



<Street address
City, State ZIP>

<Addressee>
<Street Address>
<City, State, ZIP+4>

<Date>

A new Aetna® ID card is on the way

You'll get your new ID cards in the mail by mid-January 2023.

What's changing

Your benefits coverage and network are staying the same. We're sending you a new card because your group number is changing in 2023. The new card will also have more information about your plan's coverage amounts. This can help you at the doctor's office.

You can keep using your current ID card until you get your new one.* When you do get your new ID card, discard your old one. Share the new card with any providers you use, including pharmacies.

You may have questions

We can help. We're sorry for any confusion the multiple cards and letters may have caused earlier this year. If you have any questions about this new card, you can call Member Services at the number on your ID card.

*Need more ID cards? Visit your member website at [Aetna.com](https://www.aetna.com) or the Aetna HealthSM app to get a digital version. It works just like your plastic ID card.

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. Refer to **Aetna.com** for more information about Aetna® plans.

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1650982-01-01 (11/22)