

A photograph of a young man and woman embracing outdoors. The woman is in the foreground, wearing a grey t-shirt, and has her arms around the man's shoulders. The man is in the background, wearing a light blue polo shirt, and is smiling broadly. They are both looking towards the right of the frame. The background is a bright, slightly overcast sky.

**MAKING THE MOST
OUT OF MHBP.**

**THREE PLANS. ONE MISSION.
A HEALTHIER YOU IN 2023.**





COVERAGE WHEN YOU NEED IT

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 certain holidays) when you call **1-800-410-7778 (TTY: 711)**.

To Your Health,
MHBP

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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 Aetna member website. Next time you're searching for information regarding MHBP, look no further than **MHBP.com**



Your Aetna® member website

Registering for your 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 allows you 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
- 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 select "Your Aetna member website" and then select "Register."

Step 1 — Personal information

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

Step 2 — Create credentials

- Create a username
- Create a password
- Complete the remaining fields
- Select "Continue"

Step 3 — Terms and conditions

- Read the terms and conditions
- Select "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

Managing your health can be challenging. But the tools that help you don't have to be. That's why we've made it easy to track your activity, get wellness advice, find healthy recipes — whatever gets you closer to achieving your health goals. Access to this site is available to you at no extra cost.

Tools you can use

Health assessment

Once you register, you'll want to complete your health assessment. It only takes about 10 minutes, and you'll get a detailed report of your results. You can download it, share it with your doctor and update it at any time. It'll also help you decide which health goals to focus on first.

Records

Looking for a single place to keep your health information? Check the Records section. We'll fill in everything we know, from health assessment and lab results to claims details. Then you can enter additional information. The more you add, the easier we can spot possible drug interactions or additional risk factors — and generate personalized health actions.

Coaching

Your health goals: What's your health goal? Our digital coaching tools can help you achieve it. You can work on things like being more active, losing weight, eating better and more. Daily activities will help keep you moving forward.

Your health education

In this section, you'll find hundreds of articles, flip cards, videos and quizzes on topics like diabetes, migraines, depression and general well-being.

Social communities

Sometimes it helps to talk to people who truly "get it." Our Social Communities section lets you connect with other people who have the same health challenges you do. It's a safe, secure, private place to discuss topics like depression, cancer, diabetes and more.

Devices and apps

Create a more complete view of your health by connecting your favorite fitness device or health app. Look for yours in the Devices & Apps list. Just follow the steps on the right, and the next time you sync your app, all your data will be there. Connect at your convenience. Always on the go? No problem — our member health site is mobile. So, log in when and where it's convenient for you.

We make it easy — go to [MHBP.com](#)

- Select "Your Aetna member website" and log in
- Select "Health and Wellness" under "Stay Healthy"
- You'll be taken to the member engagement portal



Cost estimator

Your tool to help estimate medical 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](#)
- Select "Your Aetna member website" and log in
- Select "Estimate Costs" under "See Coverage & Costs"

*Not all hospitals or facilities will be displayed 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 are not available in all markets or for all services. We provide an estimate for the amount you would owe for a particular service based on your plan at that very point in time. It is not a guarantee. Actual costs may differ from an estimate for various reasons including claims processing times for other products and services, providers joining or leaving the network, changes in product availability, or changes to your benefit plan.



Understanding your health just got easier – Health decision support

Get clear and reliable health information

Were you recently diagnosed with a medical condition, or are you facing possible surgery? Are you unsure about the best treatment for you? When it comes to your health, there's a lot to think about. Now you can get easy-to-understand medical information from Health Decision Support, a library of online learning programs.

You can:

- Get a better understanding of health conditions, treatments, procedures and surgery options
- Gain a better understanding of complex medical information
- Make more informed choices about your health care

How it works

Health Decision Support offers a wide variety of health topics. Just access the programs, which are a mix of text and animated graphics, from your member website. You can jot down notes and print them out, which can be helpful in discussing your care options with your doctor. Programs average 20 minutes, so they are easy to complete.

Some of the most frequently used programs include:

- Breast cancer
- Chronic low back pain
- Chronic obstructive pulmonary disease
- Coronary artery disease
- High cholesterol or triglycerides
- Hypertension
- Total knee replacement
- Total hip replacement
- Type 2 diabetes
- Weight loss surgery

All for you, at no extra cost

Health Decision Support is part of your MHBP benefits.

You can easily access this helpful tool:

- Go to [MHBP.com](https://www.mhbp.com)
- Select “Your Aetna member website” and log in
- Select “Stay Healthy” and then “Discover a healthier you”
- 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, one of the most advanced online knowledge databases available. 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 video files or listen to audio on a variety of health topics

To access the Healthwise Knowledgebase:

- Go to [MHBP.com](https://www.mhbp.com)
- Select “Your Aetna member website” and log in
- Select “Healthwise® Knowledge Base” under “Health Information Tools”
- Select “Healthwise® Knowledgebase”
- You will be directed to the Healthwise Knowledgebase site



Explore the Maternity Support Center

Give your baby a healthy start

If you're thinking about starting a family, or are already pregnant or a new parent, the Maternity Support Center is a great resource. And while it can be a very exciting time in your life, the amount of information about pregnancy and parenting can be overwhelming. So, take comfort in knowing you have a trusted, reliable resource for maternity health and benefits information.

Support for all stages

You'll find helpful information for each stage of your journey. Here are just some of the highlights:

Before pregnancy

- Tips for a healthy pregnancy
- Questions to ask when starting a family
- Choosing a doctor and care team
- Understanding your benefits

During pregnancy/delivery

- What to expect in each trimester
- The importance of prenatal visits
- Signs of preterm labor
- Information on labor and delivery, breastfeeding and breast pumps

Caring for your baby at home

- First-year checklist
- Recommended immunization schedule
- Car seat safety
- Helpful sleep tips

Taking care of yourself

- What to expect at your post-pregnancy checkup
- How to quickly find answers about family health
- Understanding "baby blues" and postpartum depression
- Contraception and baby spacing

Get information when it matters most

We're here to give you the information you need during this special time. Whether you want advice on how to safely put your baby to sleep or quick tips to get through those 3 AM feedings, count on us to help. Visit us before, during and after your pregnancy.

- Go to [MHBP.com](https://www.mhbp.com) then select "Your Aetna member website" under "Member Resources" and log in
- Choose "Health and Wellness", then select "Family Planning"
- Select "Maternity Support Center"



Cancer Support Center

Complete online resources for your treatment journey

Support, guidance and simpler answers for a complex time

If you've been diagnosed with cancer, you probably have more questions than answers. As you try to make sense of it all and navigate the process, we want you to know that you're not alone. We're here for you every step of the way. The Aetna® Cancer Support Center gives you a wealth of resources at your fingertips and places support by your side. It serves as your trusted source for information, support and guidance on what to expect while managing cancer treatment and care. It's a convenient digital hub designed around your needs, with answers to your questions and details about diagnostic tests, treatments and benefits specific to coverage. And it's all at no extra cost to you.

We're transforming the experience

Through the Aetna Cancer Support Center, we aim to help make a difficult time a little easier. It's about bringing you some clarity, knowledge and support when you need it most. We're here to help you:

- Manage your treatment and care
- Better understand your benefits and anticipated costs
- Know what to expect based on where you are in your journey
- Access easy-to-understand resources from cancer nonprofits
- Find information on living as a survivor and hear survivor stories

Wherever you are on your journey, we're by your side

Whether you're newly diagnosed with cancer, in the midst of treatment or caring for a loved one, you can count on Aetna to provide education, tips and tools to help you navigate your experience. We're always adding new information and resources to support you, so make sure to check back regularly.

Complete support for your cancer journey

We know you have a lot on your mind, so we bring together all the resources you need in one place.



Checklists



Home care options



Information on what to expect at each step



Lists of available resources in your state



Finding in-network cancer care



Help in setting up logistics or care programs



Behavioral health resources



Tips for caregivers on being a good listener and what to say

For more information:

- Go to [MHBP.com](https://www.mhbp.com) then select "Your Aetna member website" under "Member Resources" and log in
- Select "Cancer Support Center" on the homepage

Care Management Program

MHBP offers several types of Care Management (CM) programs that can assist you with your care coordination for your acute or chronic condition. The program provides education, clinical support, and access to digital support and well-being tools to help you better manage your health.

The Care Management Program offers:

- One-on-one personalized nurse support
- Group coaching
- Digital support
- Customized health action plans based on your needs and preferences

To start using our digital support tools, log in to your Aetna® member website. First-time users will need to register.

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

We offer several 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 questions about your health and habits.

Health Decision Support

Learn about your health care and treatment options.

Digital coaching 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.

Our CM Program includes:

Back & Joint Care

Provides support for members dealing with musculoskeletal (MSK) issues, acute and chronic pain, and either taking opioids or trying to avoid opioids. The program helps you improve your quality of life by helping you manage and reduce your chronic MSK pain, without surgery or drugs. If MHBP identifies that there is an opportunity to help you improve your care, you will be invited to participate. Eligible participants will receive access to exercise therapy, motivational coaching, one-on-one support and education that is tailored to your specific needs.

Behavioral Health Support

MHBP provides resources and support to help you address mental health or behavioral health conditions like anxiety, depression, substance use disorders, domestic violence and more. Our team will work with you, help you understand your benefits and guide you through the wellness programs we offer. We are here to support you, get you connected with a clinical social worker, psychologist or other behavior health professional.

We will help you obtain the right treatment, the best services and resources to manage the daily obstacles that may be keeping you from achieving a healthier happy life.

Maternity Program

Offers support during your pregnancy and after your baby is born. This program provides nurse support and educational materials for healthy and high-risk pregnancies.

Compassionate Care

Offers service and support to members or a family member that have a serious illness or face imminent end-of-life decisions. The program provides tools and information to encourage advanced planning for the kind of issues often associated with an advanced illness, such as living wills, advance directives, and tips on how to begin conversations about these issues with loved ones. This program is designed to provide quality of life improvement through timely member and caregiver education.

Healing Better

Provides support and educational resources for total knee or hip replacement surgery. The program gives you the tools and resources you need to prepare for a successful surgery and healthy recovery. It provides you access to benefit information specific to joint services, a holistic overview of pain management options, digital, personalized education on recovery resources, mental and physical health tips and more.

Social Work

Our Social work program is designed to assist you in improving your quality of life by taking steps to help you locate the right resources. Social Workers can help connect you with community resources that can provide you services in times of need. Some examples include:

- Local food pantries
- Utility or rental assistance programs
- Home-delivered meal services
- Support groups
- Counseling services
- Federal and state programs

Our social workers are licensed and degreed professionals with experience in a variety of settings, including government and non-profit organizations, hospitals, schools and clinics.

Transform Diabetes Care

Helps members keep their diabetes and hypertension under control. The program uses medical claims, pharmacy claims, biometric screening data, and lab results to identify opportunities to help members improve their health. Members are provided personal guidance in five areas of focus, medication adherence, taking the right medication, self-monitoring of blood glucose and blood pressure, lifestyle and comorbidity management and recommended screenings. These are all based on the member's specific needs. You do not need to enroll in this program. If MHBP identifies that there is an opportunity to help you improve your care, we will contact you by phone, letter, email, or even in person by a CVS® pharmacist, or MinuteClinic® provider.

If you would like to contact the Plan for more information about our program or services, please call **1-800-410-7778 (TTY: 711)**. We are available to assist you Monday-Friday from 6 AM-5 PM MT.

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 at no extra cost
- 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 **1-800-556-1555 (TTY: 711)** or log in to your Aetna® member website:

- Go to **MHBP.com** and log in to your Aetna 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
- Stress
- 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 **1-866-287-1802 (TTY: 711)** or visit [Ableto.com/Aetna](https://www.ableto.com/aetna)

AbleTo is available to MHBP members at no extra cost. For more details about 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.

Lifestyle and condition coaching program

A program for your holistic health

The Aetna® Lifestyle and Condition Coaching program (LCC) provides you or your covered dependents personalized support that helps manage existing conditions, learn new habits and stay on the path to better health. Our health coach will partner with you to transform your health goals into action. They will provide guidance, support and resources to help you overcome obstacles that may be keeping you from realizing optimal health. You can talk to a coach about the following health-related matters:

- General health education
- Prehypertension
- Metabolic syndrome
- Prediabetes
- Weight management
- Physical activity
- Nutrition management
- Stress management
- Sleep management
- Pain management
- Tobacco cessation

How does health coaching work?

- Talk with your health coach over the phone through conveniently scheduled appointments and create a plan that is right for you to meet your health goals.

- Everything in the program is tailored to you.
- Explore ways to make changes in your behavior that will last.

You will receive written materials from your health coach that can help you decide where you want to go with your health and how to get there.

Appointments can range from 20 minutes to 30 minutes at least twice a month. How long and how often you meet with your health coach depends on your individual needs.

This program also provides pain management and opioid support. The program is designed for members with chronic pain and either taking opioids or trying to avoid opioids. Members enrolled will receive coaching and support. This includes help identifying other available treatment plans that may include non-pharmacologic modalities for the treatment of pain such as, but not limited to, injection therapies, cognitive therapies, psychosocial support, massage therapy or physical therapy visits as applicable. The program also helps with psychological effects of chronic pain, reduction of opioid use, avoiding opioid use and resources for those who are dependent on opioid medications.

To enroll in the program, contact LCC at:

1-866-533-1410 (TTY: 711). Our health coaches are available Monday through Friday from 8 AM–8 PM ET.





**BENEFITS WHEREVER
YOU ARE.**

A faster, easier way to see a doctor at **no cost**

MHBP's telehealth benefit through Teladoc Health allows you to see a doctor anytime, day or night.



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

Telehealth consultations are available 24/7 for the following specialties 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 Health:

- 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 dietitian for diet and nutrition help.

This service is available 24/7.

You can contact Teladoc Health by phone, web or through the Aetna HealthSM mobile app and receive treatment within minutes for nonemergency medical needs. For more information regarding telehealth consultations, please call **1-855-Teladoc (1-855-835-2362)**, visit [Teladoc.com/Aetna](https://www.Teladoc.com/Aetna) or see Section 5(a) under Telehealth Services in your Official Plan Brochure.

*Consumer Option members must meet deductible first.

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WELLNESS REWARDS FOR YOU.

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 and orthodontia
- Vision services such as eyeglasses and contact lenses

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](https://www.mhbp.com) and select “Official Plan Documents” under the “Member Resources” tab. Then select “Wellness Incentive Account Reimbursement Form” and follow the directions on the form.

Health Risk Assessment (HRA) credit — up to \$100**

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 in to [MHBP.com](https://www.mhbp.com), then select “Your Aetna member website”.

- Select “Access your personal health record” under “Stay Healthy”
- Hover over “Records” on the top navigation bar
- Choose “Health Assessment”
- Complete questions
- Select “Submit Now” once all answers are entered

You can also complete your HRA over the phone. Just call **1-866-533-1410** to set up 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 \$100 credit (Standard Option) or a \$75 credit (Value Plan) to your wellness fund account.

Biometric screening credit — up to \$100**

Checking your biometric numbers is a great way to monitor your health. To register for a screening, call **1-855-6BE-WELL (1-855-623-9355)** or visit [My.QuestForHealth.com](https://www.MyQuestForHealth.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. Go to [My.QuestForHealth.com](https://www.MyQuestForHealth.com) to access the form. With either option, you’ll earn a \$100 credit (Standard Option) or a \$75 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 new for 2023: earn up to \$100 in maternal wellness rewards. Complete any of the following steps to earn a reward:

- Enroll in our Maternity Program or complete a pregnancy survey by the 16th week of your pregnancy - **\$25**
- Send provider documentation of prenatal visit in 1st trimester - **\$25**
- Complete pre-delivery call after 28 weeks with a Care Manager - **\$25**
- Complete a 4-week postpartum call with a Care Manager - **\$25**

For complete information on wellness incentives, call **1-800-410-7778 (TTY: 711)** or see Section 5(h), under Wellness Incentives, in your official Plan Brochure.

Consumer Option members with diabetes can earn a \$75 credit toward the calendar-year deductible. For complete information regarding the Diabetes Incentive Program, call **1-800-694-9901 (TTY: 711)**. 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).

*To monitor the availability of funds in your Wellness Incentive Fund Account, visit the Plan’s website ([MHBP.com](https://www.mhbp.com)), and then select “Your Aetna Member Website.” Once you log in, look for the Stay Healthy tab, select “Health and Wellness” 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](https://www.mhbp.com) in “Official Plan Documents” under the 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](https://www.mhbp.com) in “Official Plan Documents” under the Member Resources section. Consumer Option members will be rewarded with a \$75 credit toward the following calendar year deductible.

Take charge of your benefits

It's easier with the Aetna Healthsm app

Staying healthy is important. So is taking control of your health care and benefits. But with everything else you have going on, managing it all can be a challenge. That's where the Aetna Health app can help you.

With the Aetna Health app you can:

- View your health plan summary and get detailed information about what's covered
- View claims details and pay claims for your whole family
- Search for providers, procedures and medications
- Get cost estimates before you get care
- Track spending and progress toward meeting your deductibles

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

Look for the icon below in the app store, or Text "AETNA" to 90156 to receive a link to download the Aetna Health app. (Message and data rates may apply.)



♥ aetna[®]



♥ CVS caremark[®]

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](https://www.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'll contact your doctor for you

Timesaving tools

- Manage delivery by mail, automatic refill, 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 break down your costs by family member
- See savings options by prescription and print a report so your doctor can help you choose

Register today at [Caremark.com](https://www.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. 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: |
|--|---|---|------------------------------|--|
|  Telehealth through Teladoc Health Visit Teladoc.com/Aetna or call 1-855-Teladoc (1-855-835-2362) | \$0 | \$0 | \$0** | Minor illnesses such as colds, flu, sinus problems, fevers, rashes and migraines |
|  24-Hour Nurse Line Call 1-800-556-1555 (TTY: 711) | \$0 | \$0 | \$0 | A health concern or need advice on what to do and where to go |
|  MinuteClinic® at select CVS Pharmacy®, CVS HealthHUB™ and Target locations | \$0 | \$0 | \$0** | Minor illnesses and injuries such as ear infections, congestion, minor cuts |
|  Convenient Care Clinics | \$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 |
|  Primary Care Provider Office (includes telephonic and video visits) | \$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 |
|  Urgent Care Center | \$50 copayment | 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 |
|  Emergency Room*** | \$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 |

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: 1-800-410-7778 (TTY: 711) 24/7 (Except certain holidays)
Consumer Option: 1-800-694-9901 (TTY: 711) 24/7 (Except major holidays) MHBP.com

*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.

MHBP is proud to partner with...

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



AbleTo is a personalized, web-based video conferencing eight-week treatment support program 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: **1-866-287-1802** or AbleTo.com/Aetna



AccordantCare® provides care coordination and disease management for 20 rare diseases, including multiple sclerosis (MS) and amyotrophic lateral sclerosis (ALS).

Contact: **1-866-380-6295 (TTY: 711)** or Accordant.com



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 (Aetna Open Access® plan)

Contact: **1-800-410-7778 (TTY: 711)** (Standard Option and Value Plan)

Contact: **1-800-694-9901 (TTY: 711)** (Consumer Option)

MHBP.com



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

- Access to over 65,000 pharmacies nationwide
- Digital pharmacy tools
- Prescription coordination tools

Contact: **1-800-292-4182 (TTY: 711)** or Caremark.com



Hinge Health offers innovative digital programs for back, knee, hip, neck and shoulder pain in exercise therapy sessions.

Register at: HingeHealth.com/MHBP/ForYou

Contact: **1-855-902-2777** / Email: Hello@HingeHealth.com



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

Contact: **1-888-522-2677**



Quest Diagnostics provides the Lab Card Program that allows MHBP members to get a 100% benefit you pay nothing* for lab work when using a Quest facility. Quest Diagnostics also provides biometric screenings.

Contact the Lab Savings Program at: **1-866-697-8378**

Contact biometric screening at: **1-855-623-9355**



Teladoc Health provides telehealth consultations at no cost to members

Contact: **1-855-Teladoc (855-835-2362)** or visit Teladoc.com/Aetna

*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, 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 jíik'e hólné' 800-410-7778. (Navajo)

مقررلا ىلع لاصتلاا اجرلا، فلكت يى نود ةيوعوللا تامدخل لىلع لوصح 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 تامدخ هب ىسرتسد ىارب (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonić 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)

HIGH STANDARDS. LOW RATES.



SCAN ME

MHBP.com

Reach us 24/7 except major holidays

1-800-410-7778 (TTY: 711)

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Aetna, CVS Pharmacy®, CVS Caremark® and MinuteClinic®, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health® family of companies.

This is a summary of the MHBP. 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 official Plan Brochures.

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For more information about MHBP plans, refer to **MHBP.com**

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