

For Your Benefit – and for your reference after you enroll aetna[™]

Health insurance

All members will receive a new member ID card for the 2023 plan year. If needed, you can print a temporary member ID card, using the instructions below. Aetna Member Services can be reached at 1-800-962-6842. Our group number is 835147. Register at Aetna.com for more information. You will receive a separate card from RxBenefits; Member Services can be reached at 1-800-334-8134.

Dental insurance

You will not receive a dental card because Aetna does not issue dental ID cards. Instead, you can print yours by visiting Aetna.com and following the instructions below. Aetna Dental Member Services can be reached at 1-877-238-6200. Our group number is 835147. Register at Aetna.com for more information.

Instructions for Printing Medical or Dental ID Cards on Aetna Navigator

- 1) Go to Aetna.com.
- 2) Click on "Member Login," and then complete the secure log-in or, if you are a first-time user, register your account.
- 3) Once you are logged in, click "Plan Overview" in the top menu bar, and then click "View ID Cards" in the drop-down menu.
- 4) You will then be able to view, print, or email the ID card by member name and plan type. You can also request a physical card for your medical plan from this screen.

 (Remember, Aetna does not mail physical cards for dental plans.)



Your Aetna health insurance includes access to Teladoc -an affordable and timely alternative to Emergency Room and Urgent Care visits for non-emergency medical care. It offers the ability to consult with a national network of U.S. board-certified family practitioners, PCPs, pediatricians and internists to diagnose, treat, and prescribe prescriptions. Consultations are available by telephone, on the Teladoc mobile app, as well as with online video using Teladoc.com. Teladoc can provide effective resolution to a wide range of common and routine illnesses helping prevent unnecessary use of the ER or Urgent Care centers for a consultation fee of \$49 for routine care (\$25 if enrolled in the NSO plan).

Visit <u>Teladoc.com/Aetna</u> for more information and to set up your account. Once registered, call 1-855-Teladoc (835-2362) for a consultation.



Vision. You do not need a card for the vision plan. When you use the plan at a provider who accepts Vision Benefits of America (VBA), they can confirm your coverage with your Social Security number. Member Services can be reached at 800-432-4966. Our group number is 9113. Visit VBA online at vbaplans.com for more info and to find a provider.



Hearing Service Plan. Enrollment in the vision plan includes access to Your Hearing Network, a discount program for devoted to your hearing needs. Call 888-819-5333 or visit <u>vbaplans.com</u> for more information. Our group is 9113.

Health Equity® Health Savings Account (HSA)

HSA participants will receive a debit card. When your card expires (typically in three years), you will receive a new one if you remain enrolled in this benefit. Activate your account before using it for the first time by contacting Health Equity member services or visiting HealthEquity.com. Tip: ask for electronic statements to avoid a \$1 a month charge from HealthEquity for printed and mailed statements. If you need help, contact HealthEquity member services at 1-866-346-5800 (available 24/7) or visit HealthEquity.com to register/log into your account.



Health Reimbursement Arrangement (HRA) Flexible Spending Account (FSA)

Medical FSA participants will receive a debit card. When your card expires (typically in three years), you will receive a new one if you remain enrolled in this benefit. For help or to find out the balance of your HRA, Medical FSA, or Dependent Care FSA, visit mycareflex.wealthcareportal.com, call 1-888-577-2762, or email support@careflex.com.



Legal services. If you are a new member, MetLaw will mail you a welcome kit. For more information, visit info.legalplans.com and enter access code: Legal or call the Client Service Center at 1-800-821-6400 Monday - Friday from 8am - 8pm (ET).



Voluntary options for short-term and long-term disability, voluntary term life, critical illness, accident, and hospital indemnity. Member Services is available at 1-800-523-2233 or at TheHartford.com. Disability claims can be filed by calling 1-888-301-5615 (Policy # 886117).

Need help? Your benefits HealthAdvocateSM is available 24/7 to help handle any situation in a discreet and confidential manner. Call 1-866-695-8622, email answers@HealthAdvocate.com, or visit HealthAdvocate.com/members.



Access to your essential benefits information is only a click away 24/7/365 with KELLY Services. Enroll and confirm benefit elections, print or request temporary member ID cards, designate beneficiaries, and access plan information at KTBSonline.com. Customer Services Team: 1-800-733-8166.

Important Benefit Contact Numbers

Aetna Medical	800-962-6	842
Aetna Dental	877-238-6	200
CareFlex (HRA, FSA or Dep	oFSA) 888-577-2	762
Employee Assistance Prog	gram (EAP) 301-766-7	600
HealthAdvocate	866-695-8	622
HealthEquity HSA	866-346-5	800
KELLY Services (KTBSonlin	e.com) 800-733-8	166
MetLaw	800-821-6	400
RxBenefits	800-334-8	134
Teladoc 85	5-Teladoc (855-835-23	362)
TransAmerica	888-763-7	474
The Hartford (Policy #886	117) 800-523-2	233
UNUM (Whole Life)	800-635-5	597
VBA Vision (Group #9113)	800-432-4	966
Your Hearing Network (pa	rt of VBA) 800-432-4	966

Questions? Need to make a change? Please remember that you cannot change your pre-tax benefits (medical, dental, vision, HSA, or FSA) outside of Open Enrollment unless you experience a Qualified Life Event and notify me within 30 days of the event. Examples of Qualified Life Events include marriage, divorce, a new baby, involuntary loss of other coverage, changes in your spouse's employment status, and so on. If you're not sure whether or not you've had (or are about to have) a qualifying event, contact me and we can discuss.

> Janis Williamson, HR Specialist 301-797-2121 x2236 JLWilliamson@arcwc-md.org

Please review your first pay statement after your benefits become active to make sure benefit deductions are being applied correctly. Thanks!