



*Memorial Hermann
Accountable Care Network*

Employees' Frequently Asked Questions

Aetna Whole HealthSM - Memorial Hermann Accountable Care Network

www.aetna.com



What's Aetna Whole HealthSM - Memorial Hermann Accountable Care Network?

It's the name of one of the health benefits and insurance plans we're offering all of our employees this year. With this plan we think you'll receive better coordinated, higher quality health care. It may even cost you less.

Q: How is this different than the plans you've offered us in the past?

A: You'll have a care team that includes doctors, nurses, therapists and other health care providers. They'll work together — and with you — to help keep you healthy or improve your health.

But, you'll need to stay within the Aetna Whole Health - Memorial Hermann Accountable Care Network to save the most money and get the most coordinated care.

Q: How does it work?

A: You should choose a primary care doctor who can lead your care team and see you for annual wellness visits. Electronic health records and other tools help keep you and your care team on the same page. That's because your doctors can see how other doctors are treating you, what medicine you're taking, your health history and your test results — in real time. This also helps your doctors spot any gaps in your care. And, if they find that you're at risk for certain conditions, they can develop a personalized care plan to get you back on track.

Q: How do I find doctors that are part of my care team?

A: Visit www.aetna.com/docfind and:

- Type a name, specialty, procedure or condition in the "Who or what are you looking for?" box
- Enter your zip code in the "Where?" box
- Choose "(TX) Aetna Whole Health - Memorial Hermann Accountable Care Network" from the "Select a Plan" drop down menu

You can also limit your search to a city and state.

Q: How many doctors and hospitals are part of my Aetna Whole Health - Memorial Hermann Accountable Care Network?

A: Your network includes:

- 550+ primary care doctors
- 2,100+ specialists
- 9 acute care hospitals, 3 heart and vascular institutes and a children's hospital
- 43 urgent care centers and many walk-in clinics, including MinuteClinic (CVS), TakeCare (Walgreens), and RediClinic (HEB)
- 98 outpatient sites with ambulatory surgery, imaging, sports medicine and labs

Q: What if I'm not at home and need care?

A: If your health or life is in serious danger, go to the nearest hospital or call 911. You'll be covered as though you stayed within network.

Q: How can Aetna Whole Health - Memorial Hermann Accountable Care Network help me cope with my diabetes or asthma?

A: Whether you're at risk, were just diagnosed or are trying to get a condition under control, your care team can help. They want you to get the right treatment and the right level of care at the right time. So, they may:

- Develop a personalized care plan to help you avoid complications
- Educate you about your condition with links to videos and articles
- Monitor your condition and adjust your treatment plan as needed
- Check in with you to be sure you're taking your medicine, refilling prescriptions and following your plan
- Encourage you to be actively involved in your care and call if you're having any trouble

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