

Medical Benefits FAQ

Benefit Update – LabCorp is Now a Participating Lab Provider for Aetna

Members now have more choices for Lab Providers under Aetna. LabCorp is now a preferred laboratory services provider for Aetna. Members may also continue to use Quest Diagnostics for all diagnostic testing.

To find a facility near you –

LabCorp

<https://www.labcorp.com/>

Quest Diagnostics

<https://www.questdiagnostics.com/home.html>

Where Can I Find Participating Providers?

DocFind provides instructions on using the Aetna Doc Find to locate participating providers. To learn more about DocFind, please refer to the Medical Plan section of your group's BenePortal site.

Finding Providers By Staff:

For Teaching Staff:

For Aetna Patriot V and Patriot X plans

Search under Aetna Standard Plans

-QPOS

For the EPO 15/25 plan

Search under Aetna Standard Plans

-Elect Choice EPO

For the HDHP 1350/2700

Search under Aetna Open Access Plans

– Aetna Choice POS II

For Custodial and Secretarial Staff:

For the EPO 15/25 plan

Search under Aetna Standard Plans

-Elect Choice EPO

For Administrators:

For the EPO 15/25 plan

Search under Aetna Standard Plans

-Elect Choice EPO

For Teachers Hired Prior to 9/1/2018:

Effective 9/1/2018, the following medical plan changes have been negotiated for teachers who were enrolled in the health benefit plans prior to 9/1/2018. For employees wishing to lower their employee contributions, you may also choose from any of the lower cost plan options listed above (EPO 15/25, PPO Core 25/40, HDHP 1350/2700).

Patriot V- Please note the following changes effective 9/1/18.

- Primary Care and Specialists copays increase to \$10
- Emergency Room copay increases to \$50
- Copay reimbursement no longer applies

Patriot X – Please note the following changes effective 9/1/18.

- Primary Care copay increases to \$15
- Specialists copay increases to \$20
- Emergency Room copay increases to \$50
- Copay reimbursement no longer applies

Do I Have Out Of Country Coverage?

In the event of an emergency when traveling overseas, please note Aetna will cover a medical emergency. A medical emergency claim can be sent over to Aetna for processing which will be applied towards your ER benefit. However, there is no coverage for routine and non-emergency visits overseas.

What is Aetna Navigator?

The Aetna Navigator allows you to access your personal benefits information on-line. After you register, under “Select From Your Memberships and Programs” choose the **SHIF**. Once logged in, you will be able to:

- Check the status of a medical claim.
- Change your Primary Care Physician. (When selecting a Primary Care Physician, please make sure to select QPOS as your plan selection. Members who do not select QPOS will have the wrong Provider ID number and will not have the correct PCP listed on their ID card.)
- Request a new or additional ID card
- Review the Aetna Benefit Booklet specific to your group.

It's easy to sign up. Log into www.aetna.com and click on register under Member Log-In.

Is There An App I Can Use To Check My Benefits?

Aetna Mobile App- Aetna HMO and Aetna Medicare Plan (HMO) members Connect to Aetna right now from a cell phone, smartphone, or other web-enabled mobile device and access Aetna's most popular online tools from just about anywhere!

When someone goes to Aetna.com from their mobile phone's web browser, they can: Find a doctor, dentist, or other facility Access your personal health record, look up a claim, or View your Aetna member ID card it is safe, quick, and easy. Just type Aetna.com in your mobile browser or check your device's App Store for availability.

Do You Have Access to Preventative Services?

Under the Affordable Care Act, certain preventive services for your group will be covered 100%. For these specified preventive services, you won't have to pay anything when:

- Services are received from a doctor or health care provider that is in network (out of network benefits remain the same)
- The main purpose of your visit is to get preventive care. (These services are not preventive if you get them as part of a visit to diagnose, monitor or treat an illness or injury. Then copays, coinsurance and deductibles apply.)

Many of these services are covered as part of routine physical exams. These include regular checkups, routine gynecological visits and well-child exams. You won't have to pay out of pocket for these preventive visits, unless you get services not covered under Preventive Care without Cost Sharing at the same time.

Where Can I Compare My Medical Plan Options?

Please refer to the Medical Plan of your group's BenePortal site to compare your medical plan options.