



Welcome

Get to know the Aetna® network

Visit AetnaResource.com/p/FresnoUSD



Fresno Unified School District

Better together

At Aetna®, part of the CVS Health® family, we put you at the heart of everything we do.

Starting January 1, 2022, your in-network medical services will be provided by the Aetna nationwide Choice POS II Provider network. It's available through Fresno Unified School District's PPO Plan Options A and B. Delta Health Systems will still be your primary contact for PPO plan member services and claims.

What this means for you

Better access — You can get care from a nationwide network of providers.

Same doctors — Chances are your current providers are part of the broad Aetna network.

No referrals — Referrals aren't needed to see any network doctor.

Cost savings — You'll pay less out of pocket when you get care from in-network providers.

Find medical providers in the Aetna network

Your options include medical doctors and specialists, like primary care providers, pediatricians, cardiologists and ob/gyns. They also include hospitals, physical therapy centers, nursing facilities and more.

1. Go to AetnaResource.com/p/FresnoUSD to get started or scan the QR code.
2. Click the Find an Aetna Choice POS II Provider button.
3. Continue as a guest and enter your location.
4. Find in-network medical providers in your area.



You can visit providers who aren't part of the Aetna network. But you'll likely pay more out of pocket and have to file your own claims.

CarePass® membership

Starting January 1, 2022, you can register for a CarePass membership at **no cost** as part of your Aetna network benefits. Enjoy in-store and online perks that make healthier easier — from monthly rewards to discounts on thousands of your favorite CVS Health® brand products.



\$10 CVS Health reward every month* — Stock up on must-have items, everything from baby formula to bandages.



Discounts on your favorite items — Receive 20% savings on thousands of CVS Health products through your CVS ExtraCare® card** and no-cost one- to two-day shipping with no minimums.*** You can have your entire order shipped at no cost when you select at least one CarePass-eligible item.

*See back cover for all disclaimers.

Keep in mind

The following services and providers are not part of your Aetna network through the District's PPO plans, even though you may see them listed in the online directory:

- Acupuncture
- Chiropractic
- Dental
- Mental health
- Pharmacy
- Substance use
- Sutter Health Systems providers
- Vision

Visit JHMBHealthConnect.com/locating-network-providers for details on finding providers for these specific services.



We've got you covered

Transition-of-care benefits

If you're receiving ongoing treatment from a provider who used to be in network but is not in the Aetna® network, you can apply for transition-of-care (TOC) benefits. If approved, you can continue to see your current provider. Benefits will be paid based on in-network coverage for a short period of time, usually 90 days.

Here are some situations that may qualify for transition of care:

- Chemotherapy or radiation therapy
- Organ transplants
- Pregnancy
- Physical, occupational or speech therapy
- Terminal illness

To learn more and apply, call Delta Health Systems at **1-800-807-0820** and ask for a Transition Coverage Request form. Or go to AetnaResource.com/p/FresnoUSD to download the form.

Precertification

Certain services require precertification. Coverage may not be approved without it, so it's important to ask your doctor if a treatment, surgery, hospitalization or procedure is going to require prior authorization. Your doctor's office will start the process and communicate with Aetna. You don't need to do anything. Go to AetnaResource.com/p/FresnoUSD to download Aetna Precertification Information. This is a full list of services and medications that need precertification from Aetna.

24-Hour Nurse Line

Talk with a registered nurse about health issues — anytime, day or night. While only your doctor can diagnose, prescribe or give medical advice, our nurses can provide information on a variety of health topics. Call **1-800-556-1555 (TTY: 711)**.



Questions?

The Frequently Asked Questions (FAQs) guide included in this packet can help with that.

*FOR \$10 PROMO REWARD: May take up to 72 hours to load to ExtraCare® account. Reward expires on stated expiration date. Cannot be used toward renewal of CarePass® membership. Only redeemable in participating CVS Pharmacy® locations or online at CVS.com® for merchandise. Minimum \$10 purchase (excluding taxes and fees) for CVS.com purchases. Rewards are promotional, have no cash value and are not redeemable for cash. Promo rewards and coupons may be processed in any order. Sales tax may be charged pre-coupon. Cannot be exchanged for cash or gift card and may not be reissued or prorated for refund. Excludes alcohol, lottery, money orders, prescriptions and copays, pseudoephedrine/ephedrine products, postage stamps, prepaid cards, gift cards, newspapers and magazines, milk (where required by law or regulation), bottle deposits, bus passes, hunting and fishing licenses, any imposed governmental fees and items reimbursed by a government health plan. See CarePass terms and conditions.

**FOR 20% OFF CVS HEALTH®-BRAND PRODUCTS: Excludes alcohol, prescriptions and copays, pseudoephedrine/ephedrine products, prepaid cards, gift cards and items reimbursed by a government health plan. 20% discount automatically applied to ExtraCare card. Applies only to non-sale and non-promo items. 20% discount applies to products labeled CVS Health or Live Better™ by CVS Health. 20% discount is not valid on other CVS® brands such as CVS Pharmacy, Beauty 360®, CVS, Gold Emblem® or Gold Emblem abound®. CVS reserves the right to apply the 20% discounts to qualifying items in any order within the transaction. Certain restrictions apply.

***FOR FREE ONE- TO TWO-DAY SHIPPING: Shipping benefits depend on inventory availability, order deadlines and shipping address. Shipping is FREE when at least one CarePass-eligible item is added to an online basket. CarePass FREE shipping badge will be displayed on each CarePass-eligible item. Certain items are ineligible for FREE shipping due to size, weight or shipping characteristics (e.g., hazmat or large cube items) and may be excluded. Special product, order, handling fees and/or taxes may still apply. Order cutoff times apply. Delivery of nonprescription items benefit does not include delivery from third-party services like Instacart. See restrictions and additional shipping information.

Policies and plans are insured and/or administered by Aetna Life Insurance Company or its affiliates (Aetna). Providers are independent contractors and are not agents of Aetna®. Provider participation may change without notice. Aetna and CVS Pharmacy are part of the CVS Health family of companies. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna plans.

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