



Open to Everyone
MHBPSM
Brought to you by Aetna

Making the Most
out of MHBP





Thank you for being a member of MHBP. This brochure is designed to help you understand the wide range of benefits, tools and resources available to you and how to access them.

Want more information about coverage? Go to MHBP.com and select "Official Plan Documents" under "Member Resources" to view the Official Plan Brochure. Dedicated MHBP representatives are available to answer your questions 24/7 (except major holidays) when you call 800-410-7778.

To Your Health,
MHBP

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*Features on your Aetna member website

MHBP.com

You have a variety of information on MHBP.com, including forms, documents, health and wellness resources and a link to register for your secure member website. Next time you're searching for information regarding MHBP, look no further than **MHBP.com**.



▶ Your Aetna Member Website (formerly Aetna Navigator®)

Registering for your Aetna member website is the first step to maximizing your benefits. With online tools available 24/7, your health care information is available when it's convenient for you. It also provides access to:

- Search for facilities and procedures
- Find in-network providers
- Estimate and compare costs
- View and sort claims
- View your Explanation of Benefits
- Access your MHBP ID card whenever you need it
- View coverage and benefits
- Track spending and progress toward deductibles and out-of-pocket expenses
- Estimate costs of care
- Take a health assessment to get recommended health actions
- View health programs
- Complete your Health Risk Assessment
- And much more!

How to register for your Aetna member website:

Grab your MHBP ID card. Go to **MHBP.com** and click on your "Aetna Member Website" > Click "Register."

Step 1 — Personal information

- Enter your member ID number exactly as it appears on your MHBP ID card
- Complete the remaining fields
- Click "Continue"

Step 2 — Create credentials

- Create a user name
- Create a password
- Complete the remaining fields
- Click "Continue"

Step 3 — Terms and conditions

- Read the terms and conditions
- Click "I Agree" and "Continue"

Profile validation

Verify that all the registration information is correct. You can personalize your account by choosing the preferences that are just right for you.

That's it! Welcome to your Aetna member website.

▶ Member Engagement Platform

Want to eat better or be more active? Need to better manage a health condition? Our personal health site can help. Starting now, it's easier than ever to track your health, complete your online Health Risk Assessment, look up symptoms or just find healthy recipes.

It all starts with a simple click

Health assessment

Helps you build a picture of your overall health

My record

Shows your health data, claims, tests and more

Appointment scheduler

Provides one place to make and view all appointments

Social communities

Lets you contact others facing similar challenges

Sync to apps and devices

Lets you sync your devices and stay connected

We make it easy — go to **MHBP.com**

- Click on "Your Aetna Member Website"
- Log on to Aetna's member website
- Select "Discover a Healthier You" under the "Stay Healthy" tab
- You will be redirected to the member engagement portal

▶ Cost Estimator

Your tool to help estimate costs

You're probably keeping an eye on health care costs these days. Like most people, you want to keep your out-of-pocket costs as low as possible.

Our online cost estimator can help you! Use the cost estimator to get an idea of what you'll pay before you go to the doctor or hospital.

Our cost estimator tool can help you save and makes it easy to compare costs for many common medical services* at different doctors and hospitals. And it calculates what MHBP will pay for a service or procedure — and what you'll pay out of pocket.** How? The tool factors in your plan's benefits details — like your deductible, coinsurance and copays, as well as our negotiated rates with providers in our network.

You can easily use the cost estimator:

- Go to **MHBP.com**
- Click on "Your Aetna Member Website"
- Log on to Aetna's member website
- Select "Estimate Costs" under "See Coverage & Costs"

*Not all hospitals or facilities will display for a given area due to data and/or contractual limitations. While we make every attempt to validate the accuracy of the cost information, we do not guarantee the accuracy of any particular cost amount.

**Estimated costs not available in all markets. The tool gives you an estimate of what you would owe for a particular service based on your plan at that very point in time. Actual costs may differ from the estimate if, for example, claims for other services are processed after you get your estimate but before the claim for this service is submitted. Or if the doctor or facility performs a different service at the time of your visit.

► Understanding Your Health Just Got Easier

Health Decision Support

Diagnosed with a medical condition? Unsure about treatment options? Facing possible surgery?

Finding clear and reliable health information can be tough. There is a lot of information and it can be hard to understand. Now you can get easy-to-understand medical information at your fingertips with Health Decision Support. Health Decision Support is a library of online learning programs. The programs can help you:

- Gain a better understanding of conditions, related treatments, procedures and surgery options
- Understand complex medical terms
- Make better choices about your health care

How does it work?

Health Decision Support offers you a wide variety of health topics. You can access the programs from your secure Aetna member website. And you can view programs as many times as you like.

You can complete a program in about 20 minutes or less. Along the way, you can take notes or jot down questions online. When you complete the program, you can print it, along with your notes. Your notes could be helpful in discussing your care options with your doctor. If you don't finish a program, you can pick up where you left off next time.

Some of the most popular programs include:

- Chronic low back pain
- Total knee replacement
- Total hip replacement
- Bariatric informed decision-making
- Type 2 diabetes
- Hypertension
- Coronary artery disease
- C-section
- Breast cancer (early-stage, invasive): treatment options
- Chronic obstructive pulmonary disease

Best of all — Health Decision Support is free

That's right — it won't cost you a penny. It's part of your MHBP benefits. And you'll learn more about your health issues so you can make more informed decisions about your health care.

You can easily access this helpful tool:

- Go to **MHBP.com**
- Click on "Your Aetna Member Website"
- Log on to Aetna's member website
- Select "Health Programs" under the "Stay Healthy" tab
- Select "Health Decision Support From Emmi"
- You will be redirected to the Health Decision Support website

▶ Healthwise® Knowledgebase

As an MHBP member, you have access to Healthwise Knowledgebase. You can:

- Search for medical terms
- Find drug descriptions
- Use the symptom checker to receive insight/direction on any symptom you or a family member may be experiencing
- Access videos files or listen to audio on a variety of health topics

To access the Healthwise Knowledgebase:

- Go to **MHBP.com**
- Log on to Aetna's member website
- Select "Health Programs" under the "Stay Healthy" tab
- Select "Healthwise® Knowledgebase"
- You will be directed to the Healthwise Knowledgebase site



Aetna In Touch CareSM Program

One of today's most personal connections

Get personalized care and support when you need it most

Quality health care is more than just going to the doctor once or twice a year. Sometimes you require personal, ongoing support to manage a health event or chronic condition. It would be great to have someone you can count on for guidance and answers.

That's where Aetna In Touch Care comes in — and it's already part of your plan benefits, so you pay nothing extra.

Aetna In Touch Care offers you:

- Ongoing, one-on-one phone calls with a nurse, who serves as a trusted resource for you and your family
- Digital support that provides a variety of resources to help you better manage your health
- Customized health action plans based on your needs and preferences

Aetna In Touch Care also includes:

- A social work program designed to improve your quality of life by helping you locate the right resources for your needs
- A compassionate care program designed to improve your quality of life through health condition management and to reduce costs for you and your family members experiencing advanced illness

To start using the digital support of Aetna In Touch Care, log on to the secure member website. First-time users will need to register. Then go to your health dashboard.

You decide on the level of support you want

We're committed to giving you all the support you deserve. That's why we offer both digital and nurse support, and you can move easily between the two.

You'll benefit from many digital health- and wellness-related programs and resources

Personal health record — Organize and store your health history and information; plus, get health alerts and notifications.

Health assessment — Get a custom, step-by-step plan based on your answers to questions about your health and habits.

Health Decision Support — Learn about your health care and treatment options.

Online programs — Find dynamic health coaching programs that give you personalized support.

Health dashboard — View your health information and find entry points to health and wellness programs and resources.

Get the extra support you require

Whether your need for extra support is temporary or ongoing, Aetna In Touch Care is there for you. We reach out to members who may benefit from extra support, so please be sure to answer the phone when we call. You can communicate with your nurse over the phone or online. Either way, you'll get the level of support that helps you stay motivated and on the right track for better health.

For more information regarding the Aetna In Touch Care Program, call 800-410-7778, or see Section 5(h). Wellness and Other Special Features in your Official Plan Brochure.



24-Hour Information for Your Health Questions Through Informed Health[®] Line

Talk to a registered nurse anytime

With the Informed Health Line, you can speak to a registered nurse about health issues — anytime, day or night, at **no cost to you!**

Plus —

- It's toll-free
- You can call as many times as you need to
- Your covered family members can use it too

You could save time, money and a trip to the ER.

The Informed Health Line can provide helpful information and possibly prevent an unneeded trip to the emergency room (ER). That can be a money saver. Plus, you'll be able to make smarter health decisions. You'll have reliable information you can trust — and it's only a phone call or click away.

To speak to a registered nurse, call 800-556-1555 or log on to your Aetna member website:

- Go to MHBP.com
- Log on to Aetna's member website
- Select "Health Programs" under the "Stay Healthy" tab
- Select "24-Hour Nurse Line"
- You have the option to email a nurse. If you email a nurse, you will receive a reply within 24 hours.

*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. Contact your doctor first with any questions or concerns regarding your health care needs.

Manage Life's Changes With AbleTo

Some life events can be overwhelming. Like having a baby. Or finding out you have diabetes or heart disease.

You may also feel emotions like:

- Worry
- Depression
- Confusion
- Anger

All of these feelings are normal. But they can make it harder for you to take control and make healthy changes.

And it's important to feel that you can control the health condition or life change, instead of it controlling you.

Real help that fits your schedule

The AbleTo program can help you:

- Work through these normal emotions
- Understand and stick with your treatment plan
- Know the types of changes you need to make
- Feel like you are in control of your health and your life

AbleTo is part of your MHBP membership. But it's not like traditional programs. It makes it easy to get the help you need.

Support when and where you need it

We've teamed up with AbleTo, a leading behavioral health care provider, to offer this convenient program. The goal is to make it easy for you to complete the program. And to help you see that you are in control and can make healthy changes.

Real help that works

Meet face to face with a therapist and behavior coach using online video. Or you can simply talk on the phone, if you prefer. This removes the time and hassle of driving to appointments. Plus, you choose

the times that work best for you. During the day, in the evening or on weekends.

You'll work with two AbleTo specialists for eight weeks

With a therapist, once a week, to address emotional challenges like depression, stress and anxiety that can come with a medical diagnosis.

With a behavior coach, once a week, to identify health goals and develop an action plan.

That's two sessions a week, including a final meeting with your therapist. And it's all part of your MHBP membership.

Consider AbleTo support if you have experienced one of these health conditions or life changes:

- Infertility*
- Breast or prostate cancer recovery
- Heart issues
- Diabetes
- Digestive health issues
- Pain management
- Breathing problems
- Alcohol or substance abuse
- Depression, anxiety or panic
- Postpartum depression
- Caregiving stress (child, elder or autism)
- Grief and loss
- Military transitions

If you would like to enroll in this voluntary program, call AbleTo at 866-287-1802.

For additional information regarding AbleTo, see Section 5(h). Wellness and Other Special Features in your Official Plan Brochure.

*The infertility support program is designed for women and men who are managing infertility and the emotions that can come with it.



A Faster, Easier Way to See a Doctor at No Cost



MHBP’s telehealth benefit through Teladoc® allows you to see a doctor any time, day or night.

The service provides you flexibility to consult with a medical provider from anywhere via convenient mobile or internet conferencing using your smart phone, tablet or computer.

Telehealth consultations are available 24/7 for the following specialties through our telehealth vendor, Teladoc at **no cost to you**:

- Doctors of Medicine (MD)
- Doctors of Osteopathic Medicine (DO)
- Nutritionists
- Licensed Clinical Social Workers (LCSW)
- Psychiatrists
- Psychologists
- Dermatologists

Benefits of using Teladoc:

- **Covered at 100% — you pay nothing!***
- U.S. board-certified doctors
- Prescriptions sent to pharmacy of choice, if necessary

- No appointment necessary
- Private and secure
- Skip waiting rooms

Like any doctor visit, you can find professional care for ailments such as colds, fevers, rashes, ear infections and migraines. You can also see a therapist for ongoing counseling for concerns such as depression, anxiety and stress, as well as a dietician for diet and nutrition help. **This service is available 24/7.**

You can contact Teladoc by phone, web or through the Aetna Health mobile app and receive treatment within minutes for non-emergency medical needs. For more information regarding telehealth consultations, please call **855-Teladoc (855-835-2362)**, visit **teladoc.com** or see Section 5(a). under Telehealth Services in your Official Plan Brochure.

*Consumer Option members must meet deductible first.

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Don't Miss the Opportunity to Earn Your Wellness Rewards!

Did you know you can earn wellness fund account credit **every** calendar year? MHBP wellness fund credits can be earned by everyone 18 or older in your family — and they can be used to help pay for qualified medical expenses of any covered family member.*

Some charges, such as medical copayments and coinsurance, pay from your wellness fund automatically, but if you need to submit a claim, go to **MHBP.com** and click on "Official Plan Documents" under the "Member Resources" tab; then select "Wellness Incentive Account Reimbursement Form" and follow directions on the form.

Health Risk Assessment (HRA) credit — up to \$75**

Finding potential health risks can help you manage your health. It's as easy as answering a few questions about your nutrition, weight, physical activity, stress, safety and mental health. You can also complete your HRA online. Just log on to **MHBP.com**, then select your secure member website.

Tap on "Discover a Healthier You" under "Stay Healthy"

- Hover over "Records" on the top navigation bar
- Choose "Health Assessment"
- Complete questions
- Click "Submit Now" once all answers are entered

If you prefer to complete your HRA telephonically, call TrestleTree at **855-580-2801** to schedule an appointment with a health coach.

Once complete, you'll get a custom summary that can help you identify and understand potential health risks and will suggest programs that can help you improve your health. Best of all, you'll earn a \$75 credit (Standard Option) or a \$50 credit (Value Plan) to your wellness fund account.

Biometric screening credit — up to \$75**

Checking your biometric numbers is a great way to monitor your health. To register for a screening,



call **855.6.BE.WELL** (855-623-9355) or visit **My.QuestforHealth.com** and enter registration key: mhbp. Or, you can have your physician perform the Biometric Screening as part of your annual checkup; then record the results on the Biometric Screening Physician Results form and fax it to Quest Diagnostics. The form is available at **My.QuestforHealth.com**. With either option, you'll earn a \$75 credit (Standard Option) or a \$50 credit (Value Plan) to your wellness fund account.

Standard Option and Value Plan members can also earn a \$50 credit for the following healthy actions: Controlling Blood pressure for members with high blood pressure, Controlling A1C hemoglobin levels for members with diabetes and obtaining prenatal care for members who are pregnant. For complete information regarding Wellness Incentives, call 800-410-7778 or see Section 5(h), under Wellness Incentives in your official Plan Brochure.

Consumer Option Members with diabetes can earn a \$75 credit towards your calendar year deductible. For complete information regarding the Diabetes Incentive program, call 800-694-9901 or see Section 5(h), under Diabetes Incentive Program in your official Plan Brochure.

You can submit claims for reimbursement on eligible medical expenses, as defined by Internal Revenue Code Section 213(d). Types of medical expenses incurred by you or your covered dependents include, but are not limited to:

- Deductibles
- Coinsurance
- Copayments
- Dental services such as crowns, bridges, extractions, orthodontia
- Vision services such as eyeglasses and contact lenses

* To monitor the availability of funds in your Wellness Incentive Fund Account, visit the Plan's website (www.MHBP.com), and then click on "Your Aetna Member Website." Once you log on look for the "Stay Healthy" icon, click "Discover a Healthier You" and proceed. Please allow up to eight weeks after completion for the incentive to show in your account. Members can submit a claim for reimbursement of a qualified medical expense. The wellness incentive account reimbursement claim form can be found at mhbp.com in "Official Plan Documents" under member resources section.

** Consumer Option members are not eligible to earn credits for completing their HRA or Biometric Screening.

*** Standard and Value Plan members can submit a claim for reimbursement of a qualified medical expense. The wellness incentive account reimbursement claim form can be found at mhbp.com in "Official Plan Documents" under member resources section. Rewards earned for services obtained in 2019 will be paid in 2020. Consumer Option members will reward members with a \$75 credit toward your calendar year deductible in 2020.



Stay on Top of Your Health Care Benefits

It's easier with the Aetna HealthSM app

Staying healthy is important. So is keeping track of your benefits. But with everything else you have going on, managing it all can be a challenge.

The Aetna Health app can help. From finding a doctor and comparing costs and viewing your MHBP ID card, the app is your all-in-one resource for the information you need.

See for yourself how the Aetna Health app can make it easier to manage your MHBP benefits.

Look for this icon in the app store:



OR

Text "AETNA" to 90156 to receive a link to download the Aetna HealthSM app.

(Message and data rates may apply.)



Easy, Convenient, Accessible

Caremark.com and the CVS Caremark[®] mobile app



Your health is important, so we're making it convenient and easy to manage your prescription benefits. Simply visit **Caremark.com** or download the **CVS Caremark mobile app** and get the access you need, anywhere and anytime.

Easy refills

- Refill online or use our mobile app to scan the barcode on your prescription label
- You can order new prescriptions and renewals online. We take care of contacting your doctor

Timesaving tools

- Manage delivery by mail, autorefill, find a pharmacy and more
- Choose from retail and mail options for 90-day prescriptions

Convenient savings

- See how much you've spent and where you might have savings opportunities. Even breakdown your costs by family member
- See savings options by prescription and print a report so your doctor can help you choose

Get started:

Register today at Caremark.com or download the CVS Caremark mobile app.



Know where to go

Save time. Save money.



If you ever experience an emergency, dial 911 immediately. But if you need medical care and it's not life-threatening, it pays to know your options. **Choosing the right care setting can save you time and money!**

Know where to go:	Standard Option: You pay*	Value Plan: You pay*	Consumer Option: You pay*	If you are experiencing:
 <p>Telehealth through Teladoc Visit Teladoc.com/Aetna or call 855-Teladoc (855-835-2362)</p>	Nothing	Nothing	Nothing**	Minor illnesses such as colds, flu, sinus problems, fevers, rashes, ear infections and migraines
 <p>24/7 Nurse Line through Informed Health Line Call 855-482-5750</p>	Nothing	Nothing	Nothing	A health concern or need advice on what to do and where to go
 <p>Convenient Care Clinics (Such as CVS MinuteClinic®)</p>	\$5 copayment	\$15 copayment (\$5 copay for dependents through age 21)	\$5 copayment**	Minor illnesses and injuries such as ear infections, congestion, minor cuts, urinary tract infections and bronchitis
 <p>Primary Care Provider Office</p>	\$20 copayment (\$10 copayment for dependents through age 21)	\$30 copayment (\$10 copayment for dependents through age 21)	\$15 copayment**	Ongoing medical issues and chronic conditions
 <p>Urgent Care Center</p>	\$50 copay	20% of plan allowance**	\$50 copayment**	Minor illnesses and injuries such as ear infections, congestion, minor cuts, urinary tract infections, bronchitis, migraines, sprains and cuts that may require stitches
 <p>Emergency Room***</p>	\$200 copayment** (No deductible for accidental injury. Copayment waived if admitted to hospital)	20% of plan allowance**	\$50 copayment**	Severe chest pain, deep wounds, broken bones, head or eye injuries

*Represents in-network benefits. For out-of-network benefits, see Official Plan Brochure located on MHBP.com.

**Services subject to calendar year deductible.

***In an emergency, call 911 or go to the nearest emergency room.

For more information or questions, please contact us:
 Telephone:
 Standard Option and Value Plan: **800-410-7778**
 Consumer Option: **800-694-9901**
 Website: **www.MHBP.com**



MHBP is Proud to Partner With...

MHBP and partners work together to bring you great coverage and nationwide dependability.



AbleTo is a personalized eight-week treatment support program that is web-based and uses video conferencing designed to address the unique emotional and behavioral health needs of individuals learning to live with conditions like heart disease, Type 2 diabetes, chronic pain or with life events such as losing a loved one or having a baby.

Contact **866-287-1802** or **www.AbleTo.com/enroll**.



Aetna administers MHBP. Some of the services Aetna provides are:

- Dedicated Customer Service
- Care Coordination
- Digital Tools and Services
- Access to network of doctors and hospitals through Aetna Choice POS II (Open Access)

Contact: **800-410-7778** (Standard Option and Value Plan)

Contact: **800-694-9901** (Consumer Option)

MHBP.com



CVS Caremark provides the pharmacy benefits for the MHBP, including:

- Access to over 65K pharmacies nationwide
- Digital pharmacy tools
- Prescription coordination tools

Contact **866-623-1441** or **www.Caremark.com**.



LabCorp participates with the Lab Savings Program that pays 100% (you pay nothing*) for covered lab work when using a LabCorp facility.

Contact **888-522-2677**.



Transform Diabetes Program through Livongo is a diabetes management program powered by a connected glucometer that empowers those with diabetes to live a better life. The program provides unlimited blood glucose test strips and lancets, an In Touch[®] glucose meter and real-time interventions by certified diabetes educators for members with dangerous blood sugar levels.

Call **800-945-4355**.

*Consumer Option must meet deductible first.



Quest Diagnostics participates with the Lab Savings Program that pays 100% (you pay nothing*) for covered lab work when using a Quest facility. Quest Diagnostics also provides biometric screenings. Contact the Lab Savings Program at **800-377-7220**. Contact biometric screening at **855-623-9355**.



Teladoc provides telehealth consultations at no cost to members. Contact **855-Teladoc (855-835-2362)** or visit **www.teladoc.com**.



TrestleTree provides telephonic health coaching for MHBP members. Also, MHBP members can complete their health risk assessment with a Health Coach over the phone. Call **855-580-2801**.

*Consumer Option must meet deductible first.

Notice of Nondiscrimination

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability. Aetna provides free aid/services to people with disabilities and to people who need language assistance. If you need a qualified interpreter, written information in other formats, translation or other services, call 800-410-7778. 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
800-648-7817, TTY: 711
Fax: 859-425-3379
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/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, or at 800-368-1019, 800-537-7697 (TDD). Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, Coventry Health Care plans and their affiliates (Aetna).

Language Assistance Services for Individuals With Limited English Proficiency

TTY: 711

To access language services at no cost to you, call 800-410-7778 .

Para acceder a los servicios de idiomas sin costo, llame al 800-410-7778 (Spanish)

如欲使用免費語言服務，請致電 800-410-7778。(Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 800-410-7778 (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 800-410-7778 (Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 800-410-7778 an. (German)

T'áá shí shizaad k'ehjí bee shíká a'doowoł nínízingo Diné k'ehjí kojí' t'áá jíík'e hólne' 800-410-7778 (Navajo)

مقررلا ىلع لاصتلا ءاجرلا ، ءفلكت ي نود ءيوغلل تامءءل لىل ء لوصءل 800-410-7778 (Arabic)

Pou jwenn sèvis lang gratis, rele 800-410-7778 (French Creole)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 800-410-7778. (Italian)

言語サービスを無料でご利用いただくには、800-410-7778 までお電話ください。(Japanese)

무료 언어 서비스를 이용하려면 800-410-7778 번으로 전화해 주십시오 (Korean)

ديريگب سامت 800-410-7778 هرامش اب ، ناگيار روط هب نابز تامءءل هب ىسرتسد يارب (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć 800-410-7778. (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 800-410-7778 (Portuguese)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 800-410-7778. (Russian)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 800-410-7778. (Vietnamese)

Open to *Everyone*

MHBPSM

Brought to you by Aetna

For more information or questions, please contact us:

Customer Service

Standard Option and Value Plan at **800-410-7778**, 24/7 (except major holidays)

Consumer Option at **800-694-9901**, 24/7 (except major holidays)

Claims & Correspondence

P.O. Box 981106
El Paso, TX 79998

MHBP.com

This is a summary of the Mail Handlers Benefit Plan. Before making a final decision, please read the official Plan Brochures (RI 71-007 or RI 71-016). All benefits are subject to the definitions, limitations and exclusions set forth in the 2019 official Plan Brochures. A single annual \$42 associate membership fee makes all MHBP plans available to you. Information is believed to be accurate as of the production date; however, it is subject to change. External websites links are provided for your information and convenience only and does not imply or mean that Aetna endorses the content of such linked websites or third party services. Aetna has no control over the content or materials contained therein. Aetna therefore makes no warranties or representations, express or implied, about such linked websites, the third parties they are owned and operated by, and the information and/or the suitability or quality of the products contained on them. 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 services. For more information about MHBP plans, refer to **www.mhbp.com**.

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