



Employees' frequently asked questions

Aetna Whole HealthSM — Baylor Scott & White Quality Alliance plans

Q: How's the Aetna Whole Health — Baylor Scott & White Quality Alliance plan different from other plans?

A: First, you'll have access to a special network of primary care doctors, specialists and hospitals focused on you. Led by a primary care doctor you pick, your care team will work with you to help keep you healthy or improve your health.

Second, like other health plans, your Aetna Whole Health — Baylor Scott & White Quality Alliance doctors and hospitals get a fee for their services. Under the Aetna Whole Health plan, they can also earn more when they deliver higher quality care. So when they meet certain goals, they're rewarded. But if they fall short of those goals, they'll make less.

Third, we may share your health information with your Aetna Whole Health — Baylor Scott & White Quality Alliance providers. That extra data can help them make all parts of your care work better. And cut down on needless tests or doctor visits that can add to your costs. However, providers who aren't part of the accountable care network might not coordinate your care or share data the way we described above.

Q: How does it work?

A: First, choose a primary care doctor to lead your care team. Your doctor and other health care providers in the network will generally refer you to specialists and hospitals that are affiliated with the Baylor Scott & White Quality Alliance network. Then, electronic health records help keep you and your care team on the same page. That's because they can keep track of your prescriptions, lab results, health history and more. Having this big-picture view of your health also helps them spot any gaps in your care. And if they find that you're at risk for certain conditions, they can build a personalized care plan to treat you.

Q: Why should I choose a primary care doctor when I enroll?

A: The doctor you pick will lead your care team. That's important because you should see your doctor not only when you're sick, but also for your annual wellness exam, including preventive screenings. Your doctor can also help you find care programs tailored to your needs. He or she can guide you on important health decisions. And coordinate your care across other specialties and facilities in your network.

Q: Do I need to see my primary care doctor for referrals?

A: No, you may self-refer to specialists within the Aetna Whole Health — Baylor Scott & White Quality Alliance network. But your primary care doctor is a great resource and can suggest network specialists if you'd like.

Q: How do I find doctors who 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) AWH — Baylor Scott & White Quality Alliance** from the “Select a Plan” drop-down menu

You can also limit your search to a city and state instead of a ZIP code.

Q: How many doctors and hospitals are part of my Aetna Whole Health — Baylor Scott & White Quality Alliance network?

A: Your network includes:

- 1,000+ primary care doctors
- 3,000+ specialists
- 36 hospitals
- 33 urgent care facilities

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

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

Q: What if I'm in the middle of care or treatment with a doctor outside the Aetna Whole Health — Baylor Scott & White Quality Alliance network?

A: You can work with your current doctor and request transition-of-care coverage. If we approve your request, you can stay with your current out-of-network doctor for a limited time at the highest benefit level. However, transition-of-care coverage is for your current doctor only. It doesn't cover health care facilities, durable medical equipment (DME) or prescription drugs. So you'll need to use Aetna Whole Health — Baylor Scott & White Quality Alliance network facilities, DME vendors and pharmacies while you're in treatment with your current doctor. And before your grace period ends, we can help transfer you to a new doctor within the Aetna Whole Health — Baylor Scott & White Quality Alliance network.

Q: How can Aetna Whole Health — Baylor Scott & White Quality Alliance 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:

- Build a personalized care plan for you
- Educate you about your condition
- Monitor your progress and adjust your treatment plan
- 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

Q: My Aetna ID card came in the mail. Is there anything I should do now that I'm an Aetna Whole Health member?

A: Yes. First, register for your secure member website at www.myaetnawholehealth.com. There you'll also find a new member guide and video created just for you. Next, search for and pick a primary care doctor to lead your care team (if you didn't do so when you enrolled). Finally, schedule your annual wellness exam.

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