



Care  
your way

**Aetna Virtual  
Primary Care™**

powered by Teladoc®



## What's inside

The future of primary care is here >

The right care — anytime, anywhere >

Here's how it works >

FAQ >



**Imagine a whole new way  
of getting primary care.**

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).



What if you could  
get care anytime,  
anywhere — with the  
same virtual provider  
and care team?

We've reimaged the primary care experience with a brand-new approach built just for you. With Aetna Virtual Primary Care™ powered by Teladoc®, you'll enjoy care that fits with your lifestyle, on your terms. Get choice and convenience with our seamless virtual and in-person solutions.

**Connect with care right where you are,  
when you need it.**

**The future of  
primary care is here.**

[MyAetnaWebsite.com](https://www.aetna.com/MyAetnaWebsite.com)



**The future of  
primary care is here.**

## **A team that knows you**

With Aetna Virtual Primary Care™ powered by Teladoc®, your dedicated virtual provider and care team take the time to really get to know you and your unique needs and goals.

## **Online, anytime**

Get primary care right from your smartphone or laptop. Build a relationship with the same virtual provider through video visits, and get access to your team by phone and in-app messaging. You can choose how — and how often — you engage with your virtual provider and care team.

You also have access to your existing virtual care offerings through Teladoc, such as general medical 24/7 urgent care, mental health counseling and dermatology services\*\*.

## **In-person care when you need it**

Get no-cost or low-cost preventive and in-person care\* through a MinuteClinic® at a CVS® store and within CVS® HealthHUB™ locations.

## **It's primary care on your terms.**

\*For eligible Aetna members enrolled in a qualified high-deductible health plan who have not yet met their deductible, the charges for covered services at any in-network MinuteClinic will be discounted. Once the member's deductible has been met, the member will then be able to receive access to covered services at MinuteClinic at zero cost.

\*\*Member access to Teladoc mental health and dermatology services may vary based on employer eligibility.



**The right care —  
anytime, anywhere.**

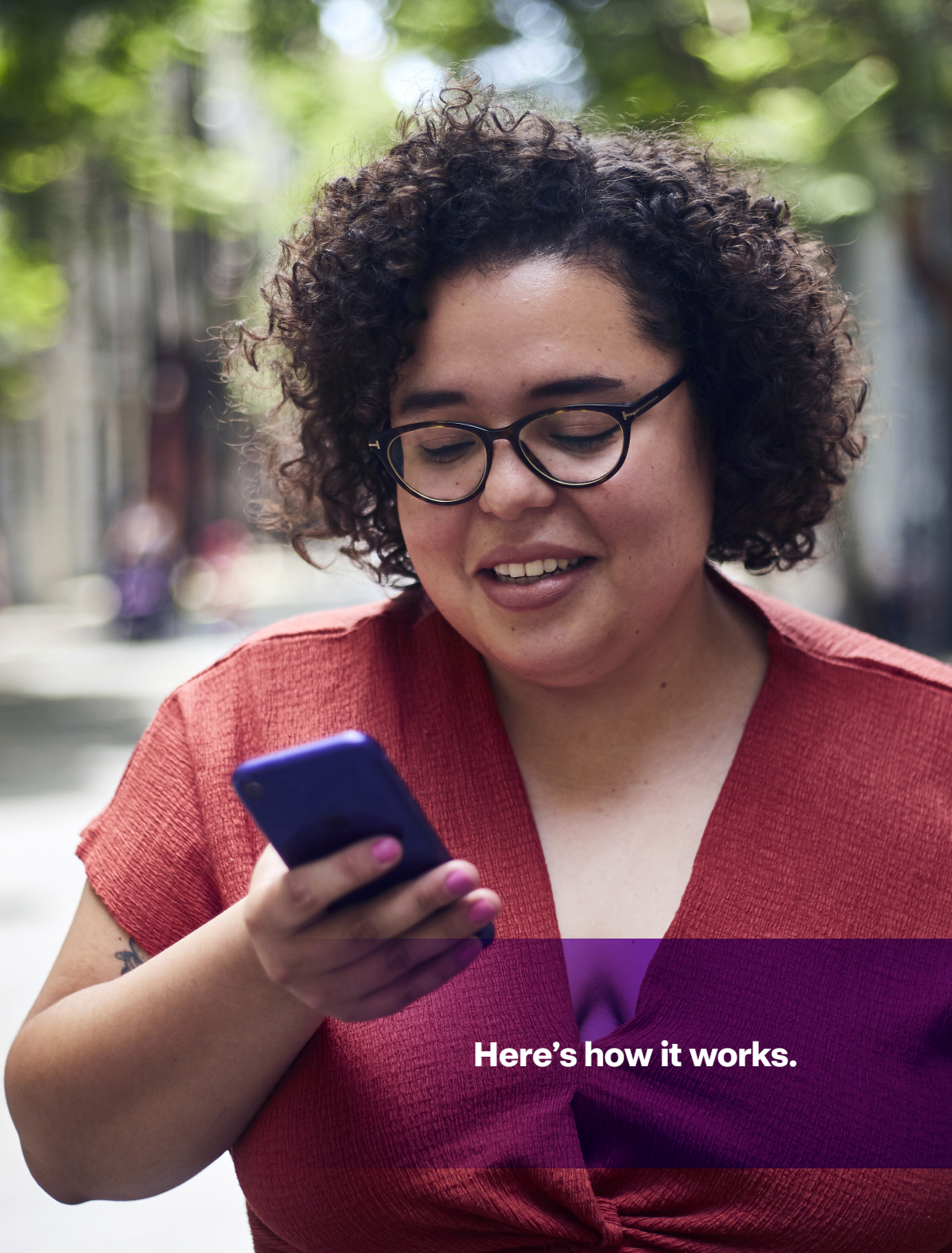
## Care you can count on

You can call or send an in-app message to your care team, or schedule an upcoming video visit with your virtual provider — and you'll always get a response within 24 hours. They can help you:

- Schedule routine care, like wellness checkups
- Manage chronic issues
- Refer you to in-person care or lab screenings
- Access your health records, and more

**The best part?** You pay only a \$145 copay for your first visit and a \$65 copay for each additional visit on your high-deductible health plan — and a \$0 copay for preventive care.\* And since these are predictable, set costs, you won't have any surprises. Finally, for each visit, there's little to no wait time.

\*\$0 copay for virtual visits or in-person care at MinuteClinic® locations. Includes select MinuteClinic services. Not all MinuteClinic services are covered. Please consult benefits documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered nonpreventive MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates. This benefit is not available in all states and on indemnity plans.



**Here's how it works.**

## Get started

### Aetna Health<sup>SM</sup> app

Get the Aetna Health app by texting “VPC” to 90156 to receive a download link. Message and data rates apply.\*

You can also visit **MyAetnaWebsite.com** to register for or to log into your member website.

Once you log into your Aetna Health member website, just click on the Aetna Virtual Primary Care™ powered by Teladoc® banner and it will direct you to Teladoc. There you can:

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Create your login.

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Register your new account.

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Select Teladoc Primary360 and choose your virtual care provider.

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Schedule your first appointment.

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Fill in your medical history.

You'll see your virtual care provider in less than five days, and you'll also receive a free blood pressure monitor so you can check your own vitals.

**It's that easy.**

### During your first visit

- Your virtual care provider will spend 45–60 minutes with you to evaluate your overall health. They'll get to know your unique health needs and goals.
- Then, they'll create a personalized care plan for you.

You may also go to

**Teladoc.com/Primary360-Aetna**

to log into your existing account.

\*By texting 90156, you consent to receive a one-time marketing automated text message from Aetna® with a link to download the Aetna Health app. Consent is not required to download the app. You can also download by going to the App Store® or the Google Play™ store. See our Terms and Conditions at [bit.ly/2nLJFYG](https://bit.ly/2nLJFYG) and our Privacy Policy at Aetna. Message and data rates may apply.



## Frequently asked questions

### **How often can I message my care team?**

As often as you like. Aetna Virtual Primary Care™ powered by Teladoc® enables you to reach out to your care team with no limits or additional fees. You are your care team's highest priority and can expect to receive a response within 24 business hours or less.

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### **How do you handle bloodwork, imaging and labs?**

Your virtual care provider can order lab work, imaging studies, referrals, vaccinations and even devices that allow for self-monitoring at home. Your care team will assist you in connecting to an in-network laboratory or facility of your choice, and your virtual care provider will follow up to discuss the results after testing or imaging is complete.

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### **Can I get a prescription?**

Yes. Our virtual care providers can prescribe new medications as clinically necessary and can authorize refills for maintenance medications for a full year. We do not prescribe opioids, narcotics and other DEA-controlled substances.

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Visit [Teladoc.com/Primary360-Aetna](https://www.teladoc.com/Primary360-Aetna) for more answers to your questions about Aetna Virtual Primary Care powered by Teladoc.

Aetna® and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic® branded walk in clinics) are both within the CVS Health® family.

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