



Here for you

Supporting SHBP and SEHBP Medicare Advantage members during the COVID-19 pandemic

No out-of-pocket costs* for primary care services through September 30, 2020

Now through September 30, 2020, we are continuing to waive your out-of-pocket costs for all in-network primary care visits* — both in office and through telehealth — for any reason. So, you can continue to get the essential preventive and primary care you need at this time.

We're also offering a \$0 copay* for telehealth mental health visits through September 30, 2020

Taking care of your emotional health right now is more important than ever, so don't hesitate to get the support you need. Costs will be waived for telehealth mental health counseling visits through in-network providers* who deliver virtual care, such as over-the-phone care and live videoconferencing.

*Out-of-network cost share applies to members enrolled in the HMO. If you're enrolled in the PPO with extended service area (PPO ESA) there is no out-of-network cost share, you can see any provider who is eligible to receive Medicare payment and accepts your plan.



We're here to help

- If you have any more questions or need help, contact Member Services Monday through Friday, 8 AM to 9 PM ET
 - SHBP (State and Local Government retiree) call **1-866-234-3129 (TTY: 711)**
 - SEHBP (Education retiree) call **1-866-816-3662 (TTY: 711)**
- Visit our COVID-19 support site at **[AetnaMedicare.com/coronavirus](https://www.aetna.com/coronavirus)** to stay up to date with the latest information.

Remember, if you need emergency care, call 911 or go to the nearest emergency room immediately.

Aetna Medicare is a HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. 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.

Help/Contact us:

If you have any questions, please [Contact Us](#).

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