



"MOST" BENEFIT PLANS

Aetna is a health insurance organization with a network of doctors, hospitals, and other health care providers. You can choose from two Aetna medical plans: Preventive or Traditional.

ADVOCACY SUPPORT

Contact a Care Advocate to:

- Understand benefit coverages
- Get help with claims, EOBs & billing
- Seek nurse advice or a second medical opinion



Login online or Download the Accolade app to connect with a Care Advocate today!

FINDING A NETWORK DOCTOR

Contact an Accolade Care Advocate at **1-866-540-5418** to find providers in the Aetna network.

Or, use the City's custom Doc Find at aetna.com/dsepublic/#/cityofseattle.

PHARMACY PLAN

Review the **Aetna Drug Formulary** online, Search for "Aetna Standard Plan" plans

CONTACT INFORMATION

Accolade Member Services: 1-866-540-5418

Websites: Aetna.com or member.accolade.com

Mobile Apps: Aetna Health and Accolade

Address: Aetna

P.O. Box 14079

Lexington, KY 40512-4079

TELEMEDICINE

Access 24/7 care anywhere in the U.S. with **Teladoc**

1. Download the Teladoc App
2. Call Teladoc at 1-888-835-2362
3. Visit Teladoc.com/Aetna



CLAIMS APPEALS

Occasionally, the health plan will say "no" to a claim, in full or in part, for services you believe are covered. Review the Claims Appeal [infographic](#) for steps you and/or your provider may use to file an appeal with Aetna.

VIRTUAL MENTAL HEALTH

To locate virtual mental health providers, please log in to [Aetna.com](https://www.aetna.com), scroll to the bottom of the page, and click on Mental Health Support & Services. Get support with anxiety & depression, eating disorders, alcohol or substance use, TSD, and more. Providers serve children, adolescents and adults.

- Talkiatry
- Array
- Headway
- Alma
- Meru
- Telemynd

GENDER AFFIRMING CARE

To help navigate gender diverse care, Aetna has a digital support center at [Aetna.com](https://www.aetna.com). Login and search “gender” to access resources from exploring gender to accessing gender affirming care and beyond.

To request an Aetna gender care personal navigator contact Accolade at **1-866-540-5418**. Get assistance with:

- Finding a care provider
- Understanding your benefits

GYM DISCOUNTS

Access discounts on fitness products and services through Aetna +LifeMart.

- Join a gym
- Purchase discount wearable device or workout gear

Login to [Aetna.com](https://www.aetna.com), go to Health and Wellness discounts then register on the LifeMart website

FERTILITY & FAMILY BUILDING SUPPORT

Contact Accolade Care Team at **1-866-540-5418** for help understanding fertility and maternity benefit coverage or to enroll in the Maternity Support program.

Prior Authorization is required for infertility treatment. For support contact the **Aetna's National Infertility Unit at 800-575-5999**.

VIRTUAL SPECIALTY CARE

Aetna offers virtual specialty care providers to support members living with certain conditions

- Midi or Gennev for menopause
- Folx for LGBTQIA+
- Allara for endocrinology
- Oshi for digestive health

To access specialty vendors, login at [Aetna.com](https://www.aetna.com), go to Find Care >Virtual Providers >Specialty Care

BACK AND JOINT PAIN SUPPORT

Get digital physical therapy and coaching for back and joint pain or pelvic floor symptoms through [Hinge Health](https://www.hingehealth.com) at no cost to you.

- Get the Hinge Health App
- Or, enroll online



QUESTIONS?

Contact your department's Benefits Representative listed on the [Seattle Human Resources](https://www.seattlehumanresources.com) website