

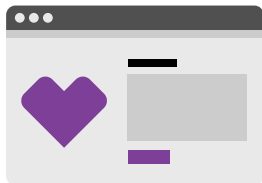


# We're here for you

## COVID-19 resources for members and employers

As a part of CVS Health®, Aetna is committed to providing you with support during the COVID-19 pandemic. Given the presence of our retail stores in communities across the country, and our ability to reach millions of consumers with innovative, local solutions, we're in a unique position to help address this unprecedented situation.

Please be assured that we are ready and able to take care of our customers and their employees during this COVID-19 outbreak. We're taking a number of steps to fulfill this commitment.



For the latest information, visit our **COVID-19 support site**.

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## Offering extra benefits to protect members

The health and well-being of our members is our top priority. So we're offering extra benefits to help them stay protected.



### Member resources

We're keeping our members up to date with the evolving ways we're providing support and flexibility during the COVID-19 pandemic.

**Visit our COVID-19 resource center to learn more.**



### Aetna® Healing Better™ kits

We're sending care packages to members hospitalized with COVID-19. Packages include useful information and resources to help with recovery, as well as personal and household cleaning supplies to help keep others in the home protected from potential exposure.



### Free Rx delivery\*

We're offering free home delivery for prescription medications from CVS Pharmacy® stores. To enroll, members can call us at **1-888-792-3862 (TTY: 711)**. Or log in to their member website at **Aetna.com**



### Free crisis support

To help you get through this, we've opened crisis response lines for all members — just call **1-833-327-AETNA (2386) (TTY: 711)**. All Aetna and CVS Caremark® members also have access to the Aetna Nurse Medical Line at **1-800-556-1555 (TTY: 711)**.



### Free telemedicine\*\*

We're offering no-cost telemedicine visits until June 4. See a doctor right from your home for any reason, including general medical, behavioral health and dermatology.



### Resources For Living® program

For those concerned about COVID-19 and anxious about what to do, the Resources for Living program is now available for all members and non-members. Resources For Living provides confidential and timely connection to support resources in people's local communities. Members can call **1-833-327-2386 (TTY: 711)** to speak with a Resources For Living consultant.



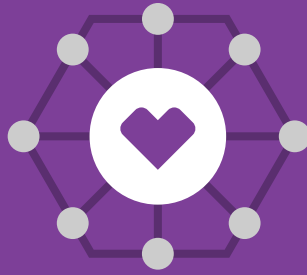
### Free COVID-19 testing\*\*

Members can get free COVID-19 testing and doctor visits. You'll have \$0 copays for any diagnostic testing and doctor visits related to COVID-19.

\*Free one- to two-day prescription shipping applies to orders from March 9, 2020, to May 1, 2020. There may be a cost to some employers.

\*\*Optional for self-funded plans. There may be a cost to some employers.

**Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).**



## Providing support for employers

We're there for you in this challenging time, providing more flexibility than ever to support a remote workforce.



### Policy changes to address employer needs

These changes are fluid and constantly evolving to provide members and employers with greater flexibility. **Visit our [COVID-19 resource center to learn more.](#)**



### Online events and communications

If your employees work virtually (or even if they don't), we can also support communication of benefits through tailored webinar presentations, educational microsites and custom emails.



### Virtual open enrollment

Through both our bswift® platform and our ALEX® tool, we have the technology to support virtual open enrollment. Your Aetna® representative can help determine the option that is best for you.



### Customer reporting

Our reporting provides self- and fully insured customers with detailed analytics on claims experience related to COVID-19.



### Cost modeling calculator

Our account managers will have access to tools to help self-funded customers estimate the cost impacts of COVID-19.



As always, your account management team will be available to support your needs and answer any questions you may have during this challenging time.

Aetna and CVS Pharmacy® are part of the CVS Health family of companies.

[Aetna.com](https://www.aetna.com)

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