

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, and migraines
 <p>24/7 Nurse Line Call 800-556-1555</p>	Nothing	Nothing	Nothing	A health concern or need advice on what to do and where to go
 <p>MinuteClinic® inside CVS Pharmacy® and Target stores</p>	Nothing	Nothing	Nothing**	Minor illnesses and injuries such as ear infections, congestion, minor cuts, urinary tract infections and bronchitis
 <p>Convenient Care Clinics</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 (includes telephonic and video visits)</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 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.

While these are only a small selection of examples and not an all inclusive list, we encourage you to contact our dedicated MHBP customer service team if you have questions.

Standard Option and Value Plan: **800-410-7778** 24/7 (Except major holidays)

Consumer Option: **800-694-9901** 24/7 (Except major holidays)

www.MHBP.com

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)

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

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 بگیری. 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'ehjí bee shiká a'doowoł ninizingo Diné k'ehjí koji' t'áá jíík'e hólne' 1-800-410-7778 (Navajo)

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*While only your doctor can diagnose, prescribe or give medical advice, the Nurse Line can provide information on a variety of health topics.

For your best health, we encourage you to have a relationship with a primary care physician or other doctor. Tell them about your visit to MinuteClinic, or MinuteClinic can send a summary of your visit directly to them.

This is a brief description of the MHBP. Before making a decision, please read the official Plan Brochure (RI 71-007). All benefits are subject to the definitions, limitations and exclusions set forth in the official Plan Brochure.

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