

*Your Life,
Your Health*

DoD NAF Health Benefits Program for 2015

Featuring the Aetna Traditional Choice[®] Indemnity Plan



The Department of Defense
Nonappropriated Fund
Health Benefits Program

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Your Life, Your Health

The Department of Defense (DoD) Nonappropriated Fund (NAF) employers are pleased to offer you and your family a program of health benefits that includes medical, prescription drug and dental coverage.

Nothing makes life easier and more enjoyable than good health. This is why your DoD NAF Health Benefits Program does more than just pay medical bills. It provides services and health programs to help you stay well, prevent problems and enjoy a better quality of life. In this guide, you'll find information about online services and wellness programs designed with your good health and convenience in mind.

An especially important resource is the DoD NAF benefits website. The site puts benefits information and enrollment tools and instructions in one convenient place. Here you will find product brochures and benefit summaries that detail your medical and dental benefits, and information about Flexible Spending Accounts (if offered by your NAF employer). The site also features a section dedicated to Health Care Reform (HCR) where you will find all required notices (including the Summary of Benefits and Coverage statements), plus news about HCR-related changes to your coverage. Information is added as it becomes available, so be sure to check the site from time to time for the latest updates.

The DoD NAF benefits website is also where you'll find materials specific to your employer, such as contact information, forms and other documents. As updates to these references become available, they will be posted to the site.

Visit the DoD NAF benefits website at www.nafhealthplans.com (for active employees) or www.nafhealthplans.com/retiree (for retirees).

This guide contains:

- Descriptions of the health benefits available to you
- Information about special features of your plan, such as health and wellness programs, online services and discount programs
- Enrollment instructions

Other key resources described in this guide include Aetna Navigator®, your secure member website, and the Personal Health Record (PHR), a handy online record of your medical services.

Questions?

If you need help or information, call Aetna Member Services at 1-800-367-6276.

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Medical Benefits

Your DoD NAF Health Benefits Program provides medical benefits through the Traditional Choice® Indemnity Plan from Aetna. Traditional Choice is an indemnity plan that gives you the freedom to receive care from any licensed provider, and pays the same level of benefits regardless of which provider you use. Employees who live overseas may enroll in the Aetna International Traditional Choice Plan.*

The Traditional Choice Indemnity Plan

Traditional Choice is an indemnity medical plan that allows you to select any licensed doctor you wish when you need care. Once you meet the annual deductible, the plan typically pays a percentage of the expense (usually 80%) based on reasonable and customary charges, and you pay the balance (usually 20%). This is called “coinsurance.” You pay for the cost of your care up front. Then you complete and submit a claim form to Aetna to be reimbursed for covered expenses.

The Traditional Choice Summary of Benefits chart, available at www.nafhealthplans.com, shows the plan’s annual deductible, coinsurance levels and annual out-of-pocket maximum.

*The Traditional Choice Medical Plan and the Aetna International Traditional Choice Medical Plan are administered by Aetna Life Insurance Company. These plans are offered to eligible DoD NAF employees, retirees and dependents who do not have access to the Aetna Open Choice® PPO network, or live overseas.



About Precertification

Precertification is the advance review of a hospital admission to ensure that the setting and length of stay are appropriate to the diagnosis. Here’s what you need to know about this plan requirement:

- If your doctor recommends a hospital stay, you must initiate the precertification process by calling Member Services at least 14 days before you are admitted to the hospital.
- If you do not call Member Services to precertify a hospital admission, you will be required to pay a penalty of \$500. The penalty will apply each time you fail to precertify.
- The precertification requirement is waived for emergency admissions, hospital care received overseas, and for those who have Medicare as their primary coverage.

In an Emergency

If you have a true medical emergency, go to the nearest hospital immediately to get the care you need. Then, call Member Services. To help control costs, you are encouraged to use the emergency room for true emergencies only.

A true emergency is a severe illness or accident that could lead to a serious risk to your health, or to death if not treated immediately. Examples include bleeding that will not stop, compound bone fractures, loss of consciousness, stroke and severe chest pains. If you use a hospital emergency room for non-emergency care, you will pay 50% of the cost after meeting the deductible.

Sometimes you need urgent — not emergency — care. Sprains and fevers are examples of this situation. To avoid the high cost of using the emergency room for non-emergency care, consider using an urgent care facility or walk-in clinic.

Walk-in clinics and urgent care facilities are cost-effective alternatives when your problem is not an emergency, but you need quick medical attention. You can use DocFind® to locate these providers in your area. For more about DocFind, turn to page 8.

Receiving Care Away From Home

When you are away from home and need medical care, you’ll receive benefits for covered services just as if you were at home. After you get the care you need, complete a claim form and submit it to Aetna for reimbursement.

Save Money with Quest

You can save money when you use Quest Diagnostics® and other affiliated labs for blood tests and other lab services. You’ll pay even less than you would at an in-network lab. Visit www.nafhealthplans.com for a listing of affiliated labs.

Your Medical Plan ID Card

All DoD NAF employees, retirees and same-sex spouses/ domestic partners enrolled in the DoD NAF HBP will receive a new ID card in the mail. The cards will have copay information along with the names of all covered family members and the Member Services toll-free number on them. Keep your card handy and show it at the doctor's office to let them know that you are enrolled in Traditional Choice. Also, show it at participating pharmacies in the United States to get preferred rates for prescription drugs (see page 5 for details). Pharmacy copays are listed on your ID card. *If you don't use participating pharmacies, you won't have any coverage for prescriptions.*

How the Plan Works

Under the plan, you must first meet an **annual deductible**. The annual deductible is the amount you must pay out of your own pocket each year before the plan begins to pay benefits. **The deductible does not apply to preventive care services and certain preventive medications.** After you meet the deductible, you and the plan share the cost of covered services. This arrangement is called **coinsurance**. The plan pays a percentage of the cost of covered services and you pay the balance. The reasonable and customary cost is the prevailing rate for the service in your geographic area.

Annual Deductible

Individual	\$500
Family of 2	\$1,000
Family of 3 or more	\$1,500

Each family member must meet his or her individual deductible. For a family of two, the deductible is met when each family member meets his or her individual deductible, or \$1,000. For families of three or more, the deductible limit is \$1,500.

Traditional Choice has an **annual out-of-pocket maximum** that limits your expenses and protects you from the high cost of a serious illness or injury. Once your combined deductible and coinsurance reach this annual limit, the plan pays 100% of your covered expenses for the remainder of the plan year.

Annual Out-of-Pocket Limit

Individual	\$3,000
Family of 2	\$6,000
Family of 3 or more	\$9,000

Each family member must meet his or her individual out-of-pocket limit. For a family of two, the out-of-pocket limit is met when each family member reaches his or her individual out-of-pocket limit, or \$6,000. For families of three or more, the maximum out-of-pocket limit is \$9,000.

Important: Prescription drug copays, confinement fees and non-covered expenses do not count toward the out-of-pocket limit. In addition, services for which the coinsurance is 50% do not count toward the out-of-pocket limit.

Please visit www.nafhealthplans.com (for active employees) or www.nafhealthplans.com/retiree (for retirees) to find detailed information about your medical benefits and coverage.

The Aetna International Traditional Choice Plan

NAF employees who live overseas may enroll in the Aetna International Traditional Choice Plan. The plan's medical benefits are the same as those described in the previous section. In addition, plan participants have access to international health care "concierge" services through Aetna International. Here is just a sample of what is available to help you and your family use your health benefits and receive quality care — no matter where in the world you live.

Multilingual member service professionals, available 24 hours a day by toll-free phone, fax or e-mail, can:

- Assist you with pre-trip planning
- Help you find health care services around the world
- Answer your questions about claims, benefits and coverages
- Process and pay claims in virtually any language and in more than 100 currencies, using a check, wire or direct deposit

The International Health Advisory Team (IHAT) gives you a single point of contact for routine and special health care needs. The team has extensive experience with health care delivery systems throughout the world and can help with medical evacuations, emergencies, medical case management, finding medical devices and prescription medications, and other needs.

A wealth of online health information is available at www.aetnainternational.com. Whether you are on assignment or live overseas, the following online tools can help make it easier to find health care and other vital information:

- A database of international direct-pay hospitals that have contracted with Aetna International to provide quality care to members.
- An international doctor directory with important information about doctors and specialists around the world.
- CityHealthSM profiles, containing information about health risks, vaccinations, local health systems, emergency phone numbers and currencies in hundreds of locations.
- Translation databases for drug names and medical terms and phrases.
- The Aetna IntelliHealth[®] health and wellness website, with up-to-date information about hundreds of topics.

You'll also find security information, travel tips and easy access to claim and other important benefit-related forms.



Earn a Health Incentive Credit

Each year, you will be able to earn Health Incentive Credits as shown in the chart below:

Activity	Health Incentive Credit Earned
Have a preventive care exam (routine physical or well-woman exam — employees, retirees and dependents over age 18)	\$50
Complete or update a Health Assessment on www.aetna.com	\$50
Complete a Simple Steps To A Healthier Life online wellness program	\$50
Complete the Personal Health Record Walk-Me-Through Tool	\$50 (one time only)
Make entries into the Personal Health Record Health Tracker	\$50
Make entries into the Personal Health Record Physical Activity Tracker	\$50
Respond to items on the Member Health Engagement Plan (MHEP) "to-do" list	\$50
Have a preventive care exam (well-child exam — dependents under age 18)	\$100

For an individual, the maximum credit is \$150; the family maximum is \$450. Credits are applied automatically to your deductible and coinsurance* expenses, but will not be applied to copay amounts. Any credit remaining at the end of the year will roll over to the next plan year, for up to three years.

*Coinsurance is the percentage of your covered expenses that you pay after you meet the calendar year deductible

Stay Well with Traditional Choice

Unlike many standard indemnity plans, the Traditional Choice plan provides generous benefits for preventive care services, which can catch problems early and help you and your family stay well. The following routine services are covered at 100% of reasonable and customary charges with no deductible:

- Well-baby care, including doctor visits and immunizations
- One annual physical exam (including immunizations)
- One annual gynecological exam, including a Pap test and lab fees
- One annual mammogram for women age 35 and older
- Other preventive care services for women, including contraceptive drugs and devices, breastfeeding support, counseling for domestic violence and more
- One annual prostate screening for men age 40 and older
- One colonoscopy every 10 years beginning at age 50
- One annual hearing exam and eye exam

Preventive care benefits are a valuable part of your health plan and an important step in staying healthy. We encourage you to visit your doctor for these important exams and screenings.

Prescription Drug Benefits

When you enroll in the Traditional Choice Plan, your prescription drugs will be covered under Aetna's Four Tier Pharmacy Plan. Under this plan, you can fill short-term prescriptions at participating retail pharmacies (up to a 30-day supply) and long-term prescriptions through the mail-order service (up to a 90-day supply).

The Four Tier Pharmacy Plan

Whether you visit a participating retail pharmacy or use the mail-order program, the amount you pay depends on the type of drug used to fill your prescription. As you can see in the chart to the right, your pharmacy plan has three levels, or tiers, of benefits.

- **Tier One:** You pay the least for generic drugs — a flat fee, or copay, of \$10 per prescription. Generic drugs are identified by their chemical names. For example, alendronate sodium is the generic equivalent of Fosamax, a brand-name drug. See *Why generics are a good idea* on the next page.
- **Tier Two:** You pay a \$35 copay per prescription for Tier Two (preferred) brand-name drugs on the plan's Preferred Drug List. See *About the Preferred Drug List* on the next page.
- **Tier Three:** For Tier Three medications, (non-preferred) brand-name drugs, you pay 35% of the price that has been negotiated for the drug with participating pharmacies, up to a maximum of \$125 per prescription at retail pharmacies and \$250 per prescription using the mail-order service.
- **Tier Four:** You pay the most for Tier Four specialty drugs. You pay 40% that has been negotiated for the drug with specialty pharmacy, up to a maximum of \$125 per prescription at retail pharmacies and \$250 per prescription using the mail-order service. Aetna Specialty Pharmacy® fills prescriptions for specialty drugs.

Important: The plan does not cover prescription drugs purchased at non-participating pharmacies in the United States, the District of Columbia, Puerto Rico, Guam or the U.S. Virgin Islands.

The chart shows how much you'll pay for prescription drugs:

Using a participating retail pharmacy:	Your cost for up to a 30-day supply:
Tier One – Generic drugs	\$10 copay per prescription
Tier Two – Preferred brand-name drugs	\$35 copay per prescription
Tier Three – Non-preferred brand-name drugs	35% of negotiated price* The minimum you pay per prescription is \$60; maximum is \$125
Tier Four – Specialty drugs	40% of negotiated price* The minimum you pay per prescription is \$60; maximum is \$125

Using the mail-order program:	Your cost for a 31 – 90-day supply:**
Tier One – Generic drugs	\$20 copay per prescription
Tier Two – Preferred brand-name drugs	\$70 copay per prescription
Tier Three – Non-preferred brand-name drugs	35% of negotiated price* The minimum you pay per prescription is \$120; maximum is \$250
Tier Four – Specialty drugs	40% of negotiated price* The minimum you pay per prescription is \$120; maximum is \$250

*Participating pharmacies agree to charge discounted prices for prescriptions filled by Aetna members. Your share of Tier Three and Tier Four drug costs is a percentage of these discounted (or "negotiated") prices.

**For up to a 30-day supply through mail order, the retail copays listed above will apply.



Pharmacy Advisor®

Aetna's Pharmacy Advisor program gives you toll-free telephone access to pharmacists who can provide advice guidance on:

- Medication side effects or missed doses
- Questions to ask your doctor
- Staying on track with multiple medications
- Gaps in your treatment regimen

Your Pharmacy Advisor may also send you educational materials with more information related to your question or concern. To talk with a Pharmacy Advisor pharmacist, call toll-free at **1-877-418-4128**, Monday through Friday, 9 a.m. to 8 p.m., or 9 a.m. to 5:30 p.m. Saturday, Central Time.

Visit a Participating Retail Pharmacy

When you need to fill a short-term prescription, you can get up to a 30-day supply of medication at retail pharmacies that belong to the Aetna network (called participating pharmacies). Just take your prescription and your Aetna medical plan ID card to any of more than 68,000* participating pharmacies located in the United States, the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands. Depending on the type of drug prescribed, you pay your share of the cost in full at the time of purchase, as shown in the chart on this page. There's no need to complete a claim form.

To find a participating pharmacy near you, use the DocFind online provider directory at www.aetna.com (turn to *Online Resources* on pages 8 and 9 in this guide for more about DocFind). Or, call Member Services for a listing of participating pharmacies.

Use the Aetna Rx Home Delivery® Program

Use Aetna's mail-order program to save on medications you need on a regular, long-term basis. You may order a 31 – 90-day supply and enjoy the convenience of home delivery. Shipping is free and the packaging is confidential. In addition, you'll pay less for your medications than you would at a participating retail pharmacy. You can order a 90-day supply of medication for what you would pay for a 60-day supply at a participating retail pharmacy.

If you have questions about your prescription, registered pharmacists are available to answer them 24 hours a day, 7 days a week. It's also good to know that mail-order pharmacies use the same quality and accuracy checks for prescriptions as participating retail pharmacies. For more information, visit Aetna Navigator at www.aetna.com or call (toll free) **1-866-612-3862**.

*Aetna Enterprise Provider Database.

Prescriptions Obtained Overseas

While you are overseas, you should fill short-term prescriptions (up to a 30-day supply) at a local pharmacy. The expense will be covered at:

- 100% after deductible for generic drugs
- 80% after deductible for brand-name drugs

You will need to submit a claim form to Aetna using the address printed on your Aetna member ID card to be reimbursed for your covered expenses.

Also, while you are overseas, the Four Tier Pharmacy Plan is available only for long-term prescriptions (up to a 90-day supply) that you order through the Aetna Rx Home Delivery Program. In order to use the mail-order service, prescriptions must be issued by a doctor licensed to practice in the United States, the District of Columbia, Puerto Rico, Guam or the U.S. Virgin Islands. Prescriptions must be sent to an APO or FPO mailing address.

Estimate the Cost of Prescriptions Online

Aetna Navigator features Price-A-DrugSM, an online cost of care tool that allows you to:

- Estimate the cost of a prescription drug from a local retail pharmacy or the mail-order service.
- See if alternative drug choices, including generics, could save you money.
- Learn key facts about your medications, such as how they are used and any side effects.
- Find out if there are any coverage limitations for a certain drug.

To use Price-A-Drug, log in to Aetna Navigator and click the *Aetna Pharmacy* link at the top of your home page. On the Aetna Pharmacy Overview page, click the link to *Get drug prices*.



The Preferred Drug List

The Preferred Drug List shows the generic and brand-name drugs that are covered under your plan. This list is also called the "formulary." All drugs on the list were chosen based on quality and cost effectiveness.

For each drug on the list, you'll see which tier it belongs to in the Four Tier Pharmacy Plan. The chart on page 5 shows you what you will pay for the drugs in each of the plan's tiers.

If you are currently taking a brand-name drug, you can check the Preferred Drug List for your medication to see whether it is preferred (Tier Two), non-preferred (Tier Three) or specialty (Tier Four). The listing for your medication will also display the name(s) of the generic(s) that can be used as a substitute. While not all brand-name drugs have a generic equivalent, many do. If a generic is available for the medication you're taking, talk with your doctor about switching to the generic drug so that the lower copay will apply to your prescription cost. If you are using a brand-name drug that does not have a generic equivalent, you may want to ask your doctor about switching to an equally effective alternative drug that does have a generic equivalent.

Why generics are a good idea: When your doctor prescribes generic medications, you pay the lowest copay under the plan. It's important to know that generics have been approved by the FDA as safe and effective. They contain the same active ingredients in the same amounts as brand-name drugs, although they may be a different size, color or shape.

Tobacco Cessation Medications

If you're ready to quit using tobacco, your DoD NAF Health Benefits Program can help. The tobacco cessation benefit makes it easy for you to find and afford the combination of medication and counseling that works best for you. Benefits include full coverage (no copayments) for a 180-day supply of the following FDA-approved medications:

- Bupropion SR
- Nicotine inhaler
- Varenicline
- Nicotine gum
- Nicotine lozenges
- Nicotine patch
- Nicotine nasal spray

To take advantage of this benefit, you must obtain a prescription from your doctor. Your plan will cover eight smoking cessation counseling sessions per calendar year. For more information about pharmacy and counseling benefits for smoking cessation, call Aetna Member Services at 1-800-367-6276.

Anti-Obesity Medications

Medications used to control weight, covered at their applicable pharmacy tier cost, are part of your DoD NAF Health Benefits Program. Some examples include Belviq (Lorcaserin) and Qsymia (Phentermine/topiramate ER). Learn more about this category of drug at www.aetna.com/products/rxnon-medicare/data/2014/MISC/antiobesity.html.

Learn More About Your Rx Benefits

- Online: Log in to Aetna Navigator at www.aetna.com
- E-mail: Click *Contact Us* to e-mail Member Services from Aetna Navigator
- Telephone: Call Member Services at 1-800-367-6276



Online Resources

As an Aetna member, you'll have access to the following online services:

Aetna Navigator

Once you've enrolled with Aetna, you can register to use Aetna Navigator, a secure member website that offers information to help you manage your health and benefits.

On Aetna Navigator, you'll have a personalized home page, plus access to:

- **DocFind**, the online provider directory listing the doctors, dentists, pharmacies, hospitals and other health care providers in the Aetna network.
- **Benefit information**, including a list of covered family members, claim information, and the care management, wellness and health-improvement programs included with the plan.
- **Pharmacy information**, including the Preferred Drug List and the Aetna Rx Home Delivery mail-order service.
- **Your Personal Health Record (PHR)**, an online medical record gathered from your claims, the Simple Steps To A Healthier Life health assessment and facts you provide on your own. For more about the PHR, see the next page.
- **Cost of care tools**, online tools that let you research and compare costs before you receive care.

These tools include:

- **Member Payment Estimator**, which lets you search for and compare costs for common procedures, treatments and physician services. It factors in your medical plan details, to give you a real-time cost estimate based on your actual benefits.
- **Price-a-Drug**, that lets you compare medication costs and lower-priced alternatives
- **Hospital Comparison Tool**, that lets you compare facilities in your area based on criteria, such as complication rates and length of stay.

To access these tools, look for the Cost of Care box on your Aetna Navigator home page. Log in at www.aetna.com.

- **Claim features and services** that let you check the status of a claim, find out about claim payments, view Explanation of Benefits (EOB) statements and ask for e-mail alerts when new information becomes available. You can e-mail Member Services with important information already filled in. You can download claim forms, too.
- **Self-service features** that let you take care of personal benefit business, such as printing a temporary ID card, downloading and printing standard Aetna forms and updating personal information.

- **Reliable, up-to-date information** on health conditions and other related topics through Aetna IntelliHealth® and Healthwise® Knowledgebase wellness websites.
- **Member Services**, through secure and confidential e-mail. You can e-mail Member Services with questions and requests, right from Aetna Navigator.

You'll also find more information about Aetna health and wellness programs and discounts on health-related products and services described on pages 11 through 14 of this guide.

Where to Start

There's a lot to see and do at Aetna Navigator. To get started, visit www.aetna.com and click on the *Log In/Register* link. Follow the prompts to register. Need help? Ann, the Aetna Virtual Assistant, provides personal responses to your questions about registering and logging in to Aetna Navigator.

DocFind

DocFind is an online provider directory, where you can search for doctors, hospitals and other providers both in and outside the Aetna network.

- Go to www.aetna.com.
- Scroll down or use the menu to click on *Find a Doctor*.
- If you are an Aetna member and registered with Aetna Navigator, you can log in. On your home page, click on *I want to Find a Doctor, Pharmacy or Facility*.
- Once in DocFind, provide the geographic information requested to start your search.
- Choose a *Provider Category* and a *Provider Type*.
- If you are an Aetna member, under *Select a Plan*, scroll down to find *Aetna Standard Plans* and select *Traditional Choice®* for medical providers. For dental providers, select *Dental PPO/DPDN*.

Once you've registered with Aetna Navigator, your plan name and zip code will be filled in automatically when you sign in and use DocFind.

For each doctor, DocFind provides information about his or her credentials and practice, including medical school attended, hospital affiliation(s), board certification, health plans accepted, languages spoken, office location and hours, and parking and handicap access. You can even get maps and driving directions to find a doctor's office.

You can also use DocFind through your Aetna Mobile app.

Important: DocFind is updated 6 days per week, so it contains the most current information available.

iTriage®

iTriage is a free mobile and web app that helps you navigate the complicated world of health care. With iTriage, you can:

- Look up symptoms and conditions using an interactive map of the human body
- Find the right doctors and services for your problem or condition
- Learn about medications
- Book appointments and get directions to a facility or doctor's office
- Look up hospital emergency room wait times.

You can use iTriage on your Android™ phone or your iPhone®, iPod® or iPad®. Get it *free* at the Android™ Market on Google Play™ or Apple iTunes® App Store.

Personal Health Record (PHR)

The PHR is an online service that provides a secure and confidential place for all your health information. Each time you have a new medical claim, it's automatically added to your PHR. You can add your own information too. You can even give permission for your doctor to see your PHR.

Your PHR also provides health alerts and reminders from MedQuery®, a health-monitoring system. MedQuery gathers information from your health PHR and compares your information to the latest medical knowledge. If it sees a chance to improve your care, it posts an alert on your PHR home page and sends an e-mail to notify you of the posting. Your doctor also receives an alert by telephone or fax.

You can earn Health Incentive Credits for using certain PHR features. Here's how it works:

- When you view your PHR, you can use the *Walk-Me-Through Tool* to learn about features and see how to enter your own information. Complete the Walk-Me-Through Tool to earn a \$50 incentive.
- With the *Personal Health Record Health Tracker*, you enter health-related facts and figures. When you reach the maximum number of tracked entries (45 entries each for asthma peak flow, blood glucose and blood pressure, and 9 entries for body weight), you'll earn a \$50 incentive.
- With the *Personal Health Record Physical Activity Tracker*, you enter minutes spent exercising (up to 60 minutes per day). Once you reach 1,200 minutes, you will earn a \$50 incentive.

- You can also earn a credit when you complete items on your *Member Health Engagement Plan*. These can include actions such as eating healthier or tracking your weight. As long as you complete one item on your "to-do" list, you will earn a \$50 incentive.

To find your PHR, visit www.aetna.com and log in to Aetna Navigator.

All information in your PHR is *kept secure and confidential*. It is *never* shared with your DoD NAF employer. Only you can see the information in your PHR, unless you decide to let your doctor see it as well.

PatientsLikeMe

PatientsLikeMe combines social networking (with over 240,000 members) and the latest research-based information to help Aetna members improve how they live with various health conditions.

To get started with this free app, look for the link to PatientsLikeMe on your Navigator home page.

Your privacy is protected. Any personal information you share as part of this program is kept secure and confidential.

Go Mobile with Aetna

With Aetna Mobile you can use any web-enabled mobile device to view health plan information whenever and wherever you want. The free app lets you find in-network doctors, check prescription costs and much more. The app works with Apple® and Android mobile devices. To download, text "Apps" to 44040,* or visit www.aetna.com/mobile.

You can also use the free Aetna International Provider Directory App to search Aetna's international network of 100,000 health care providers. The app gives you address and contact information, lets you see providers on a map and calculates the distance to the office or facility.

To download, visit the App Store or Google Play from your device and search "Aetna."

*Standard text messaging rates may apply.

Smartphone users:

Use your QR scanner application for fast access to Aetna Navigator.



Aetna.com

Health and Wellness Programs

When you enroll in Traditional Choice, you and your family can take advantage of special programs that help you live healthier.

Simple Steps To A Healthier Life®

Simple Steps To A Healthier Life is an online wellness program that gives you information, tools and guidance to improve your diet, get in shape, cope with stress and learn about ways to enjoy better health at all stages of life. Here's how it works:

Step 1 — Complete the Health Assessment

The health assessment is a secure, confidential questionnaire that helps identify your personal health risks. The questions cover such areas as eating habits, exercise, tobacco and alcohol use, dental health, safety practices, emotional health, preventive practices and screenings, family history and work-life balance. It will calculate your body mass index (BMI), so be sure to have your current height and weight information handy. It will also ask about your most recent health screening results, such as blood pressure, cholesterol and glucose levels. The assessment will take about 20 minutes to complete. Remember, the more complete and accurate your answers, the more helpful the program will be to you.

It's Secure and Confidential

Any information you provide as part of the Simple Steps To A Healthier Life program is kept strictly confidential and is **not** shared with your DoD NAF employer. To access the health assessment, go to www.aetna.com and log in to Aetna Navigator. Look for *I want to . . . Take a Health Assessment* on the left side of your home page.

Earn a \$50 Health Incentive Credit

When you complete the online health assessment, a \$50 Health Incentive Credit will be applied to your deductible or coinsurance expenses.* Your covered dependents, age 18 and above, can also earn the credit by completing the assessment.

*Credit does not apply to copay amounts.

Step 2 — Receive a Personalized Health Report and Action Plan

Based on your answers to the health assessment, you will receive an e-mail with a recommended program based on your unique needs. You can choose to participate in that program or any of the other available online interactive wellness programs. The best part is you decide how you want to proceed, and you work through the programs at your own pace.

Step 3 — Use the Online Wellness Coaching Programs to Reach Your Goals

Programs are available to help you:

- Deal with stress and achieve balance
- Manage your weight
- Learn about nutrition and healthy eating
- Overcome depression
- Sleep better
- Quit smoking

You'll get a personalized plan with the tools, tips and features you need to succeed. Each of your recommended programs walks you through simple, yet effective, actions you can take and changes you can make that are realistic and fit into your daily life. You can have fun, too. Download your new exercise routine into your iPod®. Find healthier versions of the foods you love.

Earn a \$50 Health Incentive Credit

When you complete one online wellness program, a \$50 Health Incentive Credit will be applied to your deductible or coinsurance expenses.*

*Credit does not apply to copay amounts.

Stay Up to Date

Remember, your answers to the health assessment aren't set in stone. You can go back whenever you like to update and add information. For example, you can add your most recent blood pressure, cholesterol and other test results. When you do, you'll receive an updated program plan based on your current needs.



Aetna Health ConnectionsSM Disease Management Program

(This program is not available to overseas employees)

If you're living with one or more continuing health conditions, your Aetna plan can help. The Aetna Health Connections program provides information and counseling from nurses trained in more than 35 different diseases and conditions, including diabetes, asthma, back pain, osteoporosis and cystic fibrosis.

Living well with a chronic condition often means embracing a lifestyle change — which isn't always easy. Aetna nurses can help you manage your disease by helping you better understand your condition and your doctor-prescribed treatment plan. Through telephone calls from trained, experienced nurses, the program provides caring outreach and personal attention.

If you have a chronic condition, a program nurse will contact you to invite you to participate. If you accept, your nurse consultant will work with you to develop a personal action plan to help you manage your condition and address your unique health needs. Your plan will incorporate the latest information on your condition, provide one-on-one counseling and, if needed, it may involve the services of other clinical professionals, such as nutritionists, weight-loss counselors and pharmacists.

Your Privacy is Protected

An important thing to keep in mind about all these services is that they're confidential. The information you exchange with Aetna nurses is kept secure and confidential and is not shared with your DoD NAF employer. The program is voluntary, so you have the option to participate — or not. Remember, it's about you and your good health.

Another point to remember is that the information and advice the Aetna nurse provides are not a substitute for the continuing care and services of your doctor. The idea is to provide support and information that help you better understand and follow your doctor's advice and treatment.

Why Participate in Aetna Health Connections?

- It offers personalized help, information and advice from a trained medical professional
- It's secure and confidential
- It's available to you at no extra cost
- It provides support for more than 35 conditions

If an Aetna nurse contacts you, we hope you'll take advantage of all he or she has to offer. Think of it as having your own health consultant — a knowledgeable medical professional with answers, ideas and advice you can put into action every day.

If you're living with one or more chronic conditions (or believe you may be at risk), you can call Aetna at **1-866-269-4500** to learn more about the personal help that is available to you, and get started with the program. You can also submit a request through Aetna Navigator at www.aetna.com.

24/7 Nurse Line: 1-800-556-1555

Informed Health[®] Line is a toll-free number you can call anytime — 24 hours a day, 7 days a week, 365 days a year — for answers to health-related questions and information to help you make sound decisions and choices.

Call the Informed Health Line to Talk With a Nurse

When you have a health question or concern or a health-related decision to make, you can call the Informed Health Line to talk with a trained registered nurse who will:

- Answer health-related questions
- Help you decide whether to go to a hospital emergency room
- Tell you how to take care of a health problem until you can see a doctor
- Help you understand health problems and how they are treated
- Give you guidance on what questions to ask your doctor
- Give you the facts about the latest medical treatments and procedures, and explain their risks and benefits

While the Informed Health Line nurses can't prescribe drugs or diagnose medical conditions, they can give you advice, help you with your choices, and also coach you on how to communicate better with your doctor.

The National Medical Excellence Program

For help with extremely complex medical procedures, the Traditional Choice Plan offers the National Medical Excellence Program[®] from Aetna. This voluntary program provides care coordination and other services when your doctor decides that you need to have a highly specialized medical procedure, such as bariatric surgery or an organ transplant. Coverage includes surgery for organ and tissue transplants, such as heart, lung, liver, bone marrow, kidney and pancreas. Certain organ transplant combinations are also covered.

The procedure will be performed at a designated Institutes of Excellence[™] hospital. These hospitals have national reputations for their skill with certain types of organ transplants and complex medical care. Surgical teams at these hospitals perform many of these specialized procedures and have a proven track record of success.

Your doctor and an Aetna case manager will coordinate your care. If the hospital is more than 100 miles from your home, you will also receive a travel and lodging benefit for you and one companion.

Dental Benefits

When you enroll in the Traditional Choice Plan, or an HMO plan with no dental coverage, you are also eligible to enroll in the Passive PPO Dental Plan. NAF employees who live overseas and enroll in the Traditional Choice Plan are eligible to enroll in the Aetna International Dental Plan. This plan offers the same coverage as the Passive PPO Dental Plan, except that you may visit any licensed dentist and still receive benefits.

The Passive PPO Dental Plan

The Passive PPO Dental Plan offers generous coverage for preventive care services and gives you the freedom to use any licensed dentist you wish. It also gives you the opportunity to save money when you receive dental care from a dentist who belongs to the Aetna dental preferred provider network.

How the Plan Works

Network dentists have negotiated their fees with Aetna. They generally charge less than non-network dentists, so your benefits are based on a lower cost. This means you pay less for your dental care. Network dental providers also file claims for you.

When you receive care from a dentist who does not participate in the Aetna dental network, your benefits are based on the reasonable and customary charge for that service in your geographic area — which is higher than the negotiated fee. As a result, your share of the cost may be higher. In addition, you may need to file your own claims with Aetna to be reimbursed for your covered expenses.

Using a network dentist is voluntary. Either way, the same services are covered. To encourage good dental health, the plan pays 100% for preventive care services, with no deductible. For more advanced care, the plan pays a portion of the expense, depending on the services you receive.

Please visit www.nafhealthplans.com (for active employees) or www.nafhealthplans.com/retiree (for retirees) to see a Summary of Benefits chart that displays how dental services are covered under the plan.

Finding Network Dentists

To find a network dentist near you, use DocFind. For more about using DocFind, turn to page 9. You can also request a printed directory by calling Member Services at 1-800-367-6276.

The Aetna International Dental Plan

The Aetna International Dental Plan pays 100% for preventive care services, with no deductible. For more advanced care, the plan pays a portion of the expense, depending on the type of service you receive. When you are overseas, you may visit any dentist and receive benefits from the plan. If you decide to seek dental care while in the United States, you can take advantage of the stateside Passive PPO Dental Plan described previously.

Finding Dentists

For help with dental care overseas, you can call the Aetna International Service Center toll free at 1-888-506-2278 or e-mail aiservice@aetna.com.

Important: You must enroll in the Traditional Choice Plan, or an HMO medical plan that does not offer dental coverage, in order to elect the Passive PPO Dental Plan described in this section.

DoD NAF employees who live overseas must enroll in the Aetna International Traditional Choice Medical Plan in order to elect the Passive PPO Dental Plan. Overseas employees may also elect the Stand Alone Dental Plan under the DoD NAF Health Benefits Program.

The Stand Alone Dental Plan

If you are looking for dental, but not medical coverage, you may choose to enroll in the Stand Alone Dental Plan for dental-only benefits during Open Enrollment or during the eligibility period for new hires. The Stand Alone Dental Plan cannot be combined with enrollment in a medical plan under the DoD NAF Health Benefits Program.

Information about the Stand Alone Dental Plan is available at www.nafhealthplans.com.



Discount Program

Once you've enrolled in an Aetna plan, you can take advantage of discounts to save on health-related products and services. To learn more about your discounts and how to use them, call Member Services at **1-800-367-6276**. Or, you can go to www.aetna.com, and log in to Aetna Navigator and link to the Discount Program.

Attention Overseas Employees!

The Discount Program described in this section relies on stateside provider networks. As a result, it is not available overseas. You and your dependents can take advantage of these discounts when you are stateside, and covered dependents living in the United States can use them anytime.

Vision Discounts

The Aetna vision discounts helps you and your covered family members save on eye care products and services, including eyeglasses, contact lenses and solution, and LASIK surgery. You can even get discounts on such items as eyeglass chains, designer frames, sunglasses and other vision accessories not usually covered by insurance.

To use your discount, simply visit a participating provider and show your Aetna member ID card. You can choose from thousands of providers, including national chains, such as Pearle Vision®, Lenscrafters®, JCPenney® Optical, Target Optical® and participating Sears Optical® locations. To find a provider, use DocFind at www.aetna.com. Enter "Vision discounts" in the "What are you looking for?" box, then click "Vision Routine Eyewear and Exam" for a provider directory.

Hearing Discounts

You and your covered family members can save on hearing exams and the latest hearing aid styles and technologies with the Aetna hearing discounts. You have two ways to save:

- With **Hearing Care Solutions**, you can save up to 63% on a large selection of hearing aids. You'll also save on batteries and in-office service (for one year) and get free cleanings, checks and battery-door replacements for the life of your hearing aid.
- With **HearPO®**, you save on hearing aids (including programmable and digital types), batteries, hearing exams and hearing aid repairs.

Fitness Discounts

With the Aetna fitness discounts, you and your covered family members can get discounts on health club memberships* and certain home exercise equipment and videos. The program is offered through GlobalFit®, one of the nation's leading providers of fitness services and facilities, with more than 10,000 locations nationwide. Discounts include special membership rates, free guest passes,** guest privileges and easy billing through your bank account or credit card, as well as access to at-home weight-loss programs and personal health coaching.

*At some clubs, program participation may be available only to new club members.

**Not available in all areas.

Natural Products and Services Discounts

Aetna uses its bargaining power to offer you and your covered family members discounts on complementary health and wellness products and services through the Aetna natural products and services discounts. Offered by ChooseHealthy™, the program provides discounts on:

- Acupuncture
- Chiropractic care
- Massage therapy
- Nutrition counseling from registered dietitians

The program also provides discounts on healthy lifestyle products, including over-the-counter vitamins, herbal and nutritional supplements, aromatherapy, yoga equipment and more at www.choosehealthy.com.

You can find participating natural therapy professionals on DocFind. To use the discounts, visit one of the participating providers, show your Aetna ID card, and pay the special discounted fee when you receive the service.



Weight Management Discounts

The Aetna weight management discounts offers special rates on today's most popular weight-loss programs and meal plans. You can save on:

- CalorieKing™ – Join an annual or monthly program and get a 7-day free trial period.¹ You'll receive a discount when you continue your annual program membership.² Save on products in the online store, search an extensive food database and more.
- Jenny Craig® – Choose from a free 30-day program or a discount on a Premium Program.³ Get weekly face-to-face support at one of over 450 locations or talk with counselors by telephone.
- Nutrisystem® – Save on any 28-Day Nutrisystem Success meal plan.⁴ Enjoy a larger discount when you sign up for Auto-Delivery.⁵

More savings!

Aetna also offers discounts on:

- Sonic toothbrushes and water-jet flossers from Waterpik®
- Gum, toothpastes and mouth rinses from Epic™ Dental
- An automatic home blood pressure monitor with Omron
- Books and other items from the American Cancer Society® bookstore and **MayoClinic.com** bookstore
- Yoga DVDs, books and online videos through Pranamaya®

To learn more about your discounts and get started using them, log in to Aetna Navigator at www.aetna.com. On your home page, click on *Coverage & Benefits* in the top bar and you'll see the link for *Discounts*.

¹You can cancel your program membership at any time during the first 7 days by logging in to the program and following the instructions in Payment and Account Detail under Account Settings. If you don't cancel during the first 7 days, your credit card will be charged on the 8th day.

²If you are already a CalorieKing member, you will need to terminate your current account and rejoin to receive the Aetna discount.

³Plus the cost of food. Plus the cost of shipping (if applicable). Offer applies to initial enrollment fee only and is valid only at participating Centers and through Jenny Craig At Home. Each offer is a separate offer and can be used only once per member. No cash value. Restrictions apply.

⁴The Aetna discount offers do not apply to any plan in which you are already enrolled. To receive the discount, you must wait until your current plan ends. If you are enrolled in Auto-Delivery, you must cancel it and then re-enroll to receive the Aetna discount.

⁵Offer good on new 28-Day Auto-Delivery orders only. With Auto-Delivery, you receive a discount off Nutrisystem's regular 28-Day Plan price and free shipping to the continental U.S. only.

Aetna Member Services: 1-800-367-6276

Once you're enrolled in an Aetna plan, help and information are just a phone call or e-mail away. You can contact Aetna Member Services:

- For information about network doctors and hospitals, including a doctor's credentials and if he or she is accepting new patients
- For information about benefits under your plan
- To precertify hospital care, if required
- To check the status of a claim or benefit payment
- To request replacement ID cards
- For eligibility questions

Member Services representatives are available 24/7 at **1-800-367-6276**. You may also send an e-mail to Member Services through Aetna Navigator (www.aetna.com) once you've registered.

Aetna International Member Services

(available 24-hours a day, 7 days a week)

Telephone:

Within the United States 1-888-506-2278
International Use the appropriate AT&T access code or call collect at 1-813-775-0189

Fax:

Within the United States 1-859-425-3363
International Use the appropriate AT&T access code plus 1-800-475-8751

TDD:

(hearing impaired) 1-800-325-6273

E-mail:

aiservice@aetna.com

Claim Address:

Aetna International
P.O. Box 981543
El Paso, TX 79998-1543 USA

Overnight

Delivery Address:

ACS
Attention: Aetna International
7777 Market Center Avenue
Suite E
El Paso, TX 79912-8411 USA

Website:

www.aetnainternational.com

Enrollment Instructions

During Open Enrollment

If you are currently enrolled in Traditional Choice, your coverage will automatically continue as long as you and any covered dependents remain eligible. Your current medical plan election will remain in place unless there has been a network change in your area. For example, if you are currently enrolled in Traditional Choice and, due to a network change, Open Choice is now established in your area, you will automatically be converted to the Open Choice PPO Plan. If you are eligible and decide to make a change for next year, you will need to complete the enrollment process.

To enroll for benefits and/or make changes to current elections, go to www.nafhealthplans.com. There you will find detailed information about the plans available to you, and instructions for enrolling.

Dependent Eligibility

During Open Enrollment, you may add or delete dependents from your coverage.

You may also enroll as dependents:

- Your adult children through the entire month of their 26th birthday, even if they no longer live with you, are no longer students, and whether or not coverage is available to them through an employer health plan or spouse's employer-sponsored health plan. Supporting documentation to validate the parent-child relationship will be required.
- Your same-sex domestic partner and his/her eligible children. Supporting documentation to validate the relationship will be required.

Same-Sex Spouse Eligibility

On June 26, 2013, the Supreme Court ruled that Section 3 of the Defense of Marriage Act (DOMA) was unconstitutional. As a result, same-sex spouses of eligible NAF employees and retirees are able to access the same benefits available to opposite sex spouses under the DoD NAF Health Benefits Program. Enrollees who were married to a same-sex spouse before June 26, 2013 should notify their respective NAF employer for enrollment actions.

New Employees and Newly Eligible Employees

Newly hired and newly eligible employees must enroll within 31 days of eligibility in order to have coverage under the DoD NAF Health Benefits Program. Otherwise, you will need to wait for the next Open Enrollment period to enroll in the plan. To enroll, go to www.nafhealthplans.com. There you will find detailed information about the plans available to you, and instructions for enrolling.

Retirees

If you are currently enrolled in Traditional Choice, your coverage will automatically continue. You may make changes to your coverage elections during the year if you have a qualified family status change. Please contact your supporting Human Resources Office for detailed information and instructions.

Remember that you must enroll in Medicare Parts A and B once you turn 65. Eligibility criteria for continuing coverage after retirement apply.

Coverage for Newborns

In order for your newborn to be covered, you must enroll your baby in the plan within 31 days of his or her birth date. Coverage will be effective as of the date of birth. Please contact your supporting Human Resources Office for details.

Dual Eligibility

Keep in mind that you cannot be covered under the plan as both an employee and a dependent, or as a dependent of more than one employee.

Also, you cannot be covered under the plan as an active by one NAF employer and as a retiree by another NAF employer.



This brochure highlights the key features of the DoD NAF Health Benefits Program. It does not attempt to cover all plan details, which are contained in the official Plan Documents and insurance contracts that govern the operation of the various plans within the program. Please reference the Summary Plan Description (SPD) for a complete description of benefits, exclusions, limitations and conditions of coverage. Should there be any conflict between the information in this brochure and the provisions of the legal documents and contracts, the terms of those documents and contracts will control.

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