



Benefits to help our members during this time

To support our members during the COVID-19 outbreak, we wanted to communicate an important step we've taken. We also wanted to provide a reminder about benefits that may already be covered under our supplemental health plans.

All plans with a health screening benefit— We've expanded this benefit to include COVID-19 testing. If a member's plan includes a health screening benefit and it hasn't been used yet this year, members can use the benefit for COVID-19 testing if needed. The claim can be filed in the same way as any other health screening benefit.

Other benefits already in our supplemental health plans

Aetna's supplemental health plans pay fixed dollar amounts for covered services or conditions. The benefits are paid directly to the member so the money can be used for anything.

The Aetna Hospital Indemnity Plan includes benefits if members need to be hospitalized due to COVID-19, such as hospital admission and daily stay.

The Aetna Accident Plan covers accidents and therefore does not pay benefits for COVID-19 or any other illness, unless the plan includes the inpatient sickness rider.

The Aetna Critical Illness Plan does not include COVID-19 as a covered condition. However, if a covered condition occurs while being treated for COVID-19, these benefits will cover that condition.

View your benefits and file a claim

Members can see what benefits they have and file a claim through the My Aetna Supplemental app (available on Apple® and Android™ smartphones and tablets), or through the member portal at

MyAetnaSupplemental.com:

- To view your benefits:
 - Log in via the My Aetna Supplemental app or the member website at **MyAetnaSupplemental.com**
 - Click on the "My Documents" tab
- To file a claim:
 - Log in via the My Aetna Supplemental app or the member website at **MyAetnaSupplemental.com**
 - Click the "Report New Claim" button
 - Answer a few questions and submit the claim

For more assistance, contact us through the member website or call us toll-free at **1-800-607-3366 (TTY: 711)** Monday through Friday, 8 AM to 6 PM.

Thank you for being a valued Aetna® member.

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Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/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 the number on your ID card.

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 (CA HMO customers: PO Box 24030 Fresno, CA 93779),
 1-800-648-7817, TTY: 711,
 Fax: 859-425-3379 (CA HMO customers: 860-262-7705), 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 1-800-368-1019, 800-537-7697 (TDD).

TTY:711

English	To access language services at no cost to you, call the number on your ID card.
Albanian	Për shërbime përkthimi falas për ju, telefononi në numrin që gjendet në kartën tuaj të identitetit.
Amharic	የቋንቋ አገልግሎቶችን ያለክፍያ ለማግኘት፣ በመታወቂያዎች ላይ ያለውን ቁጥር ይደውሉ።
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Armenian	Ձեր նախընտրած լեզվով ավվճար խորհրդատվություն ստանալու համար զանգահարեք ձեր բժշկական ապահովագրության քարտի վրա նշված հեռախոսահամարով
Bantu-Kirundi	Kugira uronke serivisi z'indimi ata kiguzi, hamagara inomero iri ku karangamuntu kawe
Bengali	আপনাকে বিনামূল্যে ভাষা পরিষেবা পেতে হলে আপনার পরিচয়পত্রে দেওয়া নম্বরে টেলিফোন করুন।
Burmese	သင့်အေချအဖို့ အခမဲ့ဘာသာစကားဝန်ဆောင်မှုများ ရရှိဖို့အတွက် သင့် ID ကတ်ပေးငှားတွင် သတ်မှတ်ထားသော ဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။
Catalan	Per accedir a serveis lingüístics sense cap cost per a vostè, telefoni al número indicat a la seva targeta d'identificació.

Thai	หากท่านต้องการเข้าถึงการบริการทางด้านภาษาโดยไม่มีค่าใช้จ่าย โปรดโทรหมายเลขที่แสดงอยู่บนบัตรประจำตัวของท่าน
Tongan	Kapau 'oku ke fiema' u ta'etōtōngi 'a e ngaahi sēvesi kotoa pē he ngaahi lea kotoa, telefoni ki he fika 'oku hā atu 'i ho'o ID kaati.
Turkish	Dil hizmetlerine ücretsiz olarak erişmek için kimlik kartınızdaki numarayı arayın.
Ukrainian	Щоб безкоштовно отримати мовні послуги, задзвоніть за номером, вказаним на вашій ідентифікаційній картці.
Urdu	لسانی خدمات تک مُفت رسائی کے لیے، اپنے بیمہ کے ID کارڈ پر درج نمبر پر کال کریں۔
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Yiddish	צו באקומען שפראך סערוויסעס פריי פון אפצאל, רופט דעם נומער אויף אייער ID קארטל.
Yoruba	Láti ráyèsí àwọn isẹ̀ èdè fún ọ̀ lófẹ̀ẹ̀, pe nọmbà tò wà lóri kààdi idánimọ̀ rẹ̀.