



CORONAVIRUS (COVID-19): WE'VE GOT YOU COVERED

FALL 2020

Coronavirus (COVID-19): We've got you covered	1
Set Up Your Teladoc® Account Today – In 4 Easy Steps	2
Medical Alert Systems From Lifestation®	2
Coping with Stress in these Unimaginable Times	3
The Reality Is, Getting A Flu Shot Is More Important Than EVER	4
Finish 2020 on the Right Foot	5
Colorectal Cancer Screening Myths.....	5
Member Engagement Platform (MEP).....	6
A Wealth of Information at your Fingertips.....	6

The coronavirus continues to spread from an infected person to others through the air by coughing and sneezing, as well as through close personal contact, such as touching or shaking hands. It's important to wear a mask and social distance when around others.

Keeping yourself and your loved ones safe, even during these hard COVID-19 days, doesn't mean putting off important doctor appointments or other medical care. Now more than ever, it's important to make sure you stay healthy. MHBP is here to help – for the most up-to-date information and MHBP benefit liberalizations, visit <https://mhbp.com/covid/>.

If you've put off seeing your doctor, now is the time to reengage your primary care or specialty provider to schedule an in-office, or online if available, appointment. Your care needs to continue, especially if you're facing a chronic condition or an emotional issue, or if you are pregnant. Because it's always important to make time for you!

MHBP members can use telemedicine as their second line of defense in order to limit potential exposure in physician offices. MHBP's custom provider search tool has been updated with a flag to indicate which network providers are offering telemedicine.

If your doctor does not perform telemedicine visits, remember, MHBP offers Teladoc® at no cost to you.*

*Consumer Option member must meet deductible first.

SET UP YOUR TELADOC® ACCOUNT TODAY – IN 4 EASY STEPS

The new telehealth vendor for MHBP is Teladoc. Set up your account today so you'll be ready when you need it. Download the app to talk to a doctor anytime, anywhere by phone or video at no cost to you! You can also access Teladoc from the Aetna Health app.

1 Download the app Search for “Teladoc” in the App Store or on Google Play.

2 Set up your account Once you've downloaded the app, select “Set up your account.” Confirm we found your benefits and you'll continue creating your account.

3 Enter basic contact information Provide some information about yourself to confirm your eligibility. We'll confirm we found your benefits and you'll continue creating your account.

4 Create your account Enter your address and phone number, create a username and password, pick security questions, and agree to terms and conditions.

Visit [Teladoc.com/Aetna](https://teladoc.com/Aetna) or call **855-TELADOC** (835-2362) for more information.

COPING WITH STRESS IN THESE UNIMAGINABLE TIMES

Fear, worry, and stress are normal responses to perceived or real threats, and at times when we are faced with the unknown about a new disease it is normal and understandable that adults and children are experiencing strong emotions in the context of the COVID-19 pandemic. Added to the fear of contracting the COVID virus are the significant changes to our daily lives, as our movements are restricted in support of efforts to contain and slow down the spread of the virus. Faced with new realities of working from home, temporary furloughs, home-schooling of children, and lack of physical contact with other family members, friends and colleagues, it is important that we look after our mental – as well as our physical – health. And **MHBP** is here to help. You are not alone.

Coping with stress in a healthy way will make you, the people you care about, and your community stronger. Get to know your stress triggers and find ways to lessen the experience.

Stress during an infectious disease outbreak can sometimes cause the following:

- Fear and worry about your own health and the health of your loved ones, your financial situation or job, or loss of support services you rely on.

- Changes in sleep or eating patterns.
- Difficulty sleeping or concentrating.
- Worsening of chronic health problems.
- Worsening of mental health conditions.
- Increased use of tobacco, and/or alcohol or other substances.

Take care of your mental health

- Reach out to your In Touch Care nurse care managers for resources and support available through your MHBP health plan.

World Mental Health Day is observed on **October 10** every year, with the overall objective of raising awareness of mental health issues around the world and mobilizing efforts in support of mental health. Check out the services your community has to offer, review **MHBP.com** or contact us at **800-410-7778** for helpful resources, or contact **MHBP.com** if you need assistance. It is critical for your overall health to treat both your medical and mental health status.

The following Behavioral Health Televideo Providers may also be available to you depending on your state of residence and age:

MDLIVE provides services to members in all 50 states and accepts patients 10 years old and older. To register and schedule a session, call **855-824-2170** or go to **www.mdlive.com/BHCOMM**.

Inpathy provides services to members who live in California, Delaware, Missouri, New Jersey, New York, Pennsylvania, or

Virginia and accepts patients age 14 and older. The toll-free number for Inpathy is **800-442-8938**.

Arcadian Telepsychiatry provides services to members who live in a state not covered by Inpathy and accepts patients age 18 and older. The toll-free number for Arcadian Telepsychiatry is **866-991-2103**.



MEDICAL ALERT SYSTEMS FROM LIFESTATION®

Among older adults, falls are the leading cause of fatal injury and the most common cause of hospital admissions each year, resulting in over 800,000 hospitalizations annually. Additionally, feelings of social isolation and loneliness become more prevalent as we age. The ability to stay independent while having peace of mind for both yourself and your loved ones relies heavily on life safety technology such as medical alert.

MHBP offers a special discount on the LifeStation® Medical Alert system. Your MHBP discount includes the full suite of service options from LifeStation, including in-home solutions or the latest 4G, LTE GPS-enabled device. LifeStation Mobile LTE takes advantage of LifeStation's award-winning monitoring center, staffed with their team of certified care specialists, to allow seniors to get help quickly and confidently, anywhere in the country. Using a proprietary combination of GPS, Wi-Fi and Bluetooth, Mobile LTE delivers pinpoint location accuracy, even indoors, enabling LifeStation care specialists to deliver faster, better service.

LifeStation invested heavily in customer feedback, human capital and technology to create this next-generation device, which includes a sleek new design, self-test button, user-friendly voice prompts and an intuitive LED display.

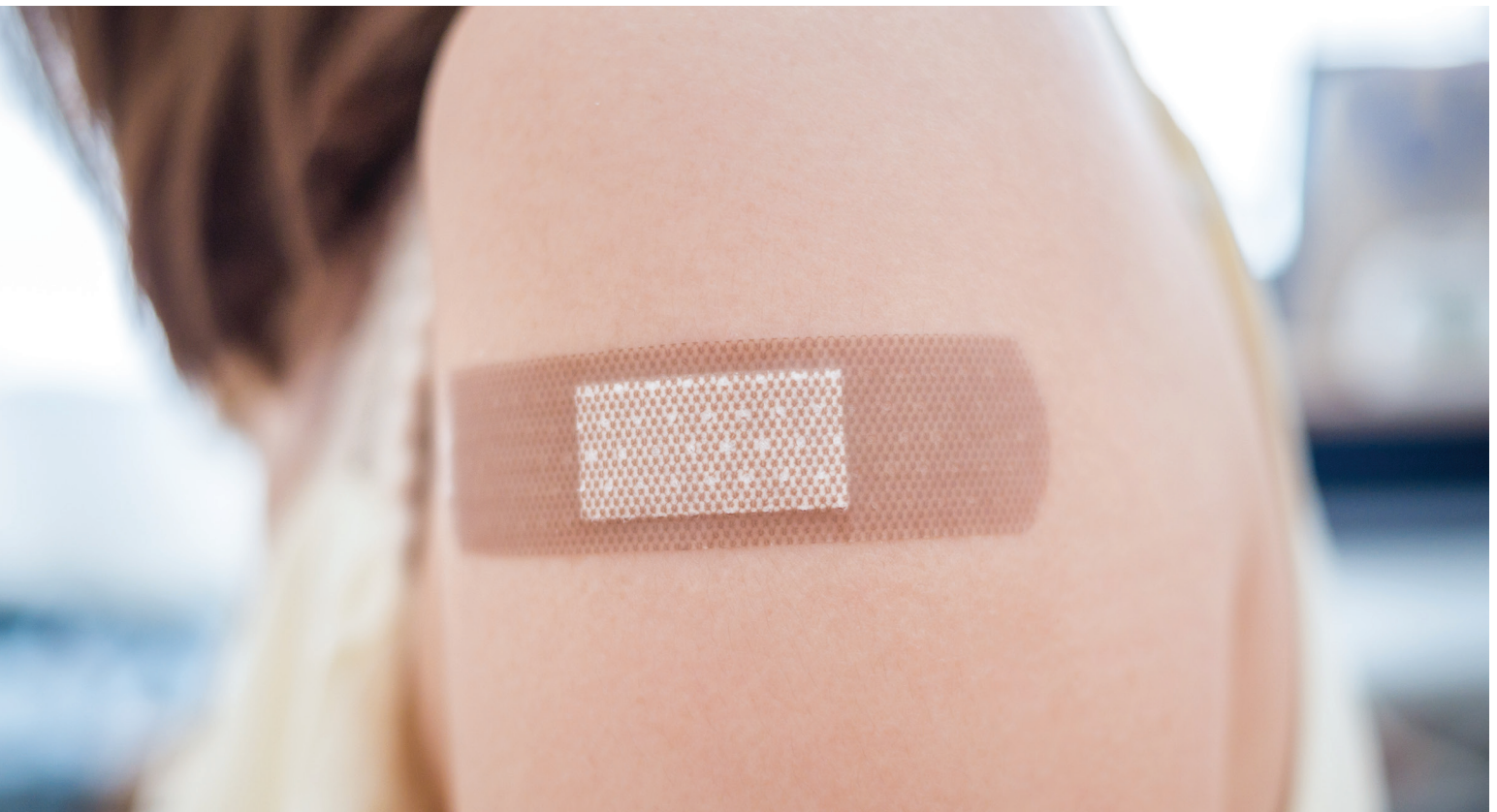
This new service also comes with a suite of caregiver features, including the LifeStation Alexa skill and their "Find My Loved One" text messaging service.

**92% of button activations are
"Peace of Mind" presses, helping
to keep seniors feeling connected
to the outside world.**

The only cost for LifeStation is for their monitoring service. There are no long-term contracts involved, as you might find with other providers. And, with a 30-day notice, you can cancel at any time. When considering a medical alert system, be sure to check out the LifeStation discount that comes with your MHBP. For more information, visit **MHBP.com** and select LifeStation Medical Alert under Discount Programs.

Source: <https://www.ncoa.org/news/resources-for-reporters/get-the-facts/falls-prevention-facts/>

<https://www.cdc.gov/features/older-adult-falls/>



THE REALITY IS, GETTING A FLU SHOT IS MORE IMPORTANT THAN EVER

Don't put it off. Set up an appointment today or check if your pharmacy or provider accepts walk-ins. This year, the health effects of the COVID-19 pandemic have shown us just how important it is to take preventive measures to stay healthy. These measures include staying up to date with routine health care needs such as vaccinations. According to the Centers for Disease Control and Prevention (CDC), the seasonal flu virus causes millions of illnesses and thousands of deaths each year. With COVID-19 still very much active around the country, emergency rooms and urgent care clinics are anticipating record number of flu patients during the fall and winter this year.

“...emergency rooms and urgent care clinics are anticipating record number of flu patients during the fall and winter this year.”

Obtaining a flu shot can help prevent those visits – and thereby, prevent the co-mingling of flu patients and COVID-19 patients, who can infect each other and spread their viruses to other patients and into our communities. You can positively impact your community vaccination rate reducing the demand for COVID-19 testing, as the early symptoms of the flu and COVID-19 are similar: fever, chills, body aches and a cough.

There are new high dose vaccines this flu season for use in adults age 65 and older. Ask your doctor or pharmacist what is best for you. The primary public health goal is to have as many people immunized as possible, starting in late August into September and October, at the latest, to optimize your chances of not getting the flu this season.

MHBP covers the flu vaccine at **no cost to you** when rendered by a network provider or a vaccine network pharmacy. Your health matters and we are here to help.

<https://www.cdc.gov/flu/season/faq-flu-season-2020-2021.htm>

FINISH 2020 ON THE RIGHT FOOT

Take your Health Risk Assessment (HRA) today and end your wellness journey for 2020!

An HRA is a great way to identify potential health risks. It's like an interview: a questionnaire about your nutrition, physical activity, stress, etc. Once complete, you'll get a personalized summary with suggestions and programs to help you improve your health by reducing health risks. And you'll earn a \$75 credit (Standard Option) or a \$50 credit (Value Plan) to your Wellness Fund account.

To complete your HRA online, visit **MHBP.com** and click on your **Aetna Member Website**. Once logged in to your member website, select "Discover a Healthier You" under "Stay Healthy" and proceed to the Member Engagement Portal. The process is simple, and it only takes about 15 minutes or less to earn your reward.

If you prefer, you can complete your HRA by phone. Call **TrestleTree** at **855-580-2801** to schedule an appointment with a health coach. You'll get your results by mail and may join health coaching programs by phone.



After you have completed your HRA, we will credit your Wellness Incentive Fund account with your reward within 4 – 6 weeks. The money in your Wellness Incentive Fund account may be used to help pay for qualified medical expenses, such as your cost-sharing amounts (copayments, coinsurance and deductibles) for future services, for any covered family members.

Note: Consumer Option members are not eligible to earn wellness incentives for completing their HRA.

COLORECTAL CANCER SCREENING MYTHS

Colorectal cancer is the third most common cause of cancer death in both men and women in the U.S. According to the American Cancer Society, there will be almost 150,000 new cases of colorectal cancer in 2020. You can reduce your risk of developing colorectal cancer by getting regular screenings. Don't let these common myths stop you from getting screened.

Myth 1 – I don't have symptoms or family history of colorectal cancer, so I don't need a screening

Fact 1: Colorectal cancers often don't show symptoms until later stages, when it can be more difficult to treat. Most colon cancers are diagnosed in people with no family history. Anyone can get this cancer, so everyone should be screened.

Myth 2 – A colonoscopy is the only way to get screened

Fact 2: While a colonoscopy is the optimal way to get screened, it's not the only way. There are several different screening tests available; some can even be done at home. Talk to your doctor about which method is best for you.

Myth 3 – Colonoscopies are painful, and the preparation is hard

Fact 3: Modern colonoscopies are not like they were in the past. While you're still required to drink a prep solution that will result in some extra bathroom time before your scope, the amount needed has decreased over the years – making it much easier to take. Additionally, you'll be given a sedative during the procedure, so you won't feel any discomfort or even remember it afterward.

You can get additional information about colorectal cancer screening on the American Cancer Society website.

<https://www.cancer.org/>

Note: MHBP members identified as not having had a Hemoglobin A1c test or colorectal cancer screening, and meet the necessary qualifications, will automatically receive a kit for testing at home.



MEMBER ENGAGEMENT PLATFORM (MEP)

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, access digital coaching, look up symptoms or just find healthy recipes.

We make it easy:

- Go to **MHBP.com**
- Click on "Your Aetna Member Website"
- Log onto Aetna's member website
- Select "Discover a Healthier You" under the "Stay Healthy" tab and you will be redirected to the member Engagement platform

A WEALTH OF INFORMATION AT YOUR FINGERTIPS

Via your MHBP Planner Newsletter, you have a load of informational topics, ranging from tips on staying healthy to suggestions on maximizing your benefits to helpful reminders about your health plan. This newsletter is just one step in fulfilling our commitment to be there for you when you need us. By providing you with better benefits, better service and better information, we hope to get you closer to reaching your personal health goals.

Receive a variety of information on **MHBP.com**, including forms, documents, health and wellness resources, link to Teladoc to set up your profile and a link to register for your personal Aetna member website.

The first step to maximizing your benefits is to register for your Aetna member website, with online tools available 24/7 to:

- Find in-network providers
- Estimate and compare costs
- View and sort claims
- Submit claims online
 - Go to your Aetna Member Website
 - Once logged in, go to "Contact Us" at the bottom of the page
- Access your MHBP ID card whenever you need it
- View benefit coverage and Explanation of Benefits
- View health programs
- Complete your online Health Risk Assessment
- And much more!

Thank you for choosing MHBP. We look forward to continue serving you and your family.

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 1-800-410-7778.

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
1-800-648-7817, 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, D.C. 20201, or at 1-800-368-1019, 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). TTY: 711.

To access language services at no cost to you, call 1-800-410-7778.

Para obtener asistencia lingüística en español, llame sin cargo al 1-800-410-7778. (Spanish)

欲取得繁體中文語言協助，請撥打1-800-410-7778，無需付費。(Chinese)

Pour une assistance linguistique en français appeler le 1-800-410-7778 sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang 1-800-410-7778 nang walang bayad. (Tagalog)

Benötigen Sie Hilfe oder Informationen in deutscher Sprache? Rufen Sie uns kostenlos unter der Nummer 1-800-410-7778 an. (German)

للمساعدة في (اللغة العربية)، الرجاء الاتصال على الرقم المجاني 1-800-410-7778 (Arabic)

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo 1-800-410-7778 gratis. (French Creole)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente 1-800-410-7778. (Italian)

日本語で援助をご希望の方は、1-800-410-7778 まで無料でお電話ください。(Japanese)

한국어로 언어 지원을 받고 싶으시면 무료 통화번호인 1-800-410-7778 번으로 전화해 주십시오. (Korean)

بدون هیچ هزینه ای تماس بگیرید. انگلیسی 1-800-410-7778 برای راهنمایی به زبان فارسی با شماره (Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer 1-800-410-7778. (Polish)

Para obter assistência linguística em português ligue para o 1-800-410-7778 gratuitamente. (Portuguese)

Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру 1-800-410-7778. (Russian)

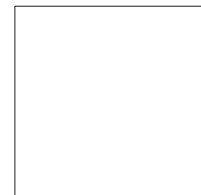
Để được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số 1-800-410-7778. (Vietnamese)

T'áá shí shizaad k'ehji bee shíká a'doowoł nínízingo Diné k'ehji koji' t'áá jíík'e hólné' 1-800-410-7778 (Navajo)

HealthBenefitPlanner



P.O. Box 981106 • El Paso, TX 79998-1106



CONTACT US

MHBP MEMBER SERVICES

Standard Option and Value Plan
800-410-7778
Consumer Option
800-694-9901
24/7 except major holidays

OVERSEAS ENROLLEES

480-445-5106
(toll-free numbers at MHBP.com)

AETNA SECURE MEMBER WEBSITE SUPPORT

800-225-3375

CVS CAREMARK

866-623-1441
(pharmacy benefit manager)

EYEMED VISION CARE

866-559-5252

HEARING SERVICES

– Hearing Care Solutions
866-344-7756
– Amplifon
888-901-0129

LIFESTATION MEDICAL ALERT

855-322-5011

LAB SAVINGS PROGRAM

– LabCorp
888-522-2677
– Quest Diagnostics
800-377-7220

MHBP DENTAL & VISION PLANS

800-254-0227

TELADOC

855-TELADOC (855-835-2362)

U.S. LASER VISION NETWORK

800-422-6600

For more information about your plan, refer to **MHBP.com**.

©2020 Aetna Inc. All rights reserved. All other names and registered trademarks are the property of their respective owners.

©2020 Teladoc Health, Inc. All rights reserved. Teladoc, Teladoc Health and the Teladoc Health logo are registered trademarks or trademarks of Teladoc Health, Inc. For a complete description of the Teladoc program and the limitations of Teladoc services, visit **Teladoc.com/Aetna**.

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.

This newsletter summarizes the benefits of the MHBP. For a complete description of all benefits, please read the official Plan brochures (RI 71-007 and RI 71-016). All benefits are subject to the definitions, limitations and exclusions set forth in the official Plan brochures.