

Aetna Informed RewardsSM

Member Reference Guide

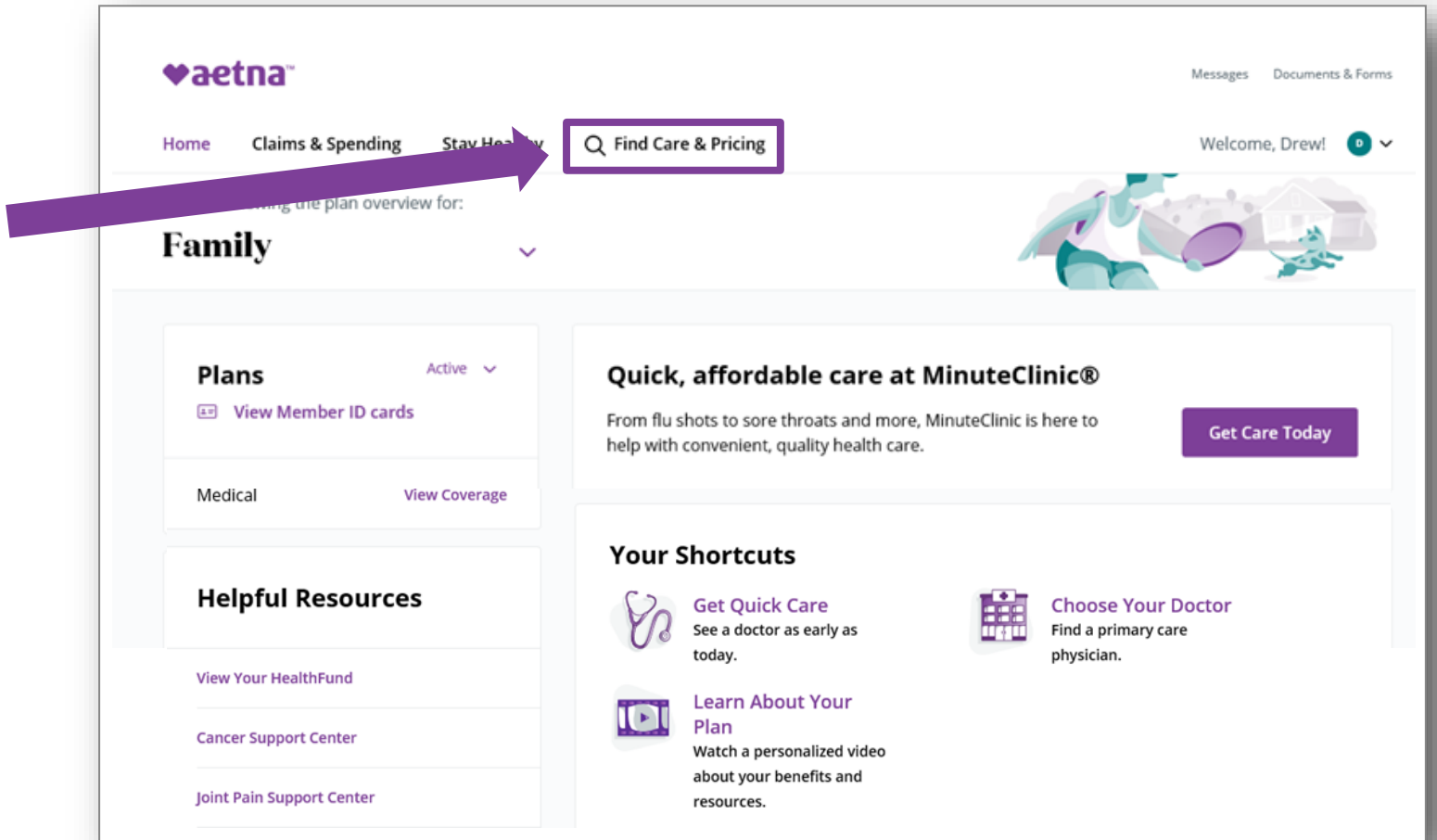


6/30/20

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

Logging in to find care

- Log in to your Aetna member website
- Click on **Find Care & Pricing** section.



Searching for a procedure

- Type the procedure you are searching for in the search bar and indicate a location for the search.

- Click on **Procedures** and then select the appropriate result from the list to display the providers who perform the procedure.

The screenshot shows the 'Find Care & Pricing' search interface. A purple box highlights the search bar containing 'x-ray of chest', the 'For' dropdown menu set to 'Landin', and the 'Near' dropdown menu set to 'Aurora, CO'. A purple arrow points from the first bullet point to this search bar. Below the search bar, a horizontal bar displays filter options: 'All Results (14)', 'Providers (5)', 'Procedures (1)', and 'Medications (8)'. A purple box highlights the 'Procedures (1)' option, with a purple arrow pointing from the second bullet point to it. Below this bar, a list of results is shown, with a purple box highlighting the first result: 'X-Ray of Chest' with the subtext 'Providers who perform this procedure'. A purple arrow points from the second bullet point to this result.


Choosing procedures & activating rewards

- You will see a list of providers and the estimated costs associated with each.*
- If the cost of the procedure at any given location falls below the predetermined amount and is eligible for a reward**, you will see a button under the estimate cost stating **ACTIVATE UP TO __ REWARD*****
- Click on the button to activate the reward for the procedure.


*The costs of procedures listed are estimates.


**Reward amounts vary by procedure between \$25 and \$75.

***Cost estimates may not display for certain providers and are therefore not eligible for a rewardable service.




SMI Imaging, Inc. Estimated Cost
\$59

 14301 East Cedar Avenue, Suite E
Aurora, CO 80012
2.26 miles from you


 (720) 492-1985


ACTIVATE UP TO \$25 REWARD

IN NETWORK



Medical Imaging of Colorado-HCA Affiliate Estimated Cost
\$85

 1400 South Potomac Street, Suite 180
Aurora, CO 80012
2.35 miles from you

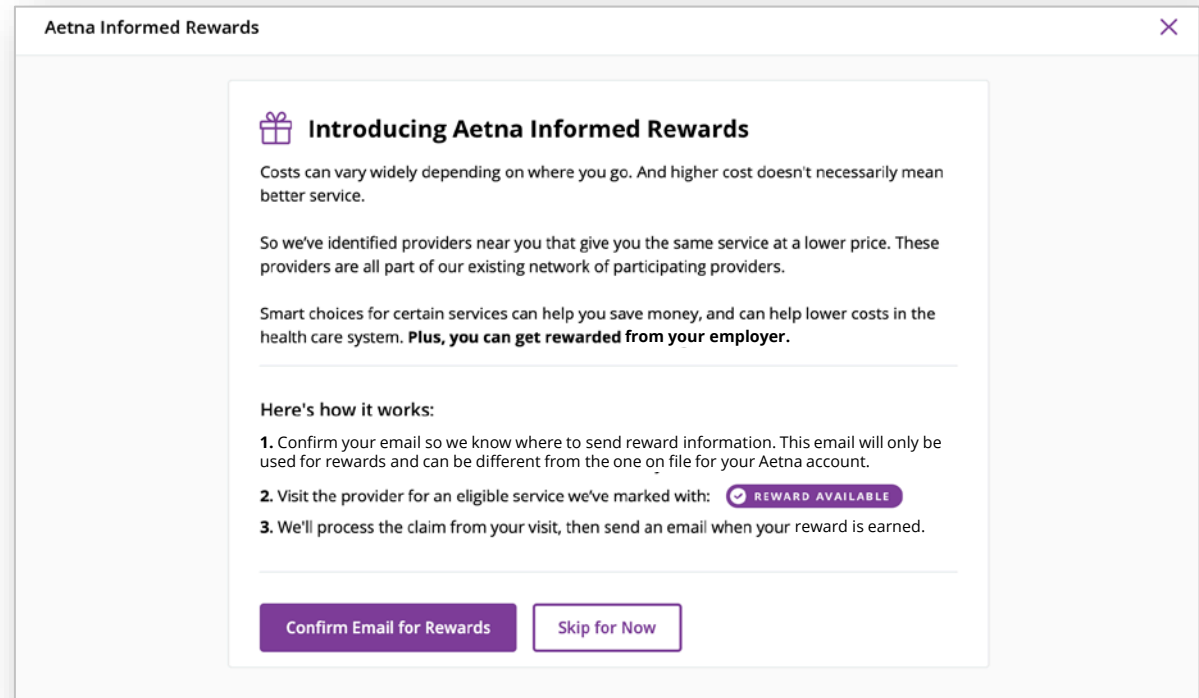
 (720) 493-3388

ACTIVATE UP TO \$25 REWARD


IN NETWORK

Confirming email to activate rewards

- Click **Confirm Email for Rewards**.
- Enter and confirm your preferred email address, then click **Activate Rewards** to activate the reward.



Aetna Informed Rewards


 **Introducing Aetna Informed Rewards**

Costs can vary widely depending on where you go. And higher cost doesn't necessarily mean better service.

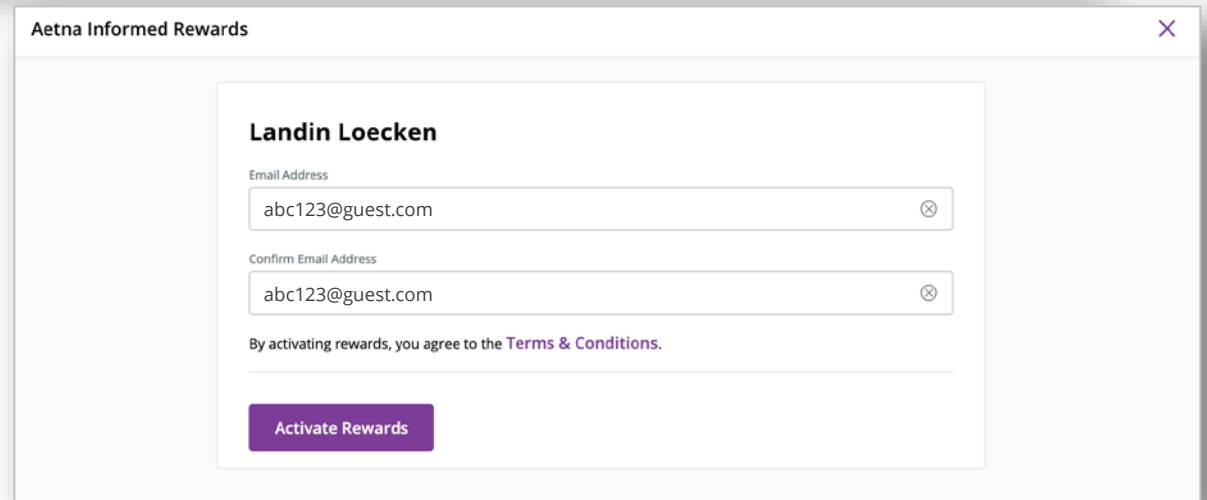
So we've identified providers near you that give you the same service at a lower price. These providers are all part of our existing network of participating providers.

Smart choices for certain services can help you save money, and can help lower costs in the health care system. **Plus, you can get rewarded from your employer.**

Here's how it works:

1. Confirm your email so we know where to send reward information. This email will only be used for rewards and can be different from the one on file for your Aetna account.
2. Visit the provider for an eligible service we've marked with: 
3. We'll process the claim from your visit, then send an email when your reward is earned.

Confirm Email for Rewards **Skip for Now**



Aetna Informed Rewards

Landin Loecken

Email Address

abc123@guest.com

Confirm Email Address

abc123@guest.com

By activating rewards, you agree to the [Terms & Conditions](#).

Activate Rewards

User experiences demonstrated are subject to change.
All names and other identifying information are fictional.

Earning rewards: Next steps confirmation email


- You will receive a confirmation email from **ProgramSupport@aetnainformedrewards.com** outlining the next steps to earn your reward.



Hi Member,

Congratulations for choosing lower-cost health care. You're now eligible for a \$25.00 reward!

Here's how the process works:

Have the service performed at any doctor or facility with an Activate Reward icon  for this rewardable procedure.

Sit back and relax! It takes 60-90 days to process your claim.

Once your claim has been processed, we'll send you an email and your employer will take the next steps with your reward.

To see the status of an existing reward or explore other rewardable services, sign into your health plan account and visit your rewards homepage. For questions about rewards, check out the FAQ on your rewards homepage or call the customer service number on the back of your member ID card.

Thank you for signing up! And, congratulations for making smarter health care choices.

Sincerely,

The Aetna Informed Rewards team

Earning rewards: Processed claim confirmation email

- Once your claim has been processed, you will receive a confirmation email from **ProgramSupport@aetnainformedrewards.com**.
- If you are an active employee, you will soon see your reward reflected in your paycheck. Other participants will receive a check in the mail from your employer. Please contact your employer with any questions regarding receiving your reward.



Hi Member,

Congratulations, you've earned a \$50.00 reward! And, you've joined the growing number of people making smarter health care choices.

Your employer will take the next steps with your reward.

Thank you for letting us support you on your health care journey. Enjoy your reward!

Sincerely,

The Aetna Informed Rewards team

Rewardable services

- Reward amounts vary by service. Refer to the chart on the right to see how much you can earn for each type of eligible service.

Start earning rewards on these common medical services		
Carpal tunnel release	\$75	
Cataract removal	\$75	
Colonoscopy	\$75	Diagnostic, basic, preventive
CT scan	\$50	Abdomen; arm, elbow, wrist or hand (upper extremities); chest region; head or neck area; knee or ankle (lower extremities); spine or pelvic region
Endoscopy	\$75	Upper GI
Hernia repair	\$75	
Mammogram	\$25	Diagnostic or preventive
MRI	\$50	Abdominal region; arm, elbow, wrist or hand (upper extremities); chest region; head or neck area; knee or ankle (lower extremities); spine or pelvic region
Tonsillectomy	\$75	
Ultrasound	\$25	Abdomen; breasts; pregnancy after 14 weeks
X-ray	\$25	Abdomen; ankle; arm; chest; elbow; foot and toes; hand and fingers; hip; knee; leg; lower back; neck; pelvis; shoulder; upper back; wrist