



Welcome

to your new **Foreign Service Benefit Plan (FSBP) — Aetna Medicare Advantage plan!**

Together, we'll find more ways to connect you to the care you need and help you live your best possible life. Our total, connected approach to health can help you feel your best. That's your FSBP — Aetna Medicare Advantage plan at work.

Remember, if you ever need help with your plan, or have questions about your benefits, just call us at **1-866-241-0262 (TTY: 711)**, Monday–Friday, 8 AM–8 PM ET.

We're here for you.



Your to-do list:

- ☒ Enrolled in FSBP — Aetna Medicare Advantage
- ☐ Sign up for your secure member website
- ☐ Get to know your benefits



Have questions or need help?

Call us. We're here for you. Just call Member Services at **1-866-241-0262 (TTY: 711)**, Monday–Friday, 8 AM–8 PM ET.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. The provider network may change at any time. You will receive notice when necessary. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2021 Tivity Health, Inc. All rights reserved. For mail-order, you can get prescription drugs shipped to your home through the network mail-order delivery program. Typically, mail-order drugs arrive within 10 days. You can call **1-866-241-0262 (TTY: 711), Monday–Friday, 8 AM–8 PM ET** if you do not receive your mail-order drugs within this timeframe. Members may have the option to sign-up for automated mail-order delivery. Aetna, CVS Caremark® and CVS Pharmacy® are part of the CVS Health® family of companies. Medicare rules don't allow earned rewards to be used for Medicare-covered goods or services, including medical or prescription drug out-of-pocket costs. Earned rewards may not be used to pay for medical copays, prescription costs, or any other Medicare covered good or services. Earned rewards may also not be used on alcohol, tobacco or firearms or be converted to cash.

©2022 Aetna Inc.
Y0001_GRP_5167_2023_C
1212750-23-01 9/22



Welcome

We're by your side

If you need more information about any of your added benefits, just call us at **1-866-241-0262 (TTY: 711)**, Monday–Friday, 8 AM–8 PM ET.



1212750-23-01 9/22



Sign up for your secure member website

Get the most out of your FSBP — Aetna Medicare Advantage plan benefits with our **online tools to help guide your health goals**. Once your plan starts, register for your member website to:

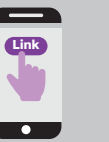
- View and print your Aetna® member ID card
- Find providers and review claims
- Manage your prescriptions
- Get discounts on products and services



Open your phone's camera



Focus on the QR code



Tap the banner that appears

Register once. Then you can log in anytime, 24/7.

Visit the Aetna member website at **Aet.na/memberwebsite** or scan the QR code to get started. You'll need your Aetna member ID card on hand to register.



For dependents — You will need to register at **Aet.na/memberwebsite** using your Medicare Advantage ID number (10XXXXXXX).

For enrollees who already registered for the Aetna member website — You will continue to use the same username and password. Once you log in, you will be asked to select the plan you wish to access: **FSBP** or **FSBP — Aetna Medicare Advantage plan**.

- To view **FSBP — Aetna Medicare Advantage plan**, select “**View your Medicare plan**.”
- To view **FSBP**, select “**View your plan offered through an employer, union or a trust**.”

For enrollees who are not already registered for the Aetna member website — Just register at **Aet.na/memberwebsite** and create a username and password.

Note: If you were previously enrolled in **FSBP High Option**, you will be able to view your claims data for 24 months using your **FSBP** username and password.

Download the new Aetna HealthSM app

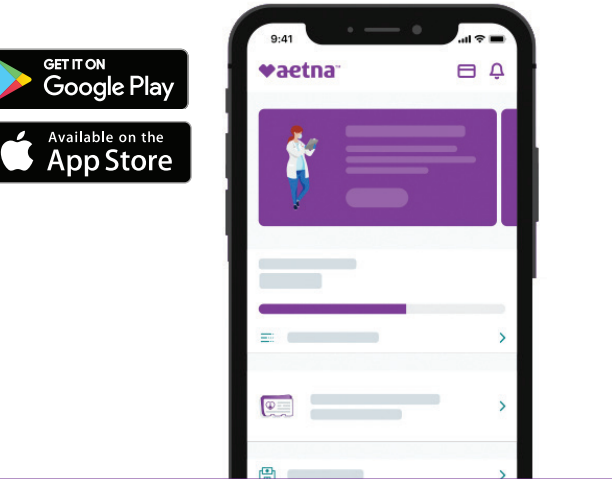
When it comes to managing your health care benefits, the Aetna Health app has your back — anytime, from anywhere.

With the Aetna Health app, you can:

- Access your FSBP — Aetna Medicare Advantage plan member ID card whenever you need it
- Review claim details and track spending
- Find providers, hospitals and facilities near you

As soon as your plan starts, download the Aetna Health app to keep up with your health and keep track of your benefits.

Get the Aetna Health app by texting “GETSTARTED” to **90156** to receive a download link. Message and data rates may apply.*



*Terms and Conditions: **aet.na/Terms**

Privacy Policy: **aetna.com/legal-notices/privacy.html**
By texting **90156**, you consent to receive a one-time marketing automated text message from Aetna with a link to download the Aetna Health app. Consent is not required to download the app. You can also download by going to the Apple® App Store® or Google Play.



Get to know your benefits

You can find **complete benefits information** for your plan in your Evidence of Coverage (EOC) and Schedule of Cost Sharing (SOC). These have detailed information on your coverage, costs and rules you need to follow. Your SOC is in this packet.

Refer to the Plan Document Notice included with this booklet to find out how to access your plan's EOC and formulary — the list of drugs we cover.



Your PCP and you

It's important to have a solid support system. Your primary care physician (PCP) can coordinate your care to help you better manage your health. Check your EOC to see if your plan requires you to have a PCP on file with us, or if you can see providers both in and outside of our network and still be covered. Providers must be eligible to receive Medicare payment and accept your plan.



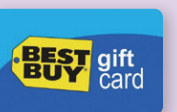
Rewards for taking care of you

Get rewarded with a gift card when you complete important health care activities such as getting your annual exam and more. Then report them on your secure member website, by mail or by phone, to earn your rewards.

Visit **Aet.na/HealthyRewards** to register or log in with your current Aetna® member website username and password. Once logged in, select your FSBP — Aetna Medicare Advantage plan option to get started. Dependents will need to register for their own account.

See the *Sign up for your secure member website* section for details on how to register.

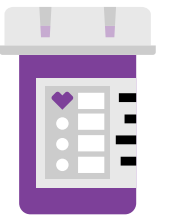
Complete activities and redeem your rewards for a digital or physical gift card from CVS Pharmacy®, The Home Depot, Kohl's or Best Buy and more.



If you have questions, call us at **1-866-241-0262 (TTY: 711)**, Monday–Friday, 8 AM–8 PM ET.

Rewards terms and conditions

FSBP — Aetna Medicare Advantage plan members can earn rewards by completing some or all program activities. Rewards can be earned from January 1 to December 31, 2023. Participation in the rewards program is voluntary and does not affect your plan benefits.



Get to know your benefits

Your prescription coverage



Find a pharmacy

With access to thousands of pharmacies in our nationwide network, you can get the medications you need for your physical and mental well-being.

Refer to the Plan Document Notice included with this booklet for instructions on how to find a pharmacy in your network.



Medicines conveniently delivered to your home

CVS Caremark® Mail Service Pharmacy provides home-delivery services for the medications you take regularly. You can avoid trips to the pharmacy by ordering your medications on the phone or by mail.

For more information, visit AetnaMedicare.com/rxdelivery or call the number on your FSBP — Aetna Medicare Advantage member ID card.



Medication therapy

Our Medication Therapy Management program helps you and your doctor manage your medicines. A pharmacist will review your medications and talk with you about drug therapy, side effects or any questions you may have.



Get extra support

Specialty medicines help people with complex conditions and may require special shipping or storage. With our Specialty Pharmacy medicine and support services, you'll get reliable and secure delivery at no extra cost.

Call 1-800-237-2767 (TTY: 711) or visit CVSSpecialty.com



Get a 90-day supply

Are there medicines you take regularly to maintain your health? With a 90-day supply you can save time and potentially money by refilling your prescriptions just once every three months.

Talk with your doctor to see if a 90-day supply is right for you.



Your formulary drug list

We have a broad list of covered drugs. It's always good to check what your prescription drugs will cost. To do this, you will need to know what tier your drugs are on.

Refer to the Plan Document Notice included with this booklet to find out how to access your plan's formulary.



Your benefits, boosted

As a FSBP — Aetna Medicare Advantage plan member, you'll get these added health and wellness programs at no additional cost.



Assess your health with a Healthy Home Visit

During a Healthy Home Visit, an Aetna® health professional comes to your home. They'll listen to your history and health goals and do a safety check. You can earn a \$100 gift card for participating. Schedule your appointment online at **SignifyHealth.com** or by calling Member Services at **1-866-241-0262 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET.



Get active with the SilverSneakers® fitness program

Physical activity can improve your health and well-being. As a FSBP — Aetna Medicare Advantage plan member, you can join any of thousands of participating gym locations nationwide. If you can't make it to a local gym or exercise class, you can get a home fitness kit. You can even access on-demand fitness classes from the comfort of your own home, or while traveling. Find participating locations at **SilverSneakers.com**



Find local resources with just one call

Let a Resources For Living® consultant help to find services and support in your area. Get referrals to services that offer help such as house cleaning and lawn care, transportation, social and recreational activities, and caregiver support. And the phone call doesn't cost you anything. You just pay for the cost of the services you use.



Get personalized support from one of our nurses

Talk with an Aetna nurse who can help you manage chronic conditions. We'll work with you to make sure you have a routine for taking medications, help you make healthy lifestyle choices, and answer any health questions about your condition.



Connect with a health coach

Talking with a health coach can help you create a realistic plan to improve your health. This program can help you do things such as quit smoking, lose weight or eat better. Your coach will set up regular calls with you and you'll work together to reach your health goals.



Get started today

We're here for you when you're ready to get started with any of these no-extra-cost programs. Just call Member Services at **1-866-241-0262 (TTY: 711)**, Monday–Friday, 8 AM–8 PM ET.