

## AETNA INFORMATION

As of July 1, 2015 the Essex County Vocation School District is switching From Horizon BCBS NJ to Aetna. **PLEASE REMEMBER TO GIVE YOUR DOCTORS YOUR NEW ID CARD SO YOUR CLAIMS ARE PROCESSED CORRECTLY.**

### AETNA PLAN INFO

1. **Aetna Open Access Managed Choice WAS Horizon Direct Access**
2. **Aetna Managed Choice POS WAS Horizon POS**
3. **Aetna HN ONLY WAS Horizon EPO**

### HOW DO I KNOW IF MY DOCTOR / HOSPITAL/LAB PARTICIPATES?

The easiest way to do this is to call your providers and explain your employer switched to, (state the name of your Aetna plan) and need to know if they “participate in” (state name of Aetna Network).

You can look up your providers online, see instructions below. You can also call Aetna Customer Service and ask them to look up the provider for you.

### DOCTOR FIND FOR **AETNA OPEN ACCESS MANAGED CHOICE** (was Horizon Direct Access)

1. Go to [www.aetna.com](http://www.aetna.com)
2. Click Individuals and Families, then click *Find a Doctor*.
3. Select, *Search our public directory (no log-in needed)*.
4. Select, *A plan offered by my employer or organ-*

*ization (includes small group plans purchased on exchange in Maryland, Delaware, and District of Columbia) .*

5. Select *Doctor’s Primary Care*.
6. Select from list provided the provider type that best meets your needs.
7. Enter *Zip Code*.
8. Select *Managed Choice POS Open Access*. \* **This is the name of the network your doctors must participate in with Aetna.**
9. Click *continue*.
10. See Results.
11. If you are enrolled in **Aetna Managed Choice POS (was Horizon POS)** follow steps 1-7. For step 8 select *Managed Choice POS (This is the name of the network your doctors must participate in with Aetna)*. *Then Continue & see your results.*
12. If you are enrolled in **Aetna HN ONLY (was Horizon EPO)** follow steps 1-7. For step 8 select *Aetna Health Network Only (Open Access)* This is the name of the network your doctors must participate in for Aetna. *Then Continue & see your results.*

### CAN I PRINT A TEMPORARY AETNA ID CARD?

As of July 1, 2015, you can go to Aetna’s web site, [www.aetna.com](http://www.aetna.com) and print out a temporary ID Card to bring to your provider. The steps for this are as follows:

1. If you are already a member with Aetna please



log in and you should be able to access get an ID Card under the "For Members" section.

2. If you are a 1st time user to Aetna, go to [www.aetna.com](http://www.aetna.com) and select Log In/Register on the right side of the home page and register.
3. Once registered and validated, choose "Get An ID Card" from the left menu. Confirm the member name and card type (Medical) and click "View Card".
4. Select "View/Print" ID Card and open the .pdf file.
5. Print your card.

**ARE MY BENEFITS WITH AETNA THE SAME? YES**

**WHAT IF I MET SOME OR ALL OF MY DEDUCTIBLE & OUT OF POCKET EXPENSES, WILL IT CARRY OVER TO AETNA? YES**

IMAC, Essex County Vo-Tech's Insurance Broker, is working with our current carrier to get a report to be forwarded and processed by Aetna.

**IF I NEED LAB OR DIAGNOSTIC WORK, WHO IS PARTICIPATING WITH MY NEW AETNA PLAN?**

**QUEST DIAGNOSTICS**

**WHAT IF I HAVE SURGERY SCHEDULED OR AM PREGNANT OR UNDERGOING CHEMO/RADIATION NOW AND MY DOCTOR DOES NOT PARTICIPATE WHEN WE SWITCH 7/1?**

Please read the transition of care form to see if you would qualify for this temporary coverage. If yes, complete the form and fax back **directly to Aetna after 6/18 at 1-859-455-8650**. Please **save the original you faxed**. Coverage, if approved, is only good for 90 days. You will receive a coverage determination letter from Aetna

in the mail once their review has been completed.

**HOW DO I ENROLL MY HANDICAPPED DEPENDENT CHILD?**

Please see an Aetna Representative for this form.

**URGENT CARE CLINIC/HOW TO FIND ONE:**

**Finding A Clinic Is Easy:**

Get familiar with the urgent care and walk-in clinics in your neighborhood *before* you need them. Here's how:

1. Visit [www.aetna.com](http://www.aetna.com).
2. Click on "Find a Doctor."
3. Select "Urgent Care Facilities" or "Walk-In Clinics."
4. Once you find a participating Urgent Care facility, pay your office visit co-pay NOT the ER co-pay which is higher.

*If your medical need is more than urgent — for example, characterized by chest pain, trouble breathing, bad bleeding or other symptoms that are serious or put your life at risk — you should go straight to your local ER.*

**DISCOUNTS FROM AETNA:**

If you haven't registered to create an account, please do so at [www.aetna.com](http://www.aetna.com). Once you are registered and validated, log into your account. Choose "Health Programs" then "See the Savings". Follow the steps for each program you want to use. Examples of Aetna programs to save on are: gym memberships, eyeglasses, weight-loss programs, and more.

**DOWNLOAD THE AETNA MOBILE APP:**

Go to [www.aetna.com/mobile](http://www.aetna.com/mobile) for more info.

**WHO CAN WE CALL WITH PROBLEMS OR QUESTIONS:**

As of July 1, 2015 call Aetna Customer Service at 1-800-370-4526. If you cannot resolve your claim problem through Aetna Customer Services please contact Nina Koshy in Human Resources 973-412-2075. Nina will reach out to our broker.