 3 (non preferred brand-name drugs)	Not covered
Mail order (up to a 90-day supply from CVS Caremark Mail Service Pharmacy TM)	\$20 Tier 1 (generic) \$50 Tier 2 (preferred brand-name) \$100 Tier 3 (non preferred brand-name drugs)	\$20 Tier 1 (generic) \$50 Tier 2 (preferred brand-name) \$100 Tier 3 (non preferred brand-name drugs)	\$20 Tier 1 (generic) \$50 Tier 2 (preferred brand-name) \$100 Tier 3 (non preferred brand-name drugs)	Not covered
Specialty drugs (maximum \$150)	20% (preferred and non preferred)	20% (preferred and non preferred)	20% (preferred and non preferred)	Not covered

*For true emergencies, copay waived if admitted.

**Quest Diagnostics and LabCorp are the preferred participating laboratories.

Note: These are benefits at a glance and provided for information only; it does not contain complete details of the plan, which are available only in the Summary Plan Description, and it does not constitute an Agreement.

See what your Aetna plans have for you

Your Aetna member website is your connection to all programs and resources.



Register once and log in anytime

Visit aetna.com and follow the prompts to complete the one-time registration.

Then, you can log in anytime to:

- Find a network doctor or specialist
- Request or print an ID card
- See what's covered
- Check the status of a claim
- Learn about health-related discounts
- Take the health assessment
- Access the Simple Steps To A Healthier Life® program
- Send an email to Member Services

Earn a \$100 gift card for your healthy actions

You and your covered spouse/domestic partner can each earn a \$100 gift card* by:

- Taking the Simple Steps To a Healthier Life health assessment
- Completing at least one online health education program

*\$100 employee/\$200 employee and spouse maximum



Provider search tool — With the powerful provider search tool, you can see if your doctor belongs to Aetna's network. Search by name or specialty and location. When asked to "Select a Plan," scroll to the Aetna Open Access® Plans and click on the desired network:

- Aetna Health Network OnlySM (Open Access)
- Aetna Health Network OptionSM (Open Access)
- Managed Choice® POS (Open Access)

aetna.com >
Find a doctor



Personal health record (PHR) — Keep all your health information in one confidential, easy-to-access place. Your PHR automatically records new claims information to keep you up to date. You can add family health history or over-the-counter medications and supplements.

Log in at aetna.com >
Stay Healthy >
Discover a Healthier You
> Records







Cost estimator tool** — Get actual costs for certain procedures and treatments at doctors and facilities in your area. This tool factors in your plan details like your remaining deductible and your copay or coinsurance. You can compare costs for up to 10 doctors and hospitals. You can also get cost estimates for your prescription drugs.

Log in at aetna.com >
Find Care & Pricing





Aetna HealthSM app*** — With the Aetna Health app, you've got an all-in-one resource for the health care, wellness and benefits information you need. Download the app to find doctors by location, specialty and patient reviews; get cost estimates; view benefits and claims; pull up your member ID card right on your phone and more.

Aetna programs and resources

	Teladoc — You and your eligible dependents have 24/7/365 access to U.S. board-certified doctors by phone or online video chat. Teladoc's physicians can diagnose and prescribe treatment for routine, non-emergency conditions, including the flu, ear infections, allergies, poison ivy, pink eye, urinary tract infections and more.	1-855-835-2362 teladoc.com/aetna
	Aetna Maternity Program — Get extra support for a healthy pregnancy, from managing pregnancy symptoms to labor and beyond. This program provides services, information and resources for a healthy pregnancy right from the start.	1-800-272-3531 TTY: 711
	Informed Health® Line — Get help 24/7 from a registered nurse about a health-related question or concern when your doctor isn't available. While only your doctor can diagnose, prescribe or give medical advice, the Informed Health Line nurses can provide information on more than 5,000 health topics.	1-800-556-1555 TTY: 711
	The Aetna Institutes™ Program — As an Aetna member, you have access to our Aetna Institutes Program — a network of high-performing hospitals, clinics and health care facilities that offer specialized care. Our Institutes of Excellence™ help patients who are facing a transplant or going through treatment for infertility. Our Institutes of Quality® specialize in certain orthopedic and heart surgeries.	aetna.com

Pharmacy programs that help you save

	CVS Caremark Mail Service Pharmacy™ — For your long-term prescription needs, Aetna's mail-order drug service allows you to order three months' worth of your prescription for the price of two months.	1-888-792-3862 TTY: 711
	CVS ExtraCare® Health Card Program — The ExtraCare Health Card is a free program. Your Aetna health plan makes it special. You get a 20 percent discount on thousands of CVS Pharmacy® brand health-related items for you and your family. Your discount applies to regularly priced items of \$1 or more. After you enroll in an Aetna health plan, you'll receive your card with a welcome letter explaining how to use it.	cvs.com/extracare

**Estimated costs not available in all markets or for all procedures. Actual costs may differ for a number of reasons, including if additional or different services are performed by the doctor or facility at the time of your visit, and/or if additional claims/member payments are processed before the actual claim for the estimated service is received.

***You can download the Aetna Health app from your mobile device's app store.

TTY: 711

To access language services at no cost to you, call 1-855-216-3992 .

Para acceder a los servicios de idiomas sin costo, llame al 1-855-216-3992. (Spanish)

如欲使用免費語言服務，請致電 1-855-216-3992 。 (Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 1-855-216-3992 . (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-855-216-3992 . (Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-855-216-3992 an. (German)

(Arabic) . 1-855-216-3992 للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم

Pou jwenn sèvis lang gratis, rele 1-855-216-3992 . (French Creole-Haitian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-855-216-3992 . (Italian)

言語サービスを無料でご利用いただくには、1-855-216-3992 までお電話ください。 (Japanese)

무료 언어 서비스를 이용하려면 1-855-216-3992 번으로 전화해 주십시오. (Korean)

(Persian-Farsi) برای دسترسی به خدمات زبان به طور رایگان، با شماره 1-855-216-3992 تماس بگیرید.

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć 1-855-216-3992 . (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 1-855-216-3992 . (Portuguese)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-855-216-3992 . (Russian)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-855-216-3992 . (Vietnamese)

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This material is for information only. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Health benefits and health insurance plans contain exclusions and limitations. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. 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 [aetna.com](https://www.aetna.com).

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